

# 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

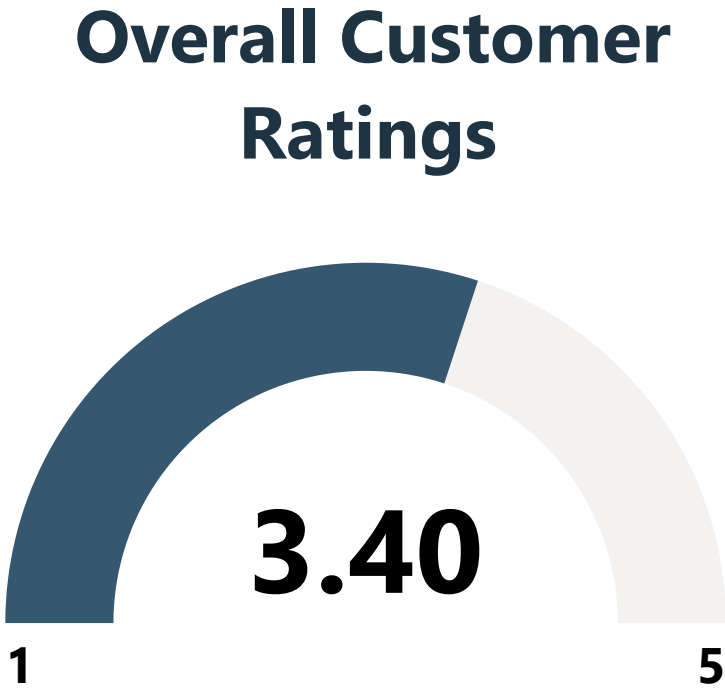
Stewart  
Most call Reject Employee

