

Call Center  
Data

Agent

All

Topic

All

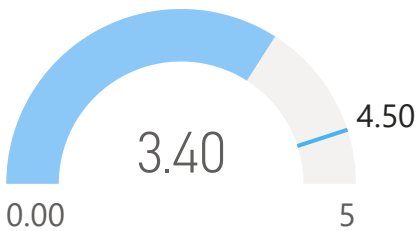
01-01-2021



31-03-2021

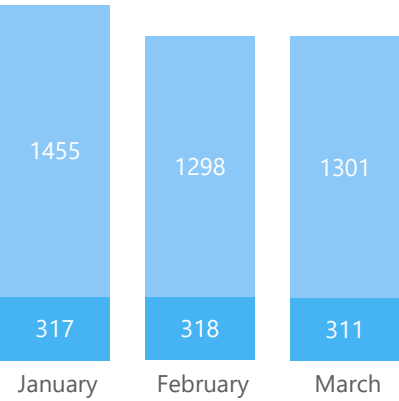


Average Satisfaction



Number of calls per month

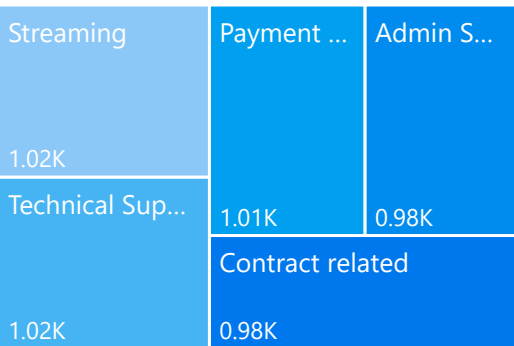
Answered... ● N ● Y



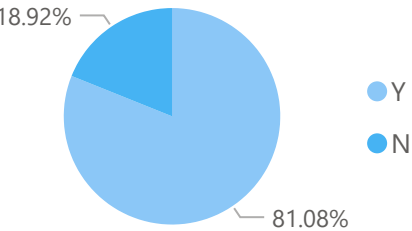
Speed of answered (seconds)

67.52

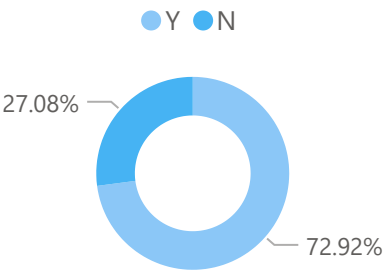
Number of calls for each topic



Answered



Resolved



Agent statistics

Agent	Answered	Resolved (Y)	Avg Satisfaction rating	Avg SOA (In Sec)
Joe	484	436	3.33	70.99
Martha	514	461	3.47	69.49
Greg	502	455	3.40	68.44
Dan	523	471	3.45	67.28
Jim	536	485	3.39	66.34
Diane	501	452	3.41	66.27
Total	4054	3646	3.40	67.52