



Call Center

Agent

All

Topic

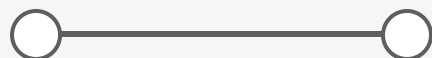
All

Date

1/01/2021



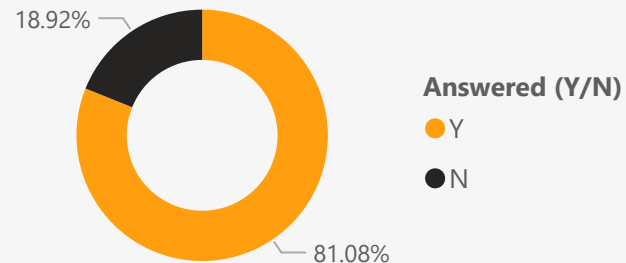
31/03/2021



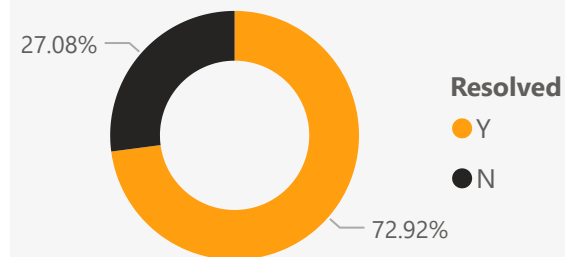
Average_Satisfactinon



Answered



Resolved

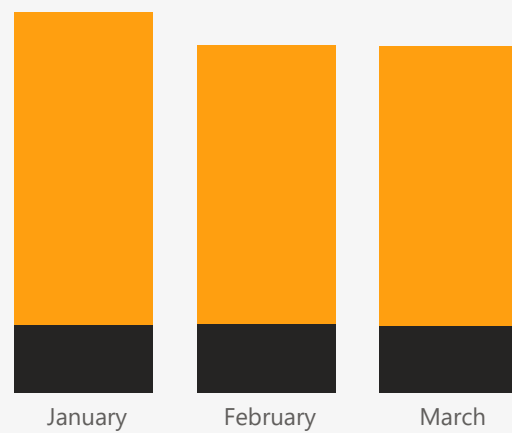


Average speed of answer (s)

67.52

Number of Calls by per Month

Answered ● N ● Y



Agent statistics

Agent	AnsweredCalls	ResolvedCalls	Average_Satisfaction	Average speed of answer (seconds)
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
Stewart	477	424	3.40	66.18
Becky	517	462	3.37	65.33