

OPTICONNECT SOLUTIONS DATA

Total Calls

1772

Calls Answered

82.11%

Resolved Calls

90.10%

Abandon rate

17.89%

Agent name

Agent

All

Avg Call/min

0.04

Calls < 3min

38.69%

Satisfaction<4

49.76%

Avg speed

67.22

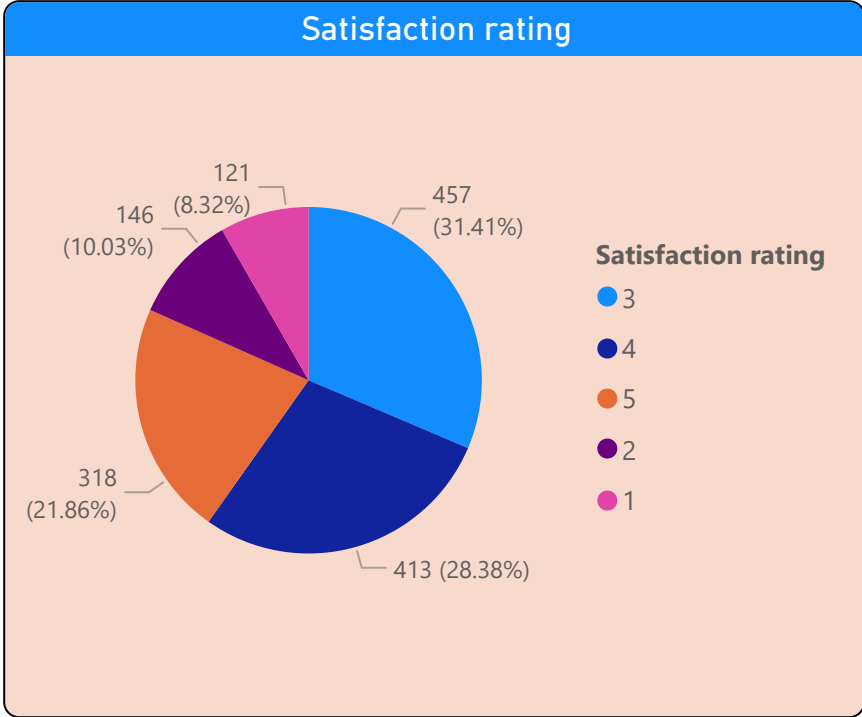
Department wise

Department

☐ Select all

☐ Air Conditioner

☐ Fridge



Call Resolved by Agent

Dan	177
Jim	173
Joe	169
Diane	168
Stewart	163
Greg	155
Becky	154
Martha	152

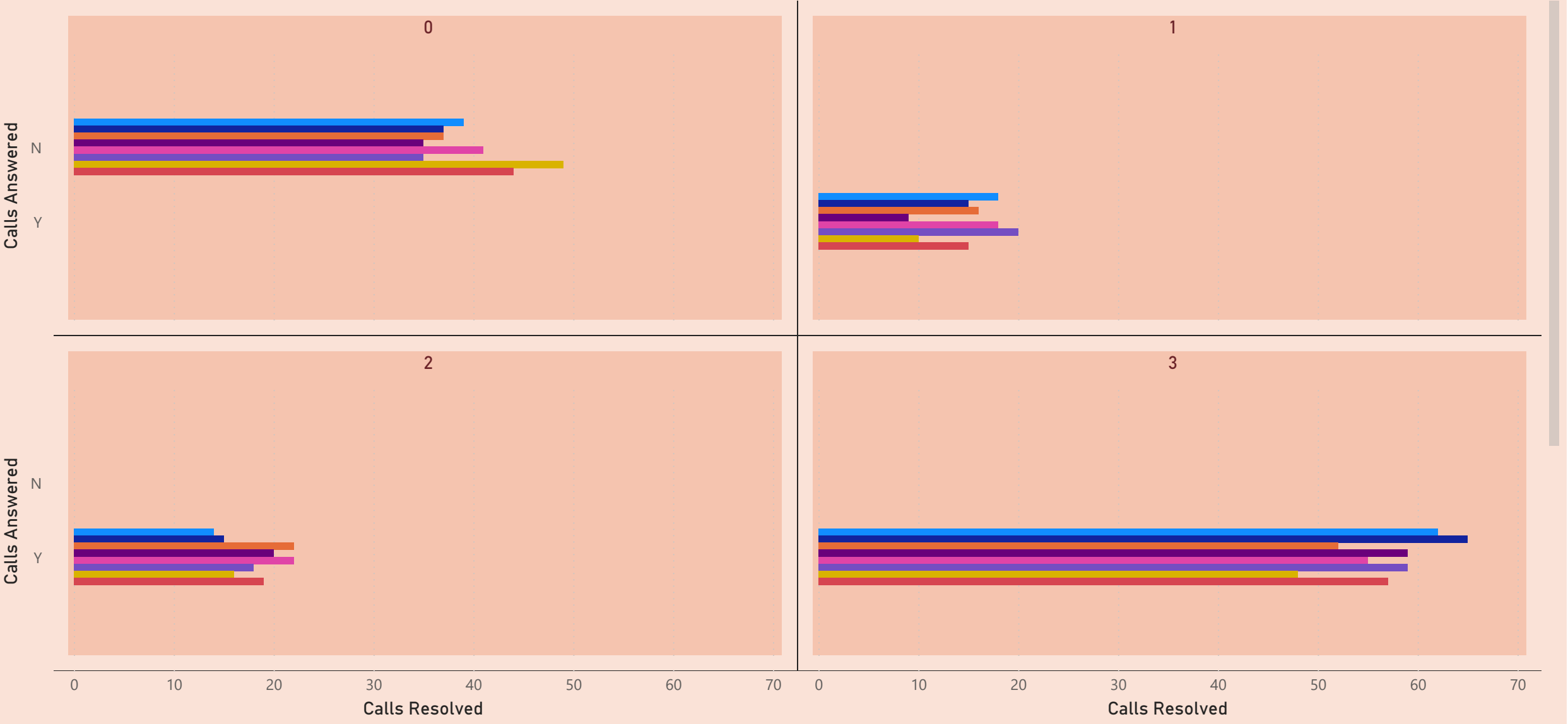
Agent Name	Total Calls	Calls Answered	Calls Resolved	Avg Speed of Answer
Becky	216	177	154	64.35
Dan	227	190	177	66.95
Diane	222	185	168	63.94
Greg	208	173	155	67.20
Jim	228	187	173	66.66
Joe	221	186	169	71.16
Martha	220	171	152	71.46
Stewart	230	186	163	66.24
Total	1772	1455	1311	67.25

