



KEY PERFORMANCE DETAILS FOR CALL CENTRE



TOTAL CALLS

5000

TOTAL ANSWERED CALLS

4054

TOTAL ABONDENED
CALLS

946

AVG. SPEED OF ANSWER
(IN SEC.)

55

AVG. CUSTOMER
SATISFACTION RATING

3

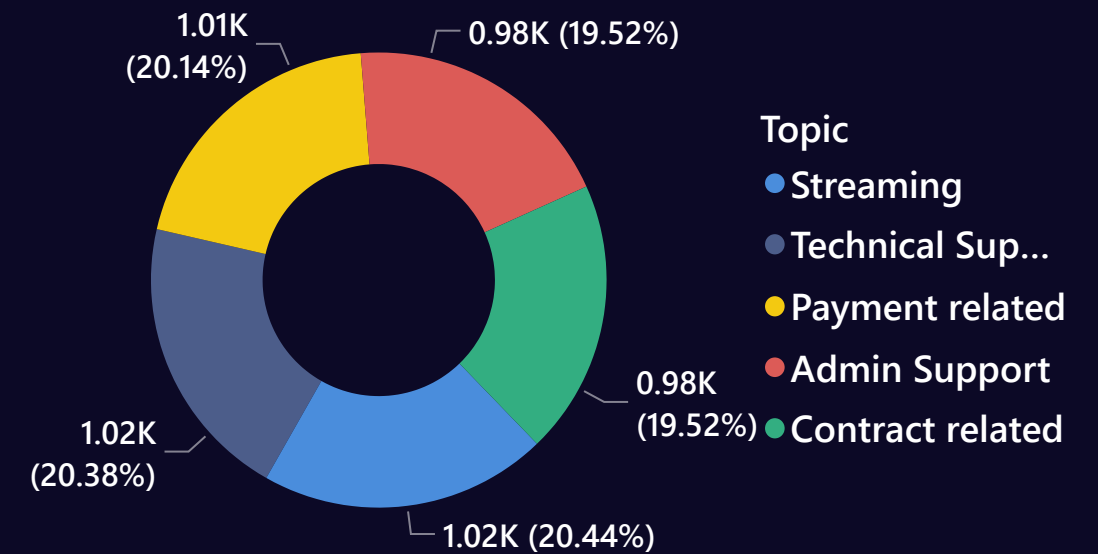
Topic

- ☐ Admin Support
- ☐ Contract related
- ☐ Payment related
- ☐ Streaming
- ☐ Technical Support

