

CALL CENTER TRENDS

Topics

All

Agent

All

Total Calls

5000

Calls answered

4054

Abandoned Calls

946

Month

All

Date

All

Average speed of answer

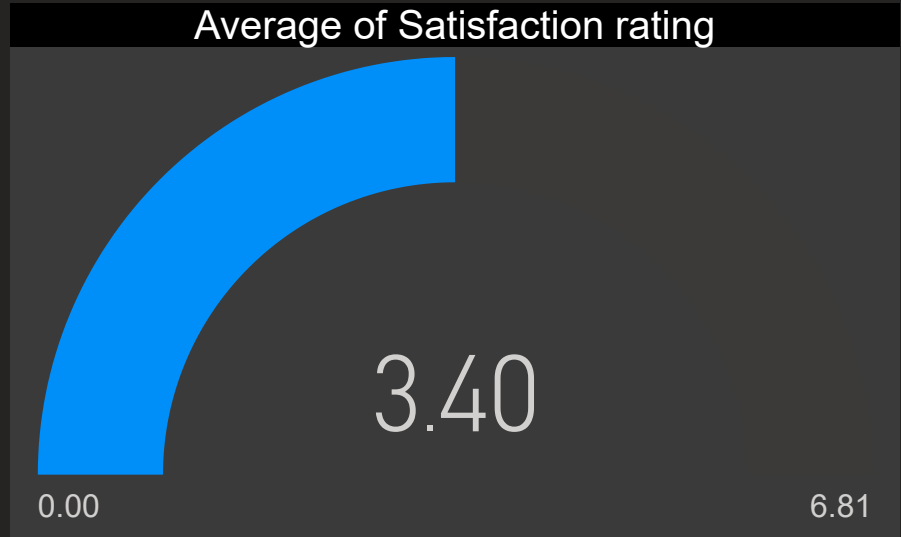
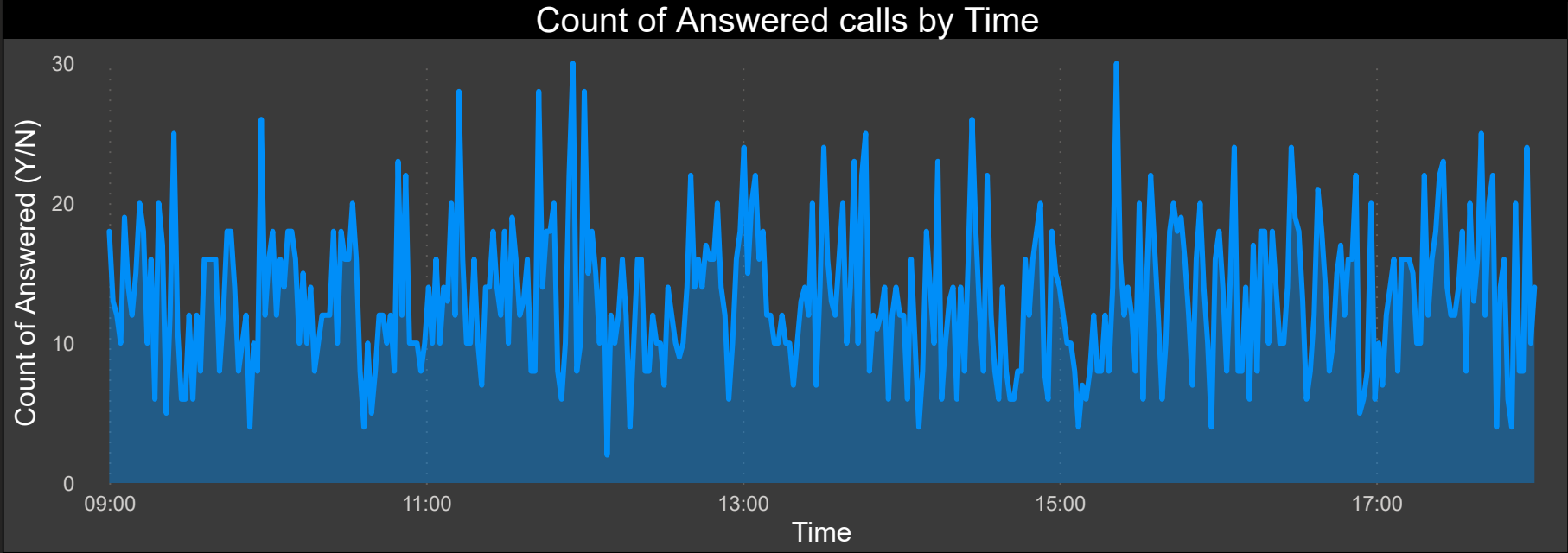
67.52

Average of satisfaction Rating

3.40

Average talk duration

00:03: 45



Agent	Overall calls answered	Abandoned Calls	Average of Satisfaction rating	Average speed of answer
Becky	517	114	3.37	65.33
Dan	523	110	3.45	67.28
Diane	501	132	3.41	66.27
Greg	502	122	3.40	68.44
Jim	536	130	3.39	66.34
Joe	484	109	3.33	70.99
Martha	514	124	3.47	69.49
Stewart	477	105	3.40	66.18
Total	4054	946	3.40	67.52