

# CALL CENTER TRENDS

Topics

All

Agent

All

Total Calls

5000

Calls answered

4054

Abandoned Calls

946

Month

All

Date

All

Average speed of answer

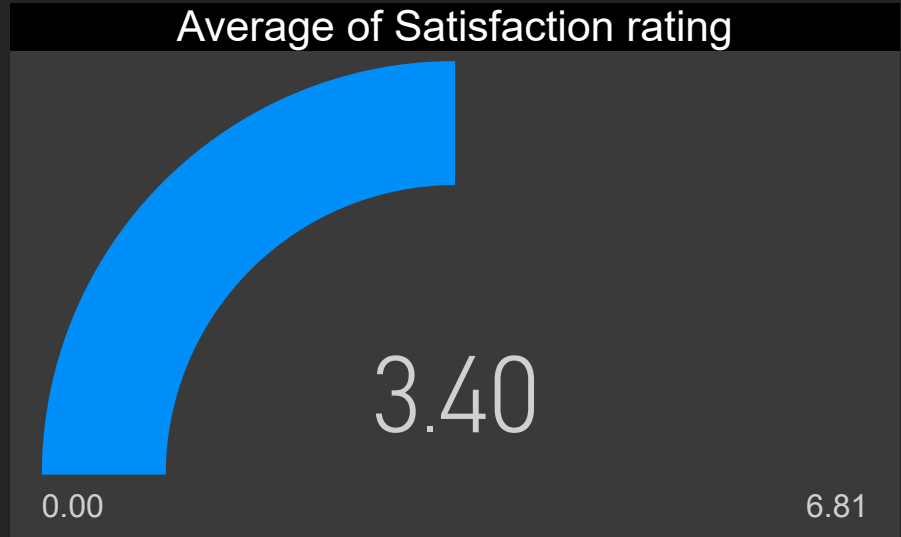
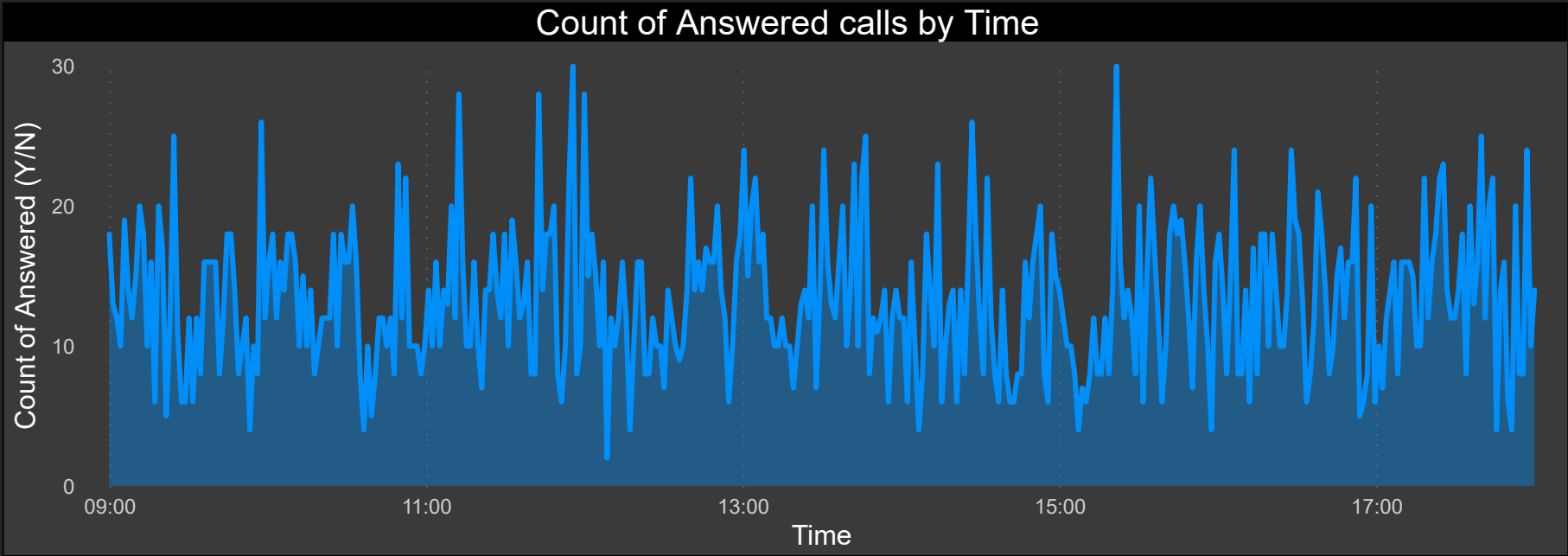
67.52

Average of satisfaction Rating

3.40

Average talk duration

00:03: 45



Agent	Overall calls answered	Overall calls not answered	Sum of Satisfaction rating	Average speed of answer
Becky	517	114	1743	65.33
Dan	523	110	1803	67.28
Diane	501	132	1706	66.27
Greg	502	122	1709	68.44
Jim	536	130	1819	66.34
Joe	484	109	1612	70.99
Martha	514	124	1784	69.49
Stewart	477	105	1622	66.18
Total	4054	946	13798	67.52