



CALL CENTERE PERFORMANCE ANALYSIS

Total Calls

5000

Count Of Agents

8

Total Calls Rejected

946

% Calls Answered

81.1%

% Calls Rejected

18.9%

DATE

01-01-2021



31-03-2021



Total Calls Answered

4054

Avg Satisfaction Rate

Dan

Highest Calls Answered

Jim

Month

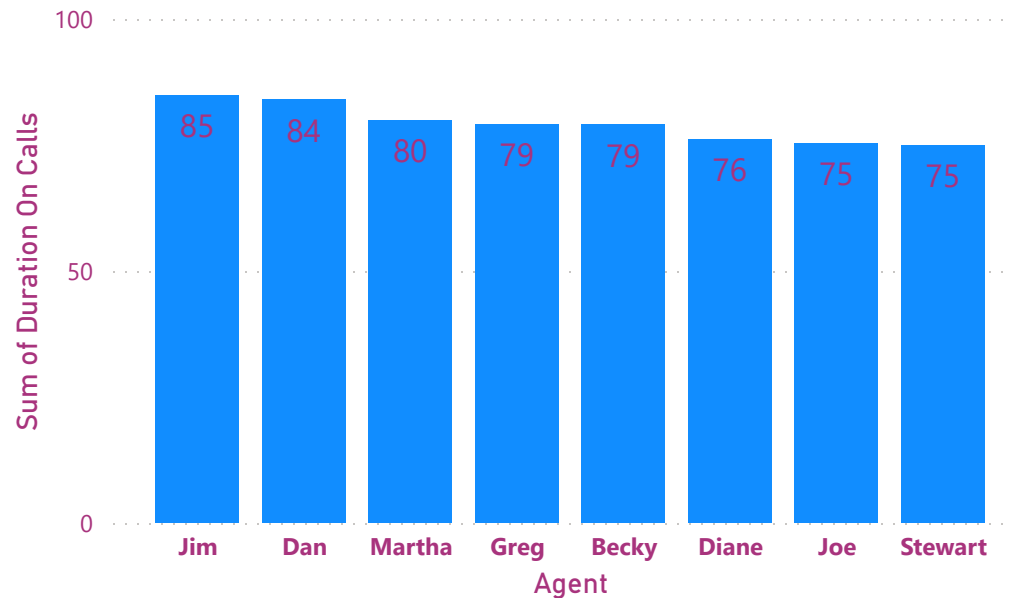


January

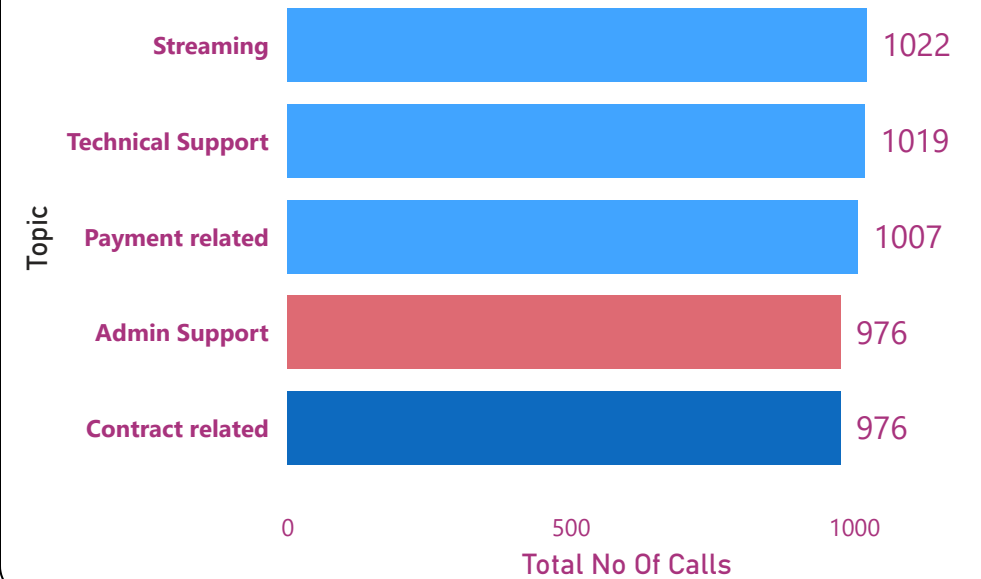
February

