

Call Centre Trends

Visualising customer and agent behaviour.



8

Count of Agent

5000

Count of Call Id

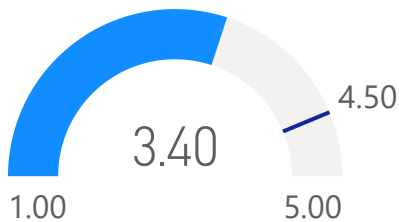
946

Calls Rejected

4054

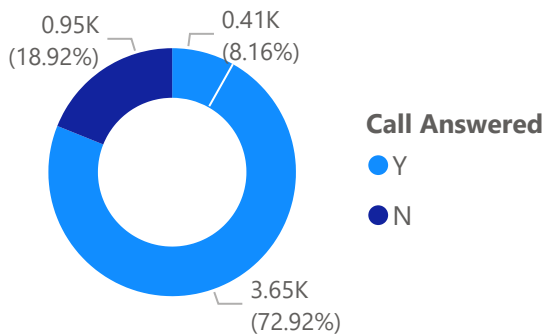
Count of Answered (Y/N) for Y

Average of Satisfaction rating



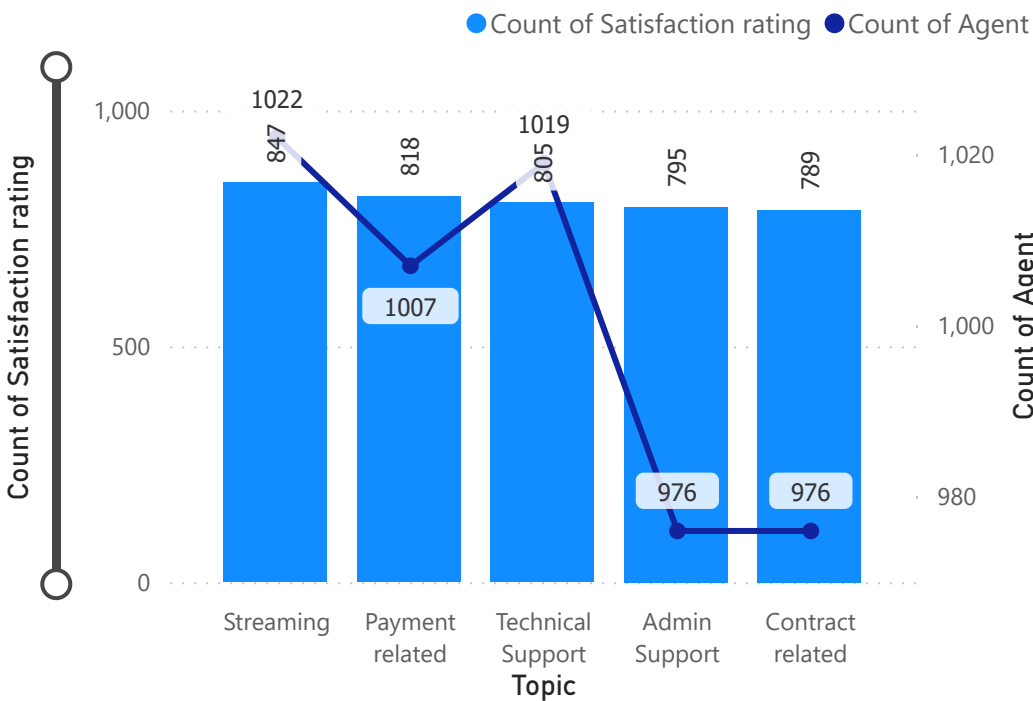
Total Number of Caller(s)

by Call Answered and Issue Resolved



Count of Satisfaction rating and Count of Agent

by Topic



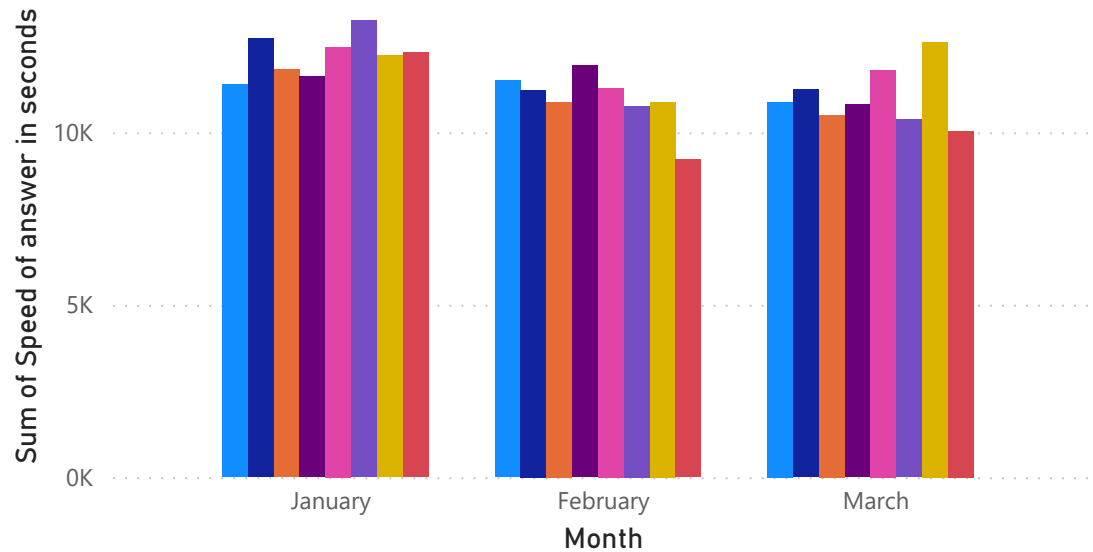
3646

Total Resolved

Sum of Speed of answer in seconds

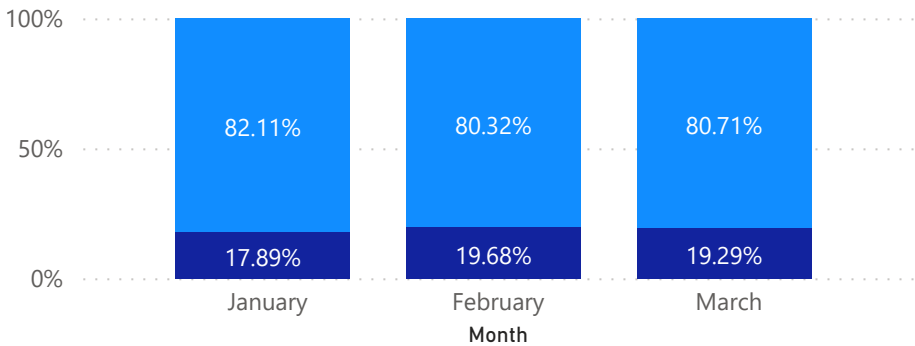
by Month and Agent

Agent
Becky Dan Diane Greg Jim Joe Martha Stewart



Number of Calls per Month

Answered (Y/N)
N Y



Agent

All

Topic

All

Date

01/01/2021

31/03/2021



67.52

Avg Speed of answer in seconds