Martha  
Most Rated Employee

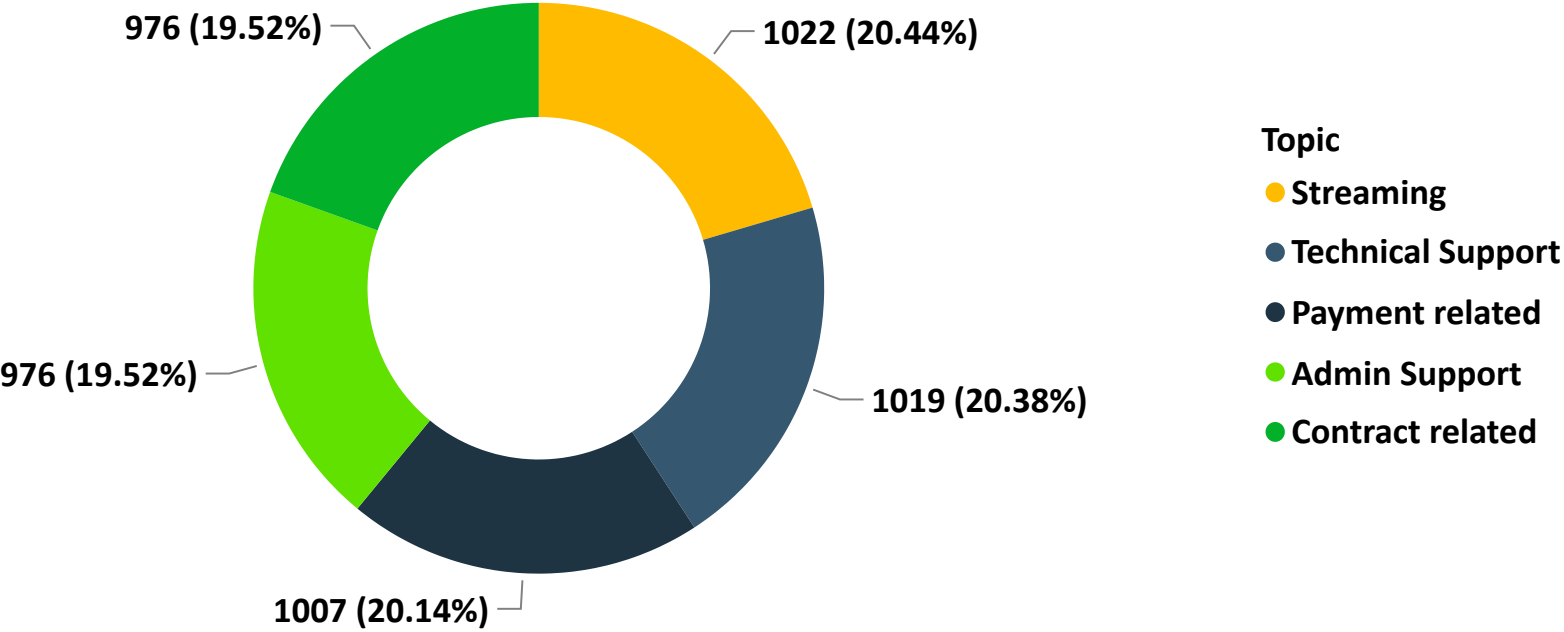
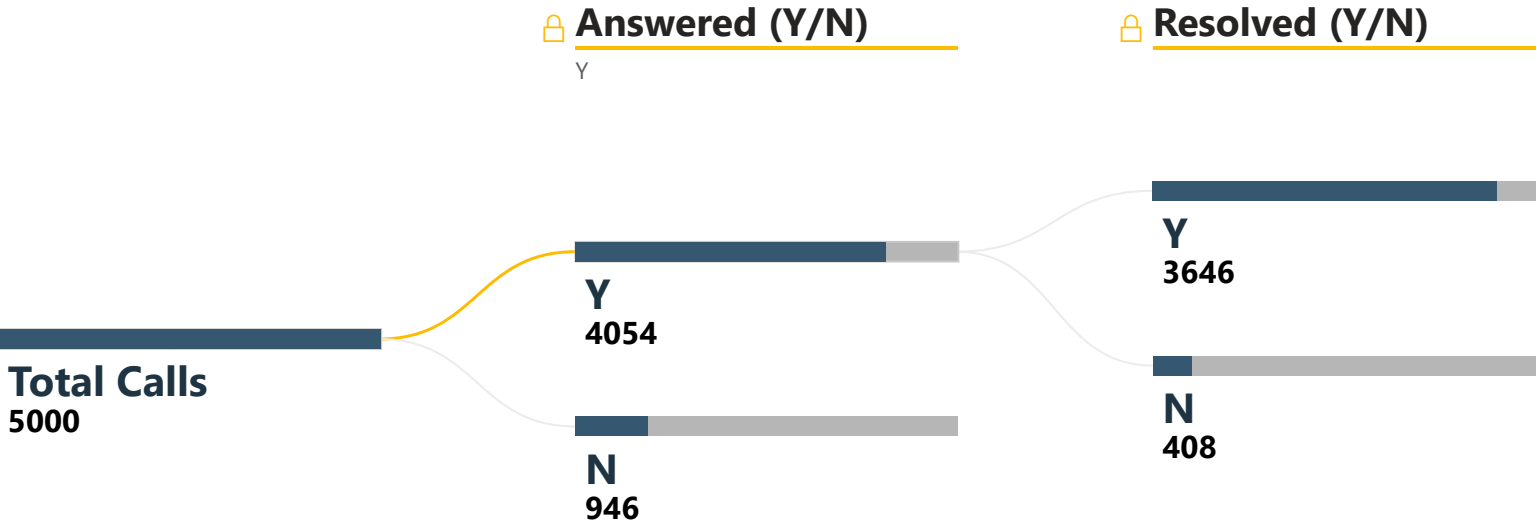
Jim  
Most Issue Resolved Emp

