



# CALL CENTRE ANALYSIS

Total Number Of  
Calls

5000

% of calls answered

81.1%

Total Number of  
calls Answered

4054

% of calls rejected

18.9%

Total Number of  
calls Rejected

946

Total Agents

8

Maximum call  
answered by an agent

Jim

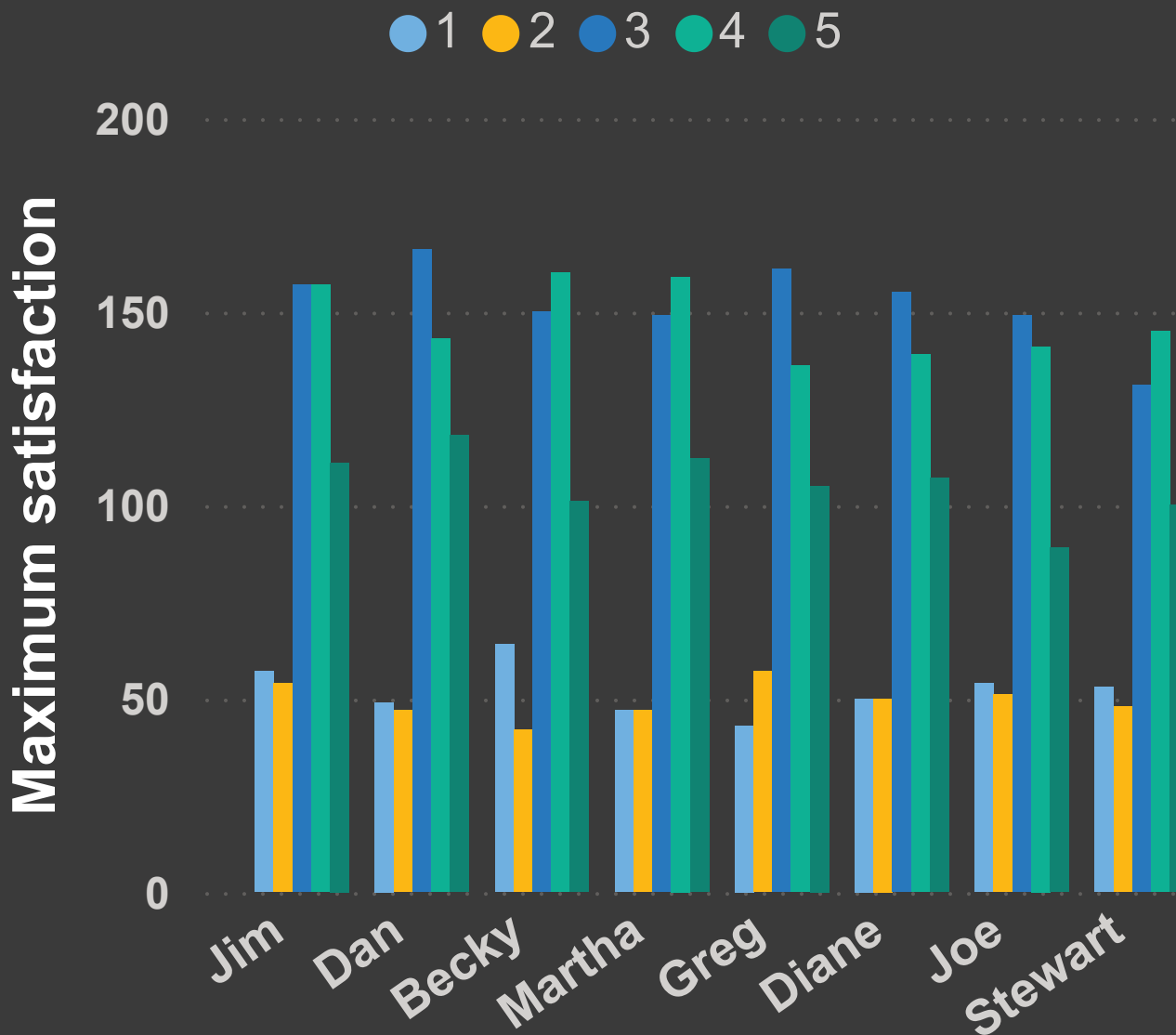
Month

