



Total Calls

 5000

Total Answered Calls

 4054

Total Unanswered Calls

 946

Average speed of answer

 67.52

Call Center Trends

Agent

All

Date

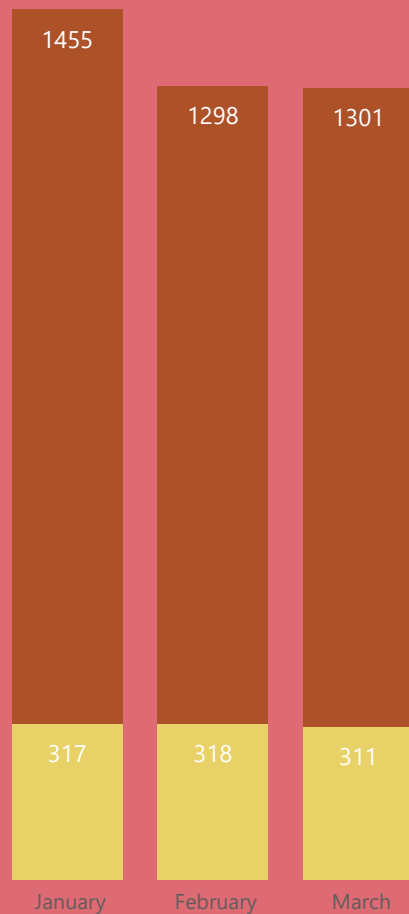
1/1/2021

3/31/2021

Topic

- ☐ Admin Support
- ☐ Contract related
- ☐ Payment related
- ☐ Streaming
- ☐ Technical Support

Answered ● N ● Y



Agent	Total Calls	Total Answered Calls	Resolved Calls	Average of Satisfaction rating	Average of Speed of answer in seconds	Total Unanswered Calls
Jim	666	536	485	3.39	66.34	130
Dan	633	523	471	3.45	67.28	110
Becky	631	517	462	3.37	65.33	114
Martha	638	514	461	3.47	69.49	124
Greg	624	502	455	3.40	68.44	122
Total	5000	4054	3646	3.40	67.52	946

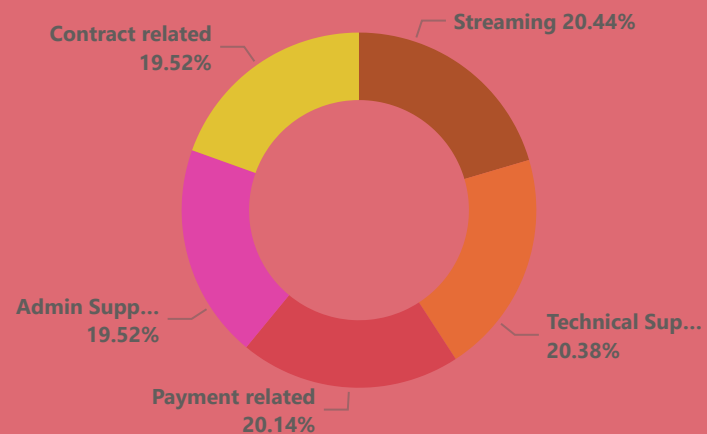
3646

Resolved Calls

1354

Unresolved calls

Total Calls by Topics



Average Satisfaction Rating

