

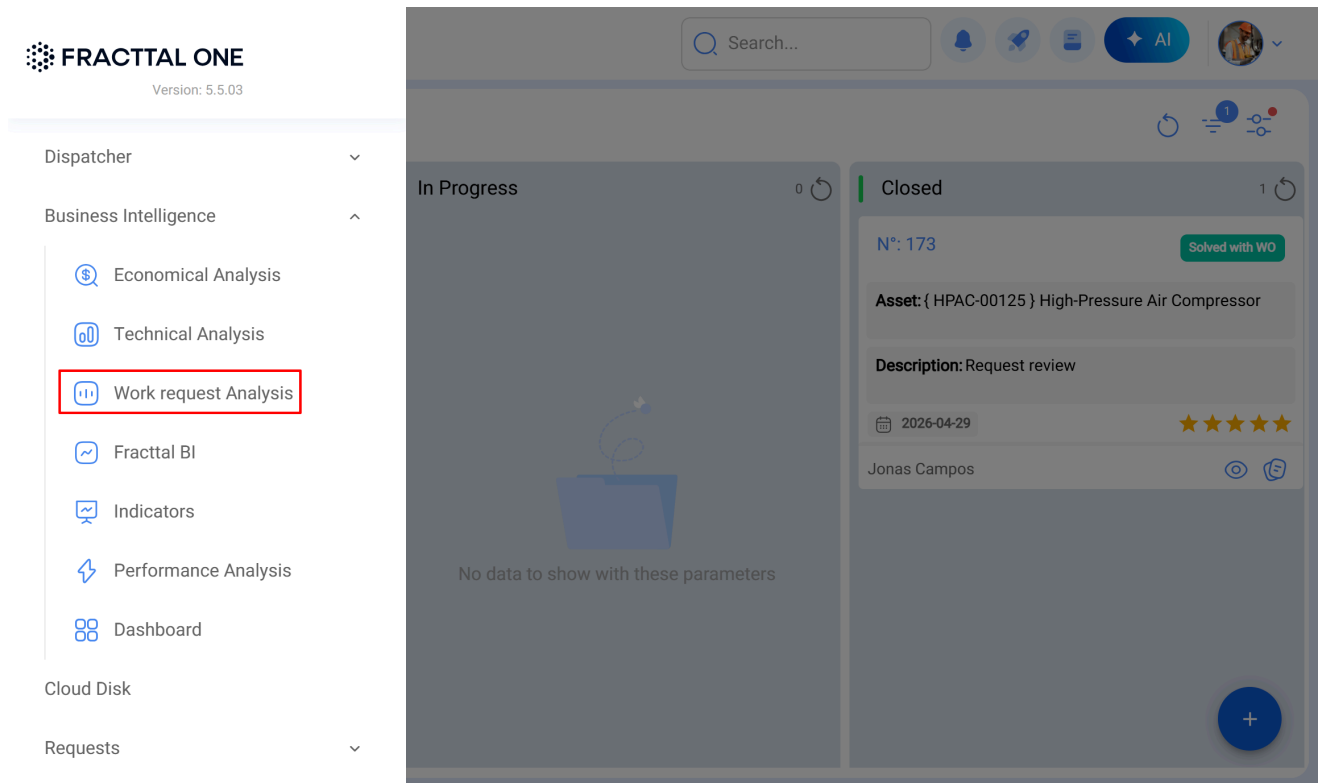
# Work Request Analysis: Agent Rating

[help.fracttal.com/hc/en-us/articles/45499306857997-Work-Request-Analysis-Agent-Rating](https://help.fracttal.com/hc/en-us/articles/45499306857997-Work-Request-Analysis-Agent-Rating)