All

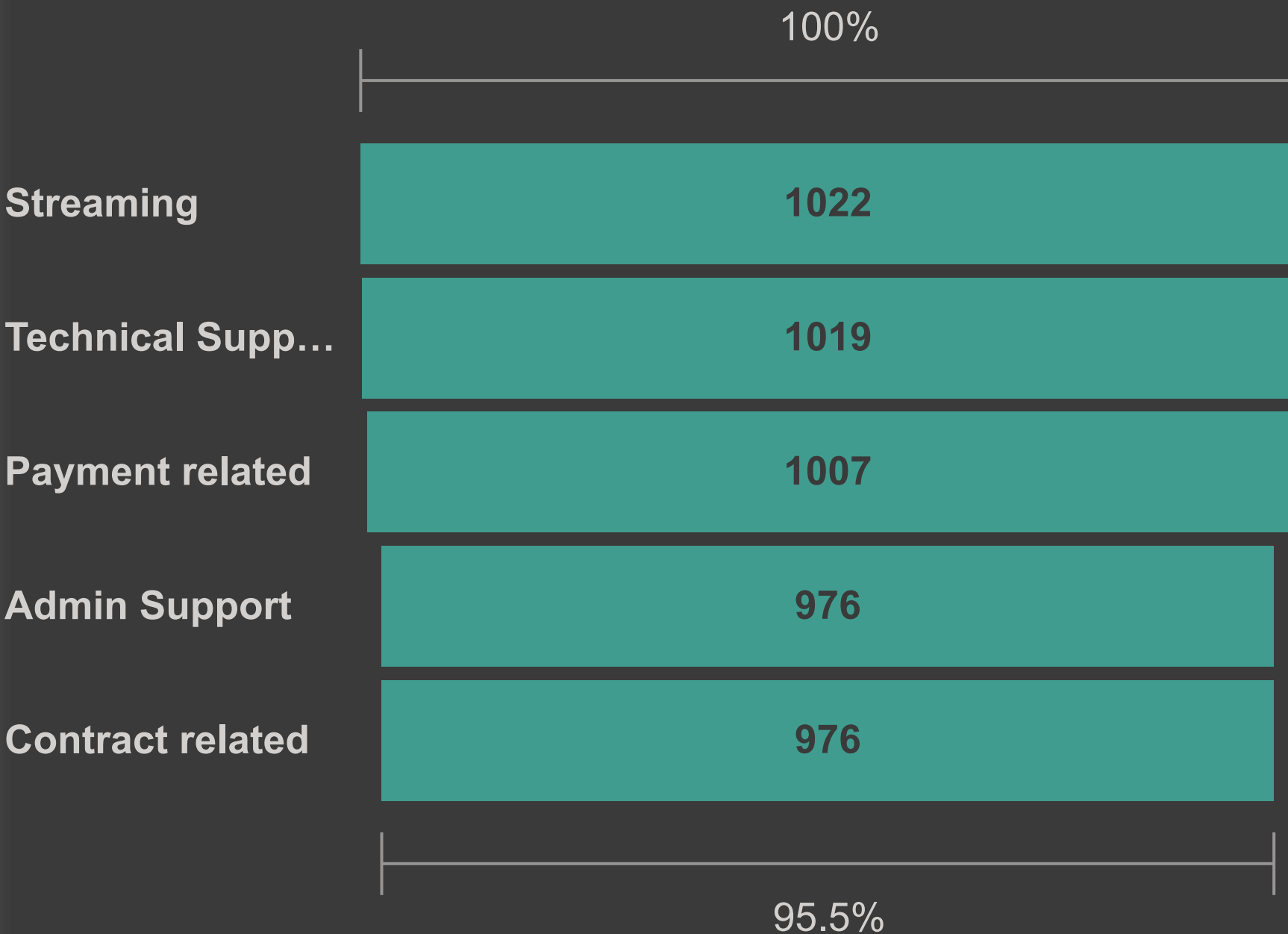
Agent

All

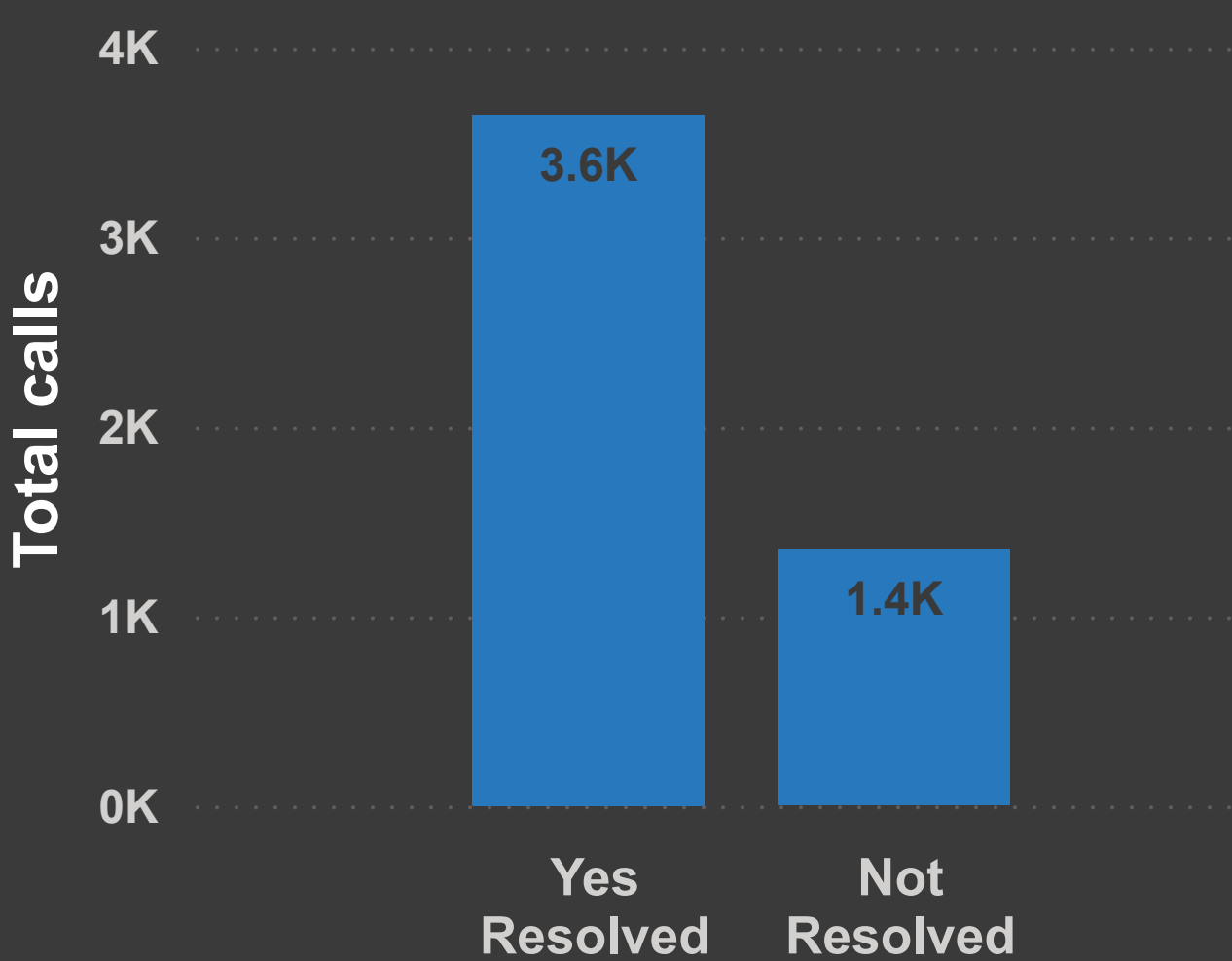
Maximum satisfaction by Agent as per  
rating