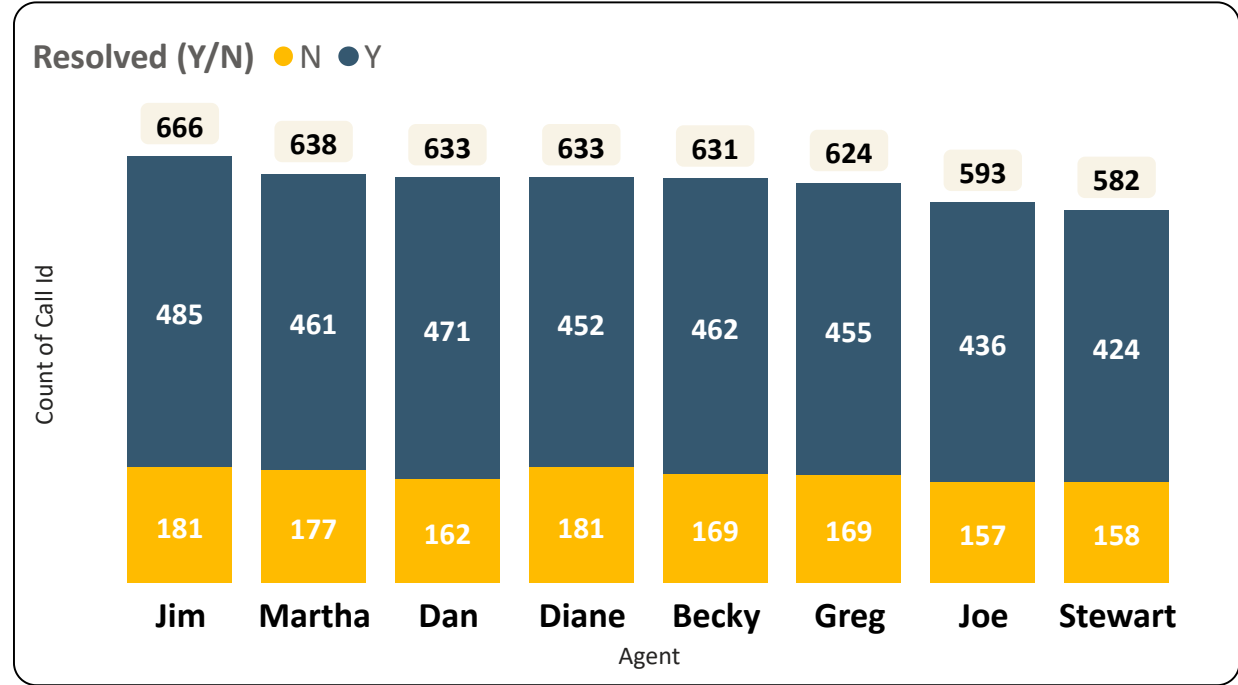
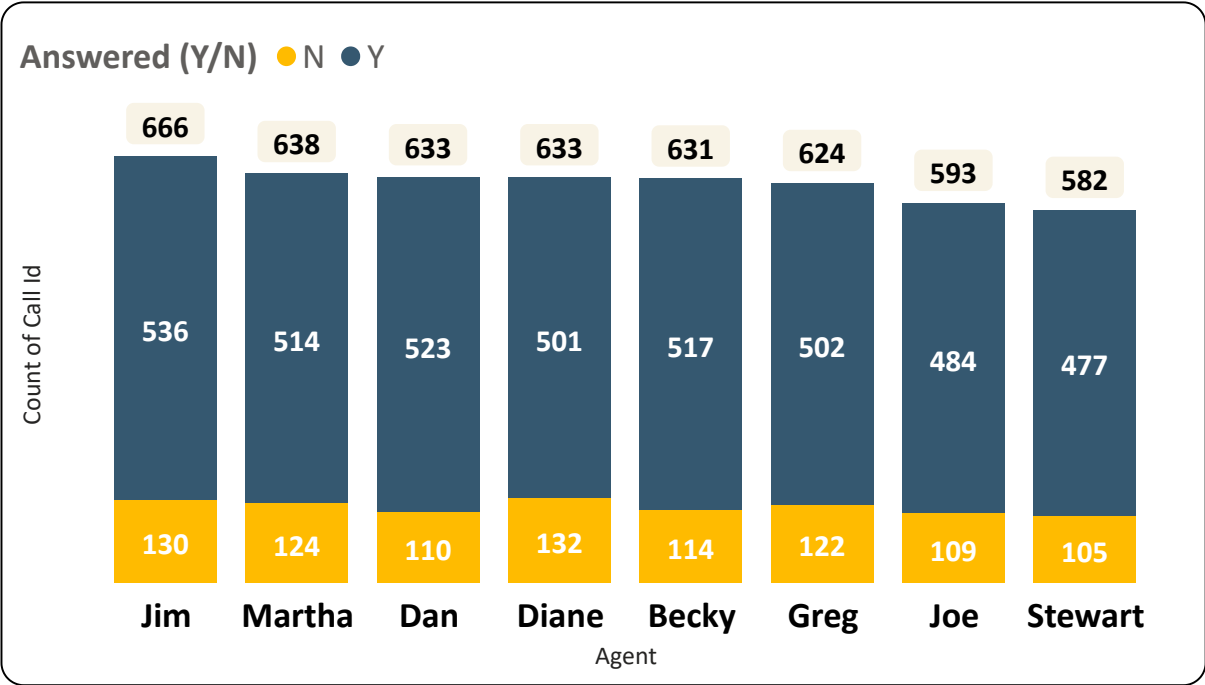
Stewart  
Most Issue not Resolved Emp

