



PWC CALL CENTRE

Call Center Analysis

Agent Performance Analysis

Filter By Month

February

January

March

Filter By Month

Friday

Monday

Saturday

Sunday

Thursday

Tuesday



Agents

8

Calls Answered

77.73%

Issues Resolved

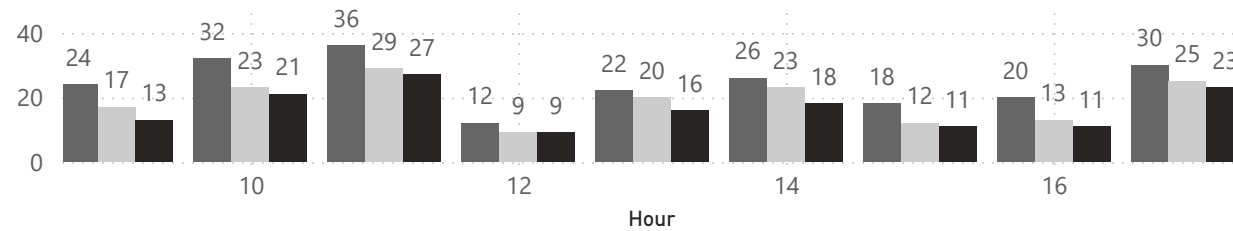
67.73%

Satisfied Customer

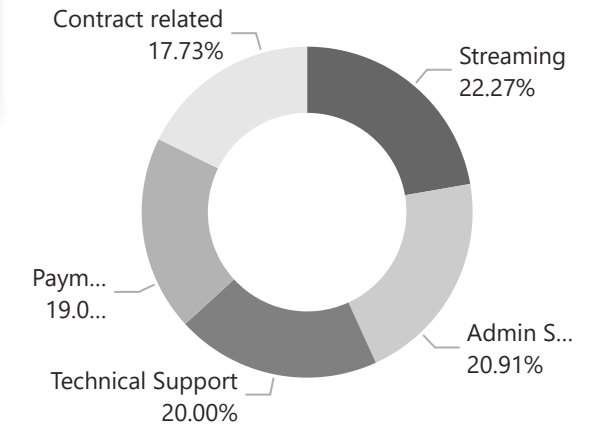
77.73%

Distribution of Calls by Hour

