# **Call Center Analysis**

5000 Total Calls

**8** Agents

**4054**Calls Answered

3646
Issue Resolved

67.52
Avg Answer Speed

157.87
Avg Call Duration in Sec

### Jim

**Most Answered Employee** 

### **Stewart**

**Most call Reject Employee** 

### Martha

**Most Rated Employee** 

## Overall Customer Ratings

### Jim

**Most Issue Resolved Emp** 

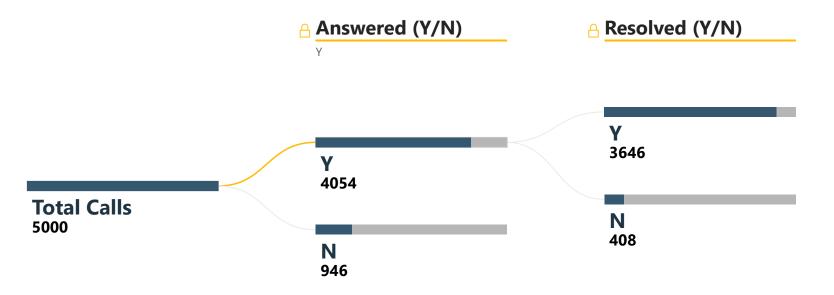
### **Stewart**

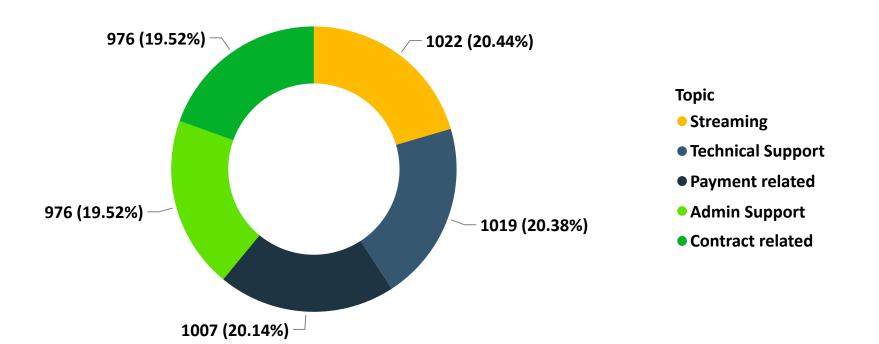
**Most Issue not Resolved Emp** 

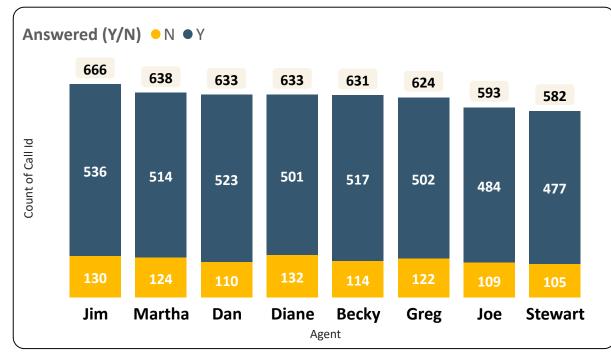
### Joe Most Talked Employee

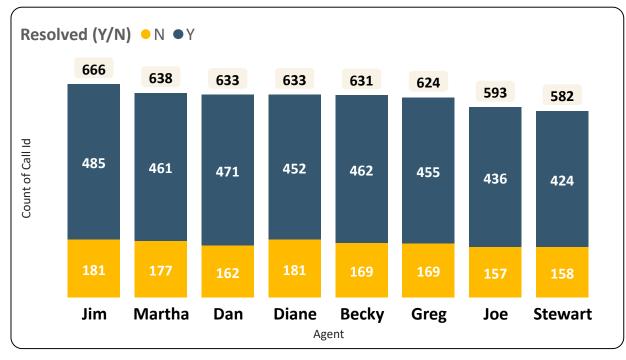


#### **Calls Details Tree**









**Avg - Agents vs Speed of Respond in Sec** 

70.99 69.49 68.44 Average of Speed of answer in seconds 67.28 66.34 66.27 66.18 65.33 Stewart Martha Greg Dan Jim Becky Joe Diane Agent

**Total - Agents vs Talk Duration in Sec** 

