

Monthly Report - August 2025



For period ending: July 31, 2025

Agent:
Andrew Pollean

Manager:
Michael Scott

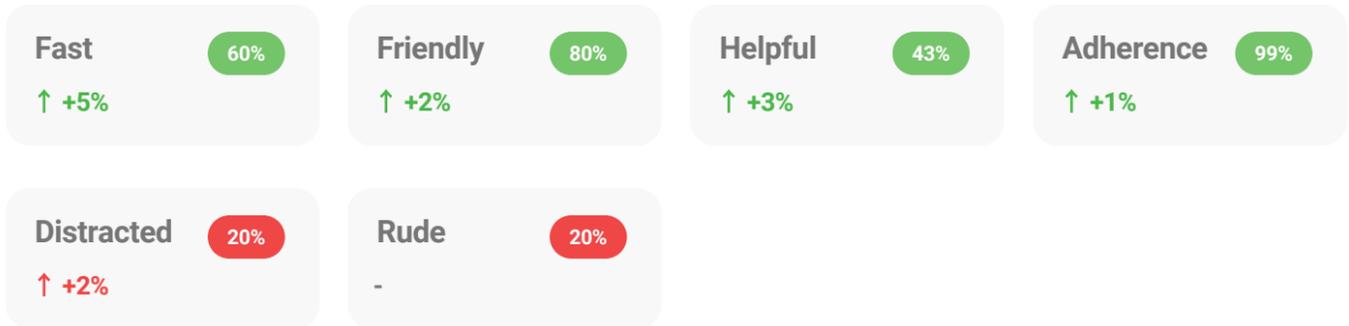
Overall CSAT Score

4.6/5

^ **+0.1**
from last month

4.4
Team Average

Detailed Metrics



AI-Generated Analysis

Strengths

- Consistent High Ratings:** Andrew Pollean has maintained a high rating of 4.4 out of 5 over the past two months, with slight uptick this month indicating overall customer satisfaction with his service.
- Friendly and Attentive:** Andrew consistently scores high in friendliness and attentiveness, with 80% of customers acknowledging these traits. This suggests that he is able to create a positive rapport with customers and is responsive to their needs.
- Fast Service:** Andrew's speed in service delivery remains consistently around 60% with a 5% increase recorded this month. This indicates that he is efficient in his role as an operator.

Areas for Improvement

- Helpfulness:** Less than 45% of customers find Andrew helpful. This area needs improvement as it directly impacts customer satisfaction and their overall experience.
- Rudeness:** Despite his high scores in friendliness, 20% of customers perceive Andrew as rude. It's important to address this issue to ensure all customers feel respected and valued.
- Distraction:** A consistent 20% of customers find Andrew distracted. This could potentially impact the quality of service provided and should be addressed.

Trends

- Stable Performance Metrics:** Over the past two months, all metrics have remained stable. This indicates a consistency in performance but also highlights areas where improvement is still needed.
- Persistent Issues:** The issues related to helpfulness, rudeness, and distraction have persisted over the past two months with slight increases recorded this month. This should remain an area for improvement until noticeable changes are seen.

Recommended Actions

- Training on Customer Service Skills:** To improve on helpfulness, rudeness, and distraction issues, it would be beneficial for Andrew to undergo additional training focused on these areas.
- Regular Feedback Sessions:** Regular feedback sessions can help identify specific instances where these issues occur and provide strategies for improvement.
- Mentorship Program:** Pairing Andrew with a mentor who excels in the areas he struggles with could provide him with practical strategies to improve his performance.

Powered by



[Click here to view full results.](#)