

CALL CENTRE ANALYSIS



Total Calls

5000

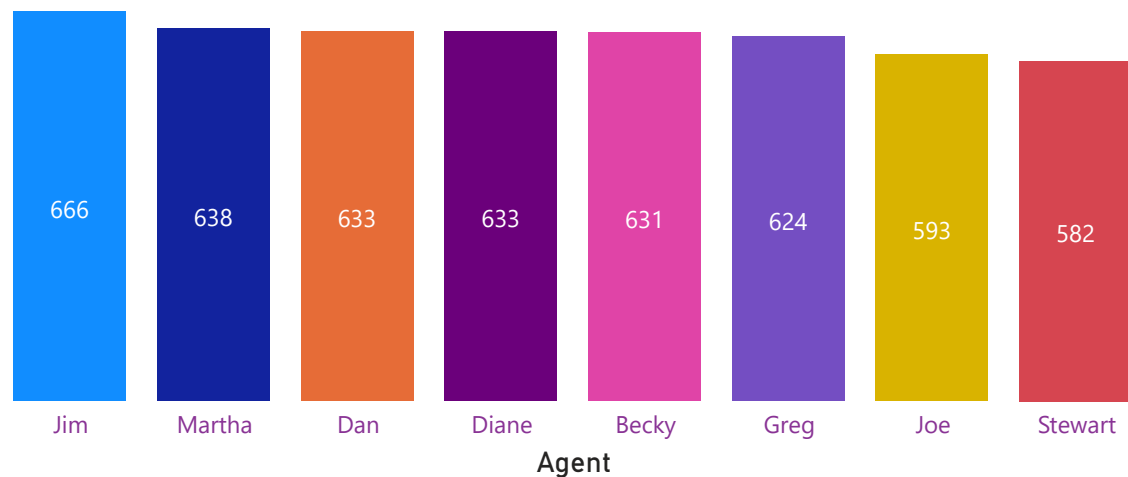
Avg. Speed of Answer (secs)

54.75

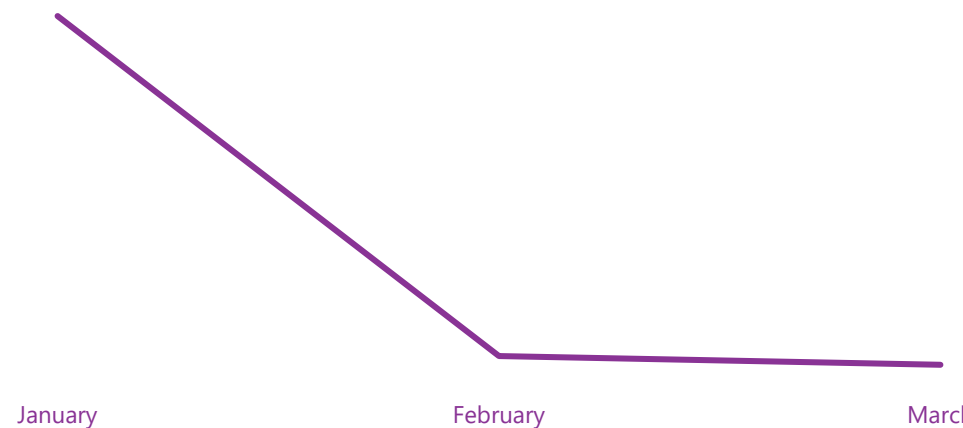
Average Satisfaction

3.40

Total Calls by Agents

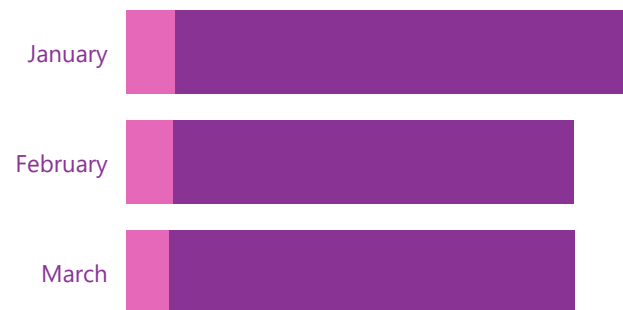


Call trend by month

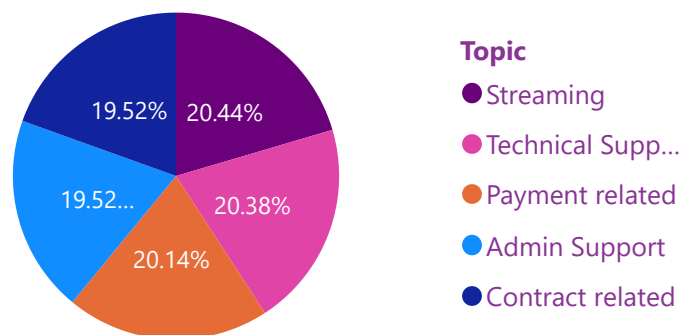


Answered and resolved calls by month

Resolved ● N ● Y



% of calls by Topics



Answered by abandoned calls

