



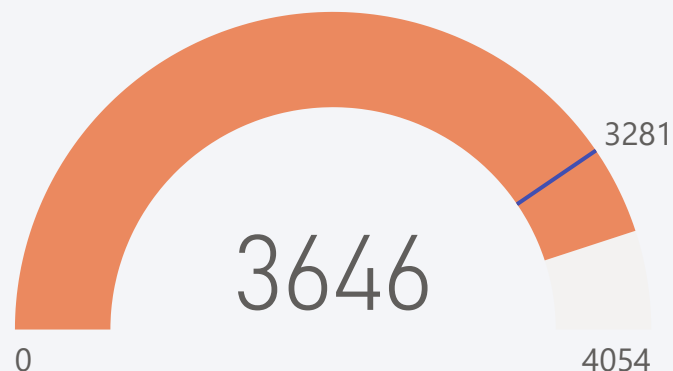
CALL CENTRE

Agent
All

Agent, Topic
All

Date
01-01-2021 31-03-2021

? Resolved Queries w.r.t. Call Answered



TOTAL CALLS

5000

Overall Calls Answered

4054

Average Speed of Answer

67.52

Calls Abandoned Rate

18.92%



50.10%

Calls With Satisfaction score less than 4



AGENT PERFORMANCE

Agent	AvgTalkDuration in Sec	Call Answered	Call Abandoned Rate	Avg of Speed of answer in sec
Becky	220.01	517	18.07%	65.33
Dan	231.19	523	17.38%	67.28
Diane	218.95	501	20.85%	66.27
Greg	226.80	502	19.55%	68.44
Jim	228.11	536	19.52%	66.34
Joe	224.10	484	18.38%	70.99
Martha	223.73	514	19.44%	69.49
Stewart	226.21	477	18.04%	66.18



Call Abandoned Rate