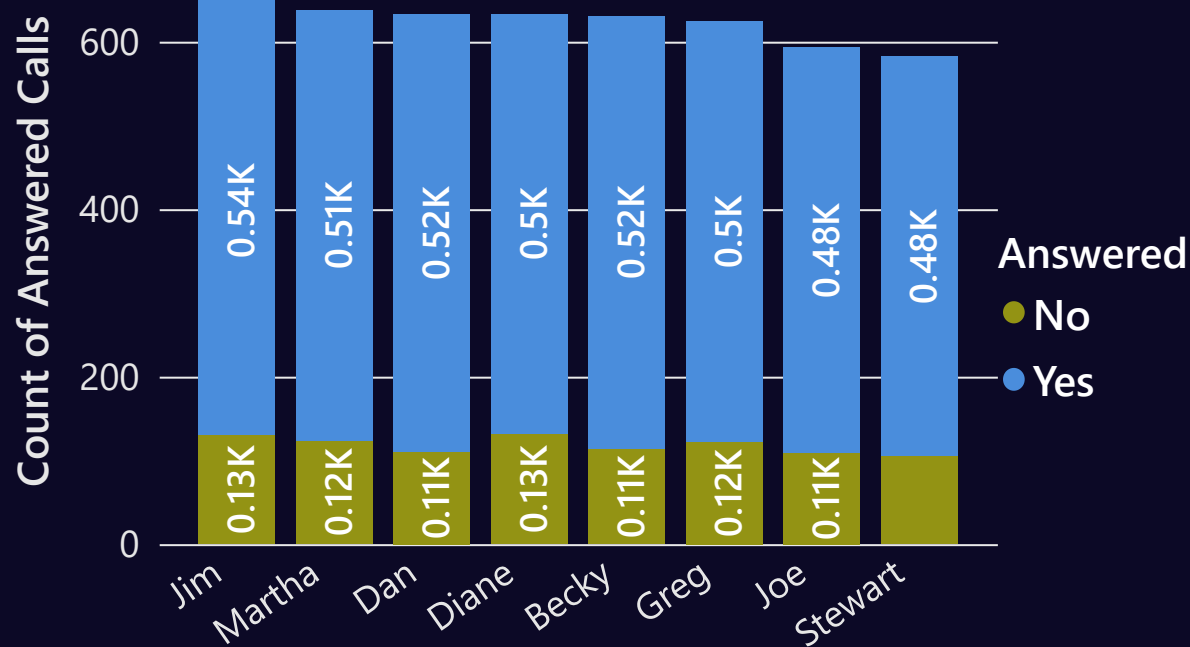
Speed of Answer in Seconds by Agent



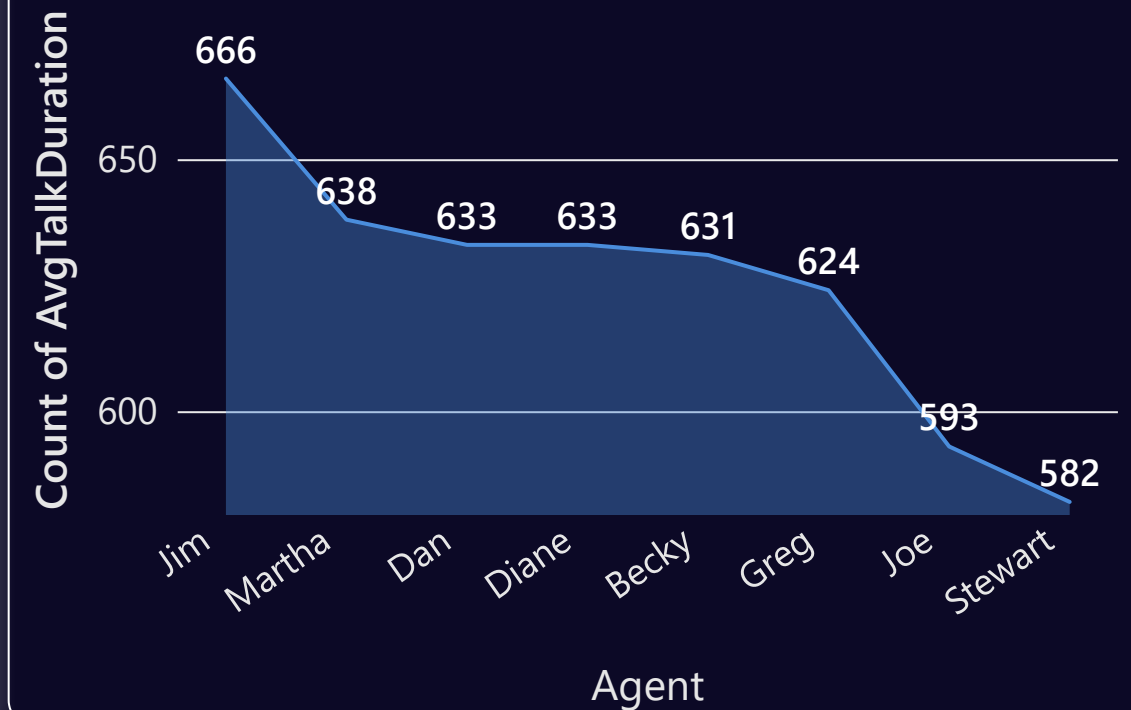
Count of Resolved by Topic



Details for Answered Calls



Count of Avg Talk Duration by Agent



Becky

Dan

Diane

Greg

Jim

Joe

Martha

Stewart