



CALL CENTERE PERFORMANCE ANALYSIS

Total Calls

5000

Total Calls Answered

4054

Total Calls Rejected

946

% Calls Answered

81.1%

% Calls Rejected

18.9%

DATE

01-01-2021



31-03-2021



Count Of Agents

8

Satisfaction Rate

Dan

Highest Calls Answered

Jim

Month

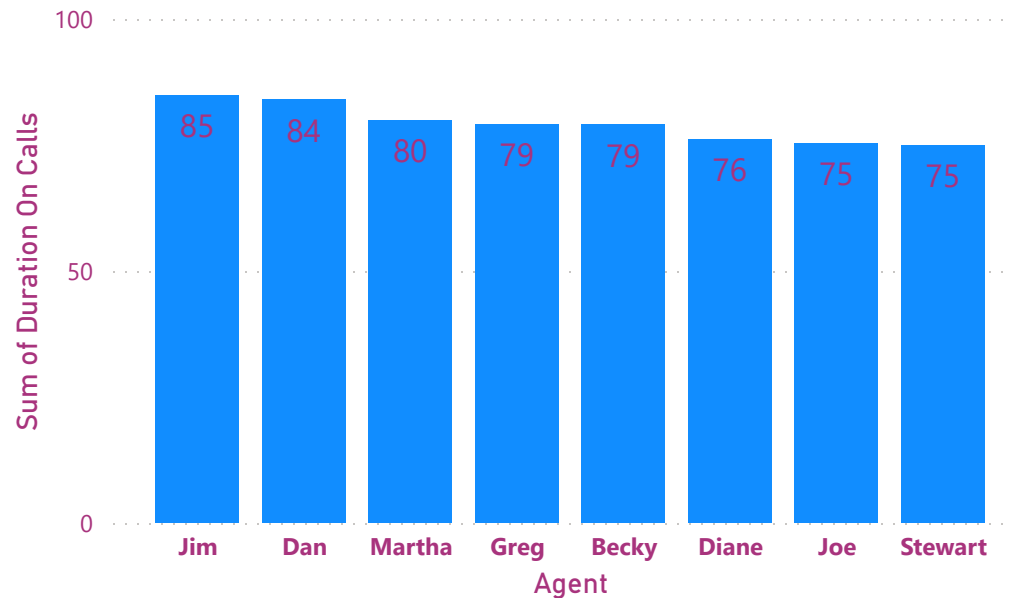


January

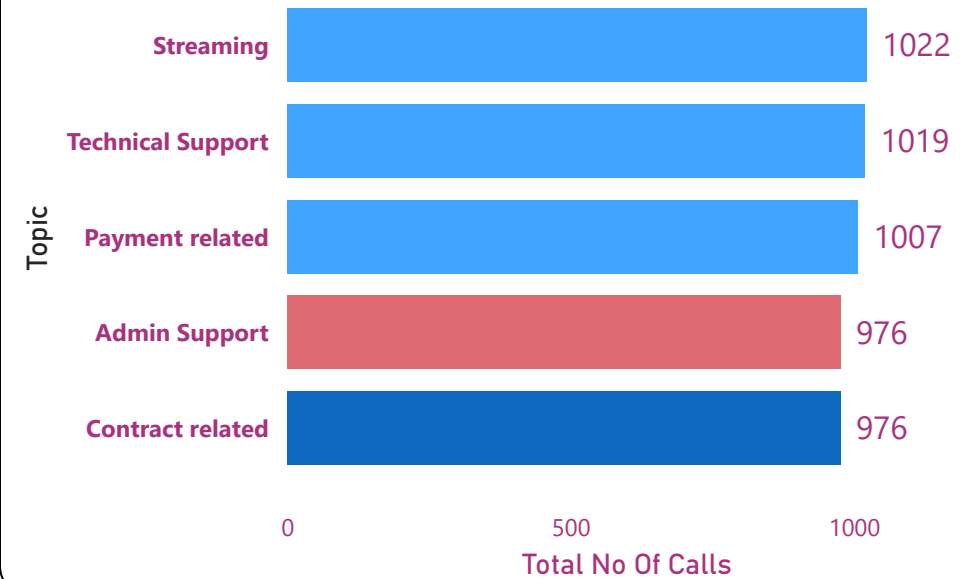
February

March

Sum of Duration On Calls by Agent



Total No Of Calls by Topic





CALL CENTER PERFORMANCE ANALYSIS

Date

01-01-2021

31-03-2021

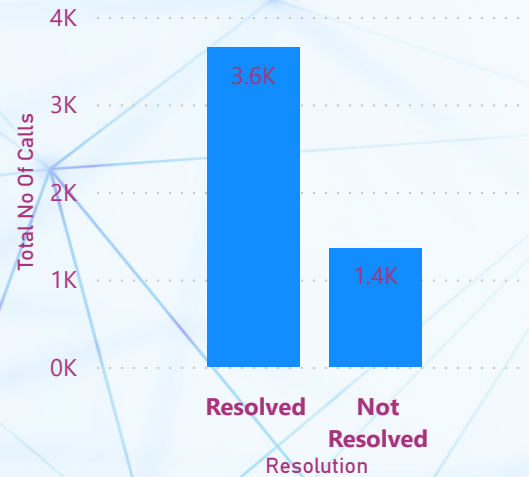
Month

January

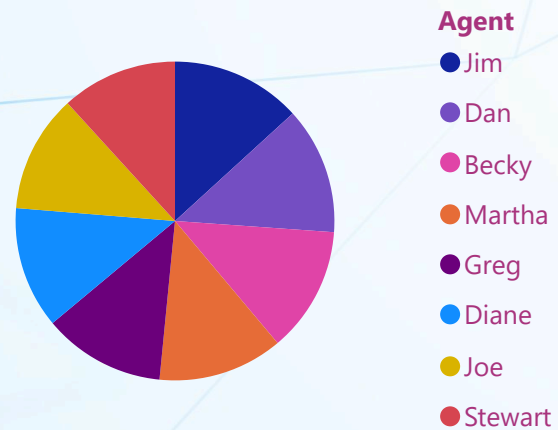
February

March

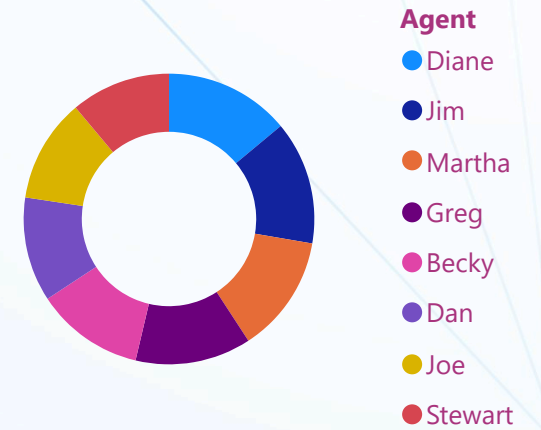
Total No Of Calls by Resolution



Calls Answered by Agents



Calls Not Answered by Agent



Total No Of Calls by Month