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

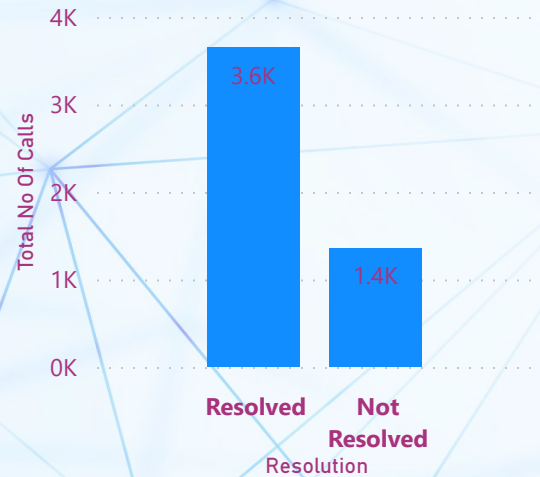
Month

January

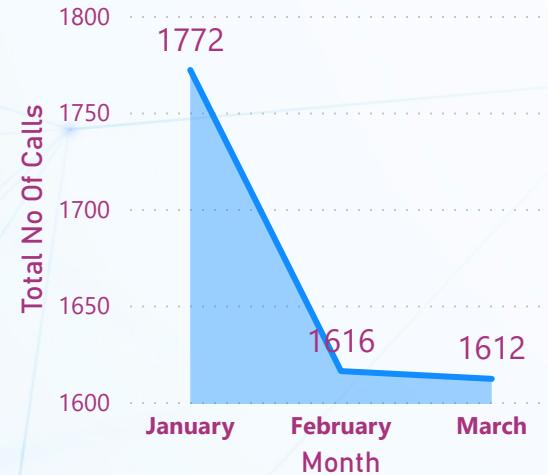
February

March

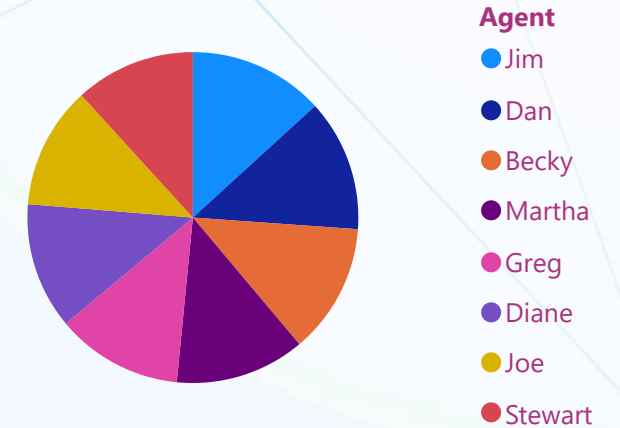
Total No Of Calls by Resolution



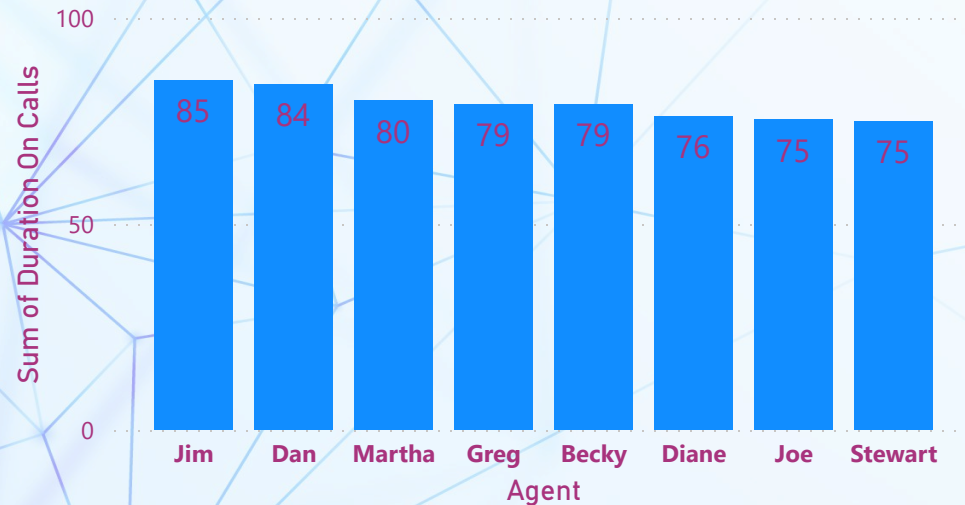
Total No Of Calls by Month



Calls Answered by Agents



Sum of Duration On Calls by Agent



Calls Not Answered by Agent