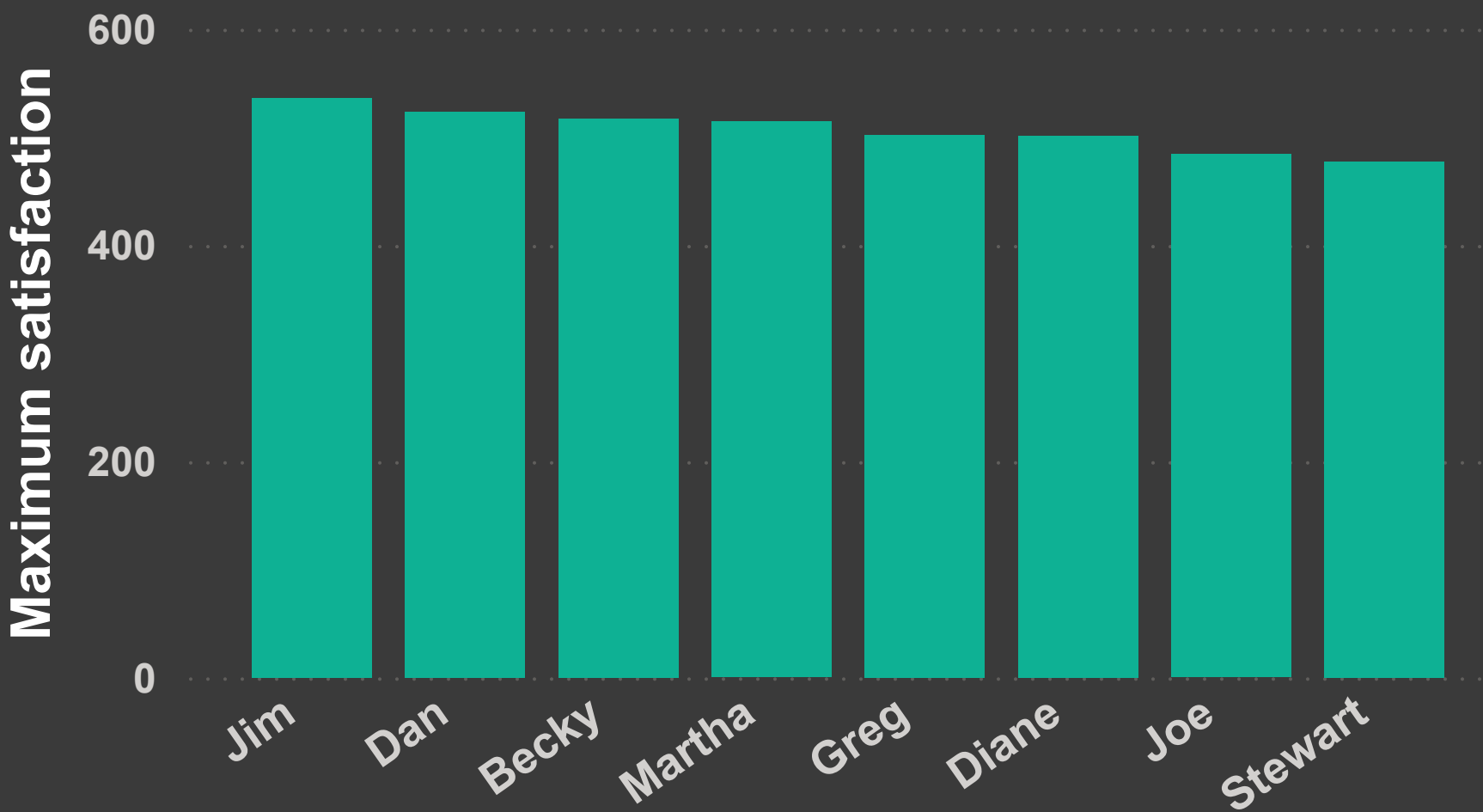
Total calls by Topic



Total calls by Resolved



Maximum satisfaction by Agent



Day

All