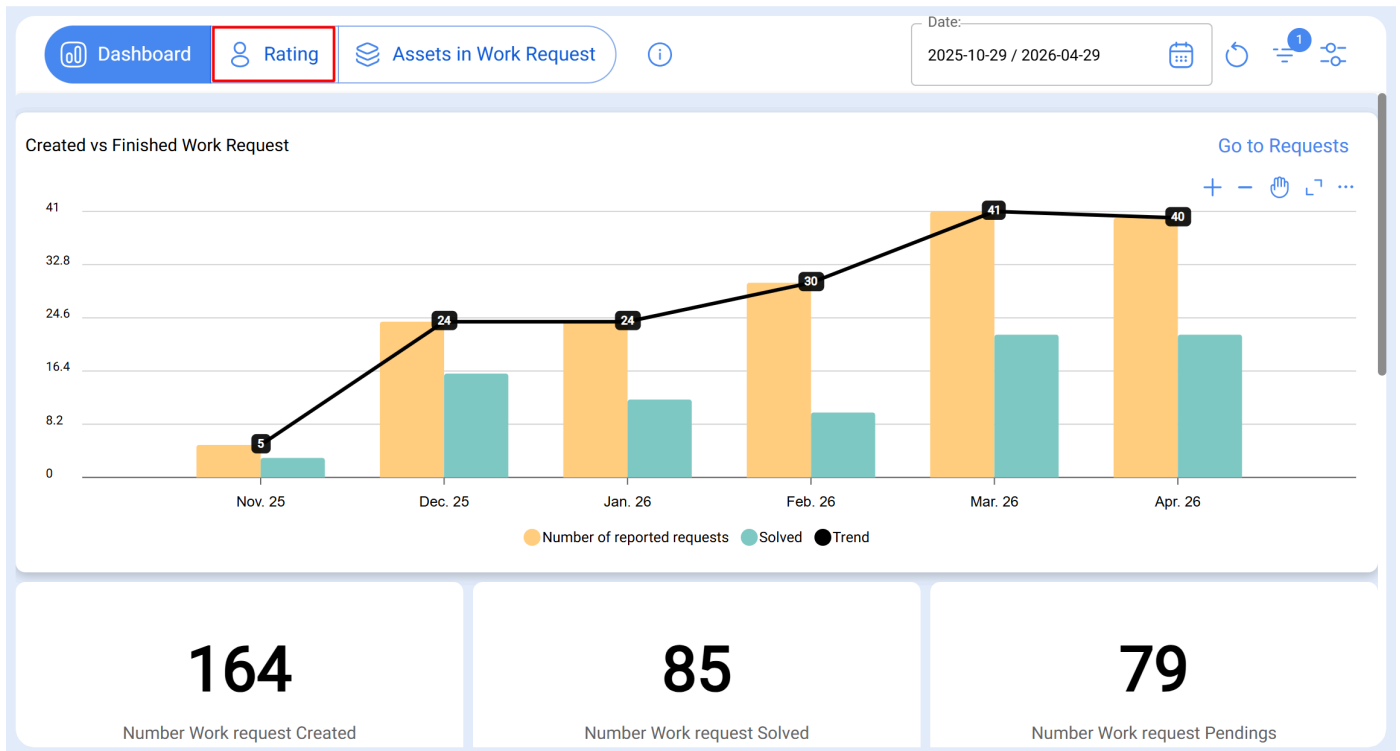
In the rating section of the **Business Intelligence** module, users can view detailed metrics on agent performance in managing requests, providing a clearer and more accurate view of their performance.

To view these metrics, follow these steps:

1. Within the Business Intelligence module, select the Request Analysis submodule.



2. Go to the Rating panel to see metrics related to request ratings.



3. In this view, you can see:

- **Responsible:** List of agents responsible for the requests.
- **Number of Requests handled per agent:** The total number of requests handled by each agent.
- **Average ratings:** The average rating of the requests managed by each agent.

<input type="checkbox"/> Responsible	Count Work Request Solved	Rating Average Work Request
<input type="checkbox"/> Jonas Campos	2	5.00

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Together, these metrics allow for an objective evaluation of agent performance and facilitate data-driven decision making.