Joe  
Most Talked Employee

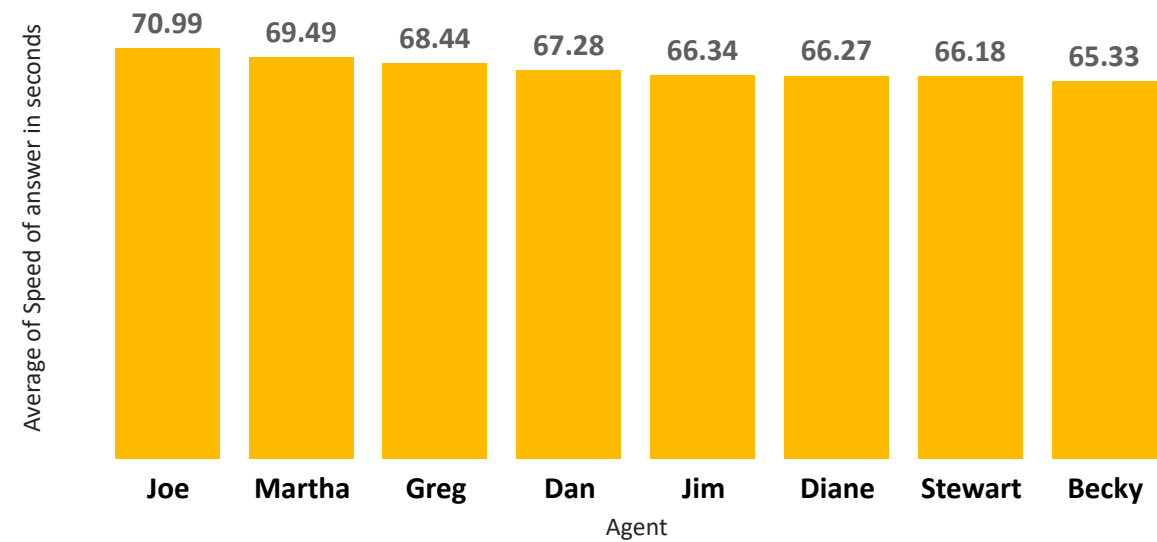


## Calls Details Tree





Avg - Agents vs Speed of Respond in Sec



Total - Agents vs Talk Duration in Sec