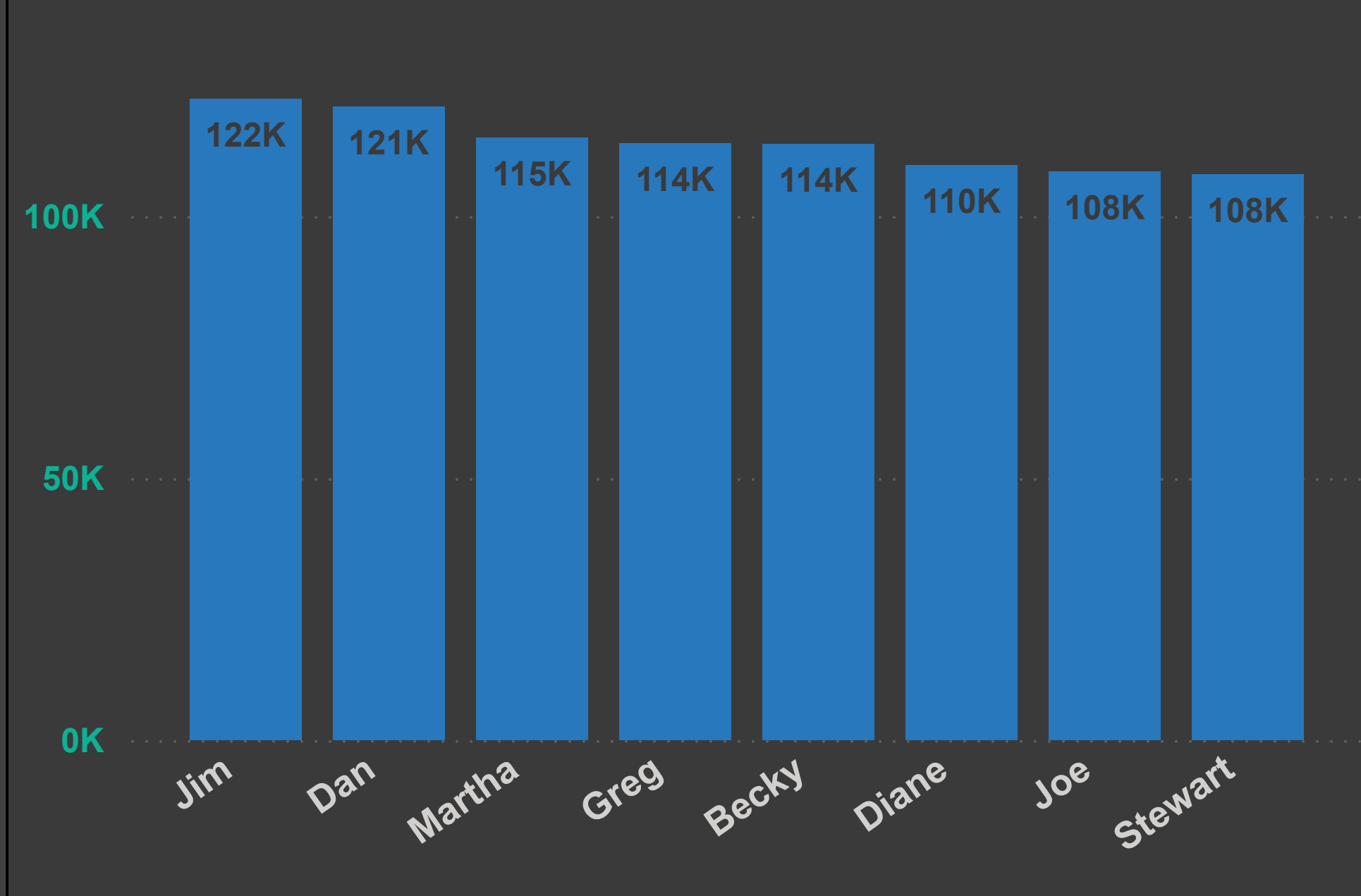
Month

All

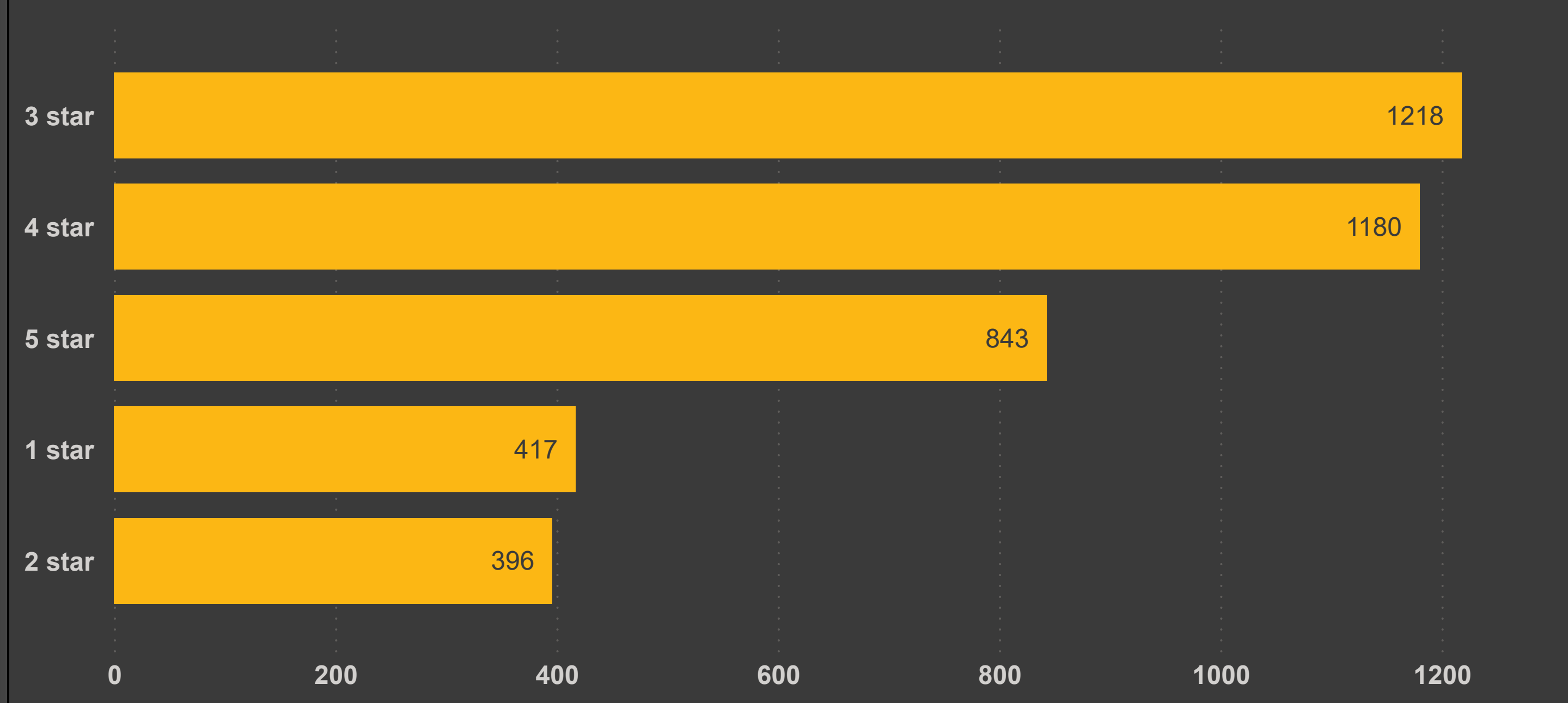
Agent

All

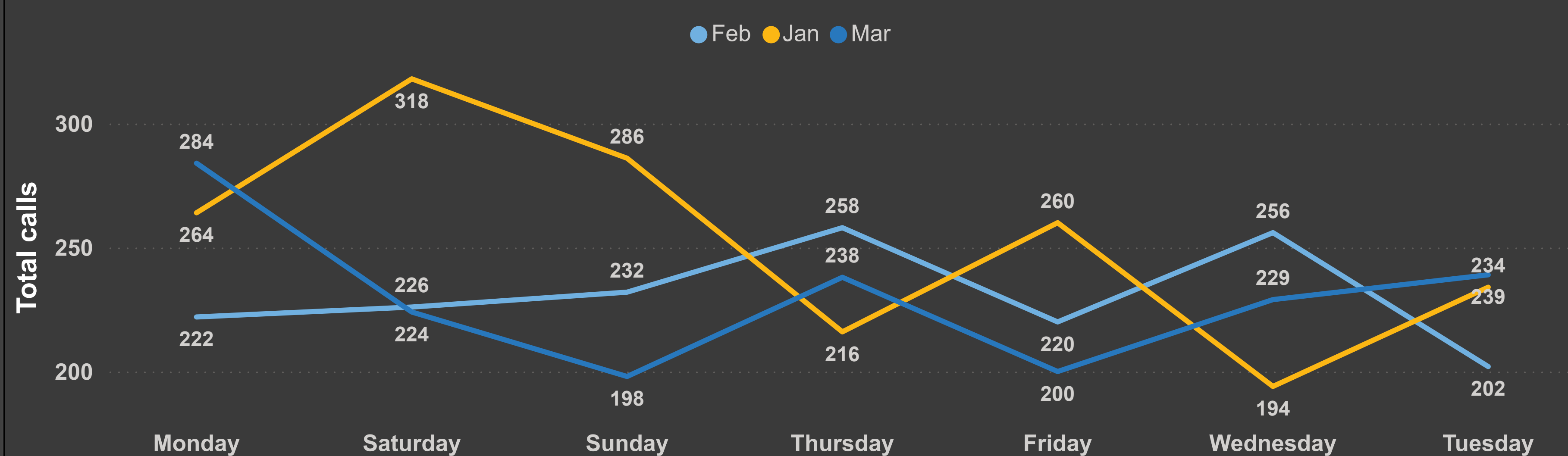
Total Seconds by Agent



Most Number of Stars



Total calls by Day Name and Month Name



Maximum Star for 2021

3 star