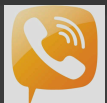




Call Center KPI



Total Calls

6890



Calls Answered

5,593



Calls Rejected

1,297



Resolved Calls

5,040

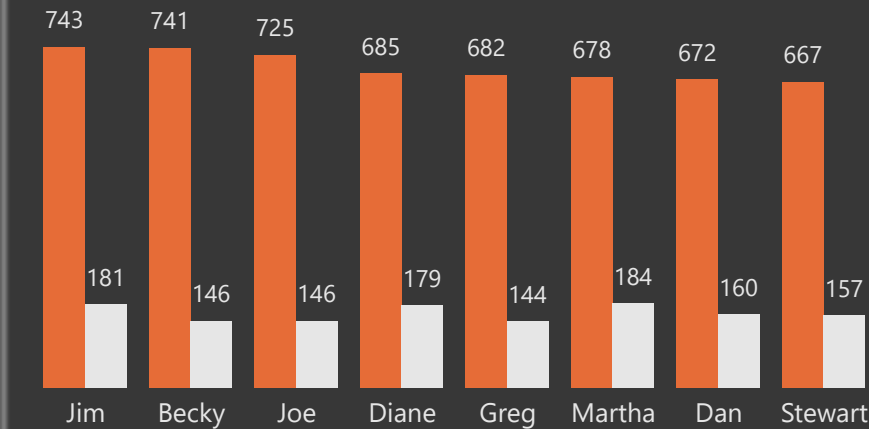


Unresolved Calls

1,850

CALL CENTER RECORD PERFORMANCE

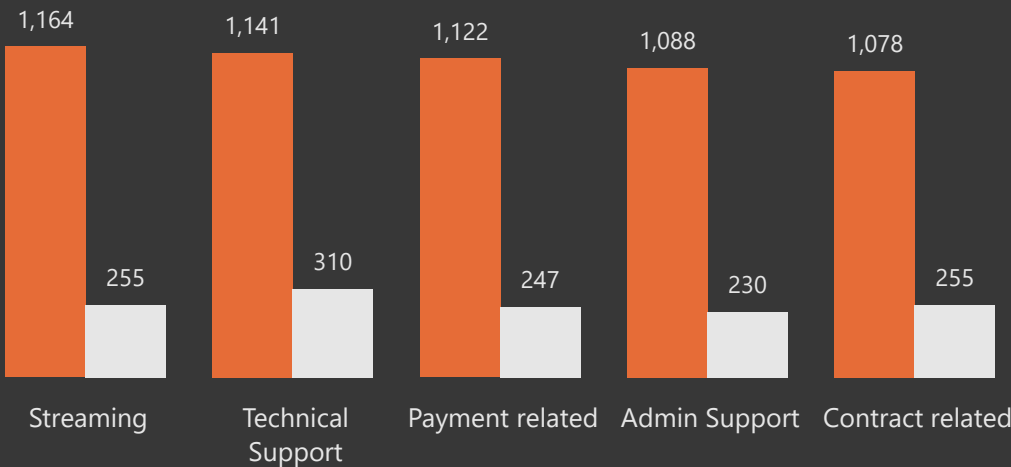
Calls Answered and Calls Rejected by Agent



● Sum of Calls Answered ● Sum of Calls Rejected

Agent	Total Calls
Becky	887
Dan	832
Diane	864
Greg	826
Jim	924
Joe	871
Martha	862
Stewart	824

Calls Answered and Calls Rejected by Topic

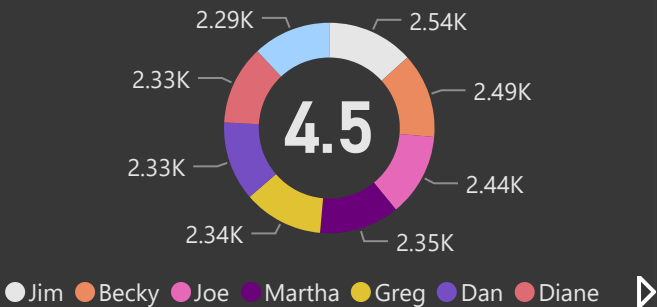


● Sum of Calls Answered ● Sum of Calls Rejected

Average of Speed of answer in seconds



Satisfaction rating by Agent



Total Calls by Topic