Did the agents successfully resolve customer issues?

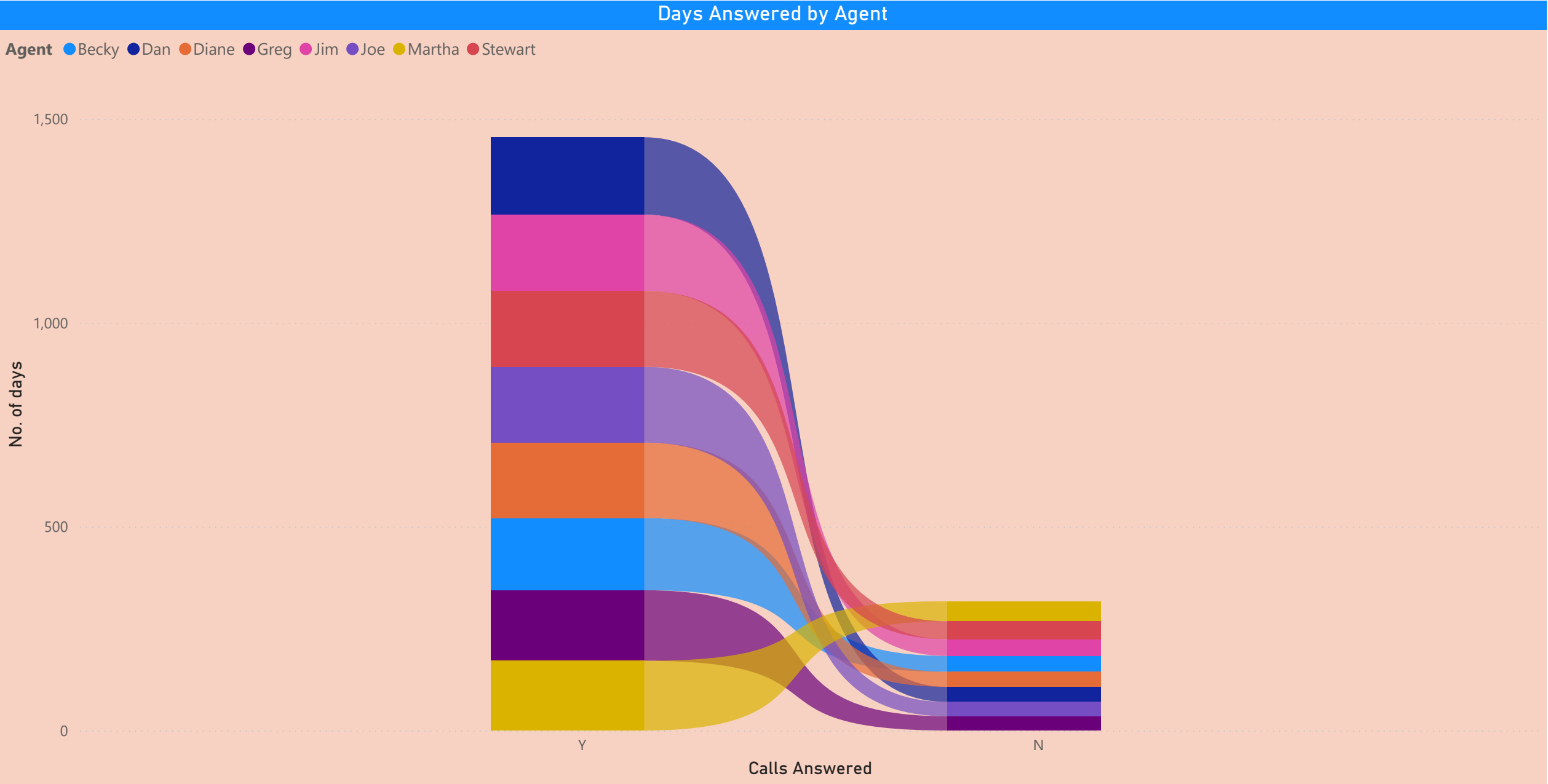


Calls Resolved Vs Answered by Agent with customer satisfaction rating

Agent Becky Dan Diane Greg Jim Joe Martha Stewart



Were calls consistently answered in a timely manner?



How did the speed of answer and average talk duration impact customer satisfaction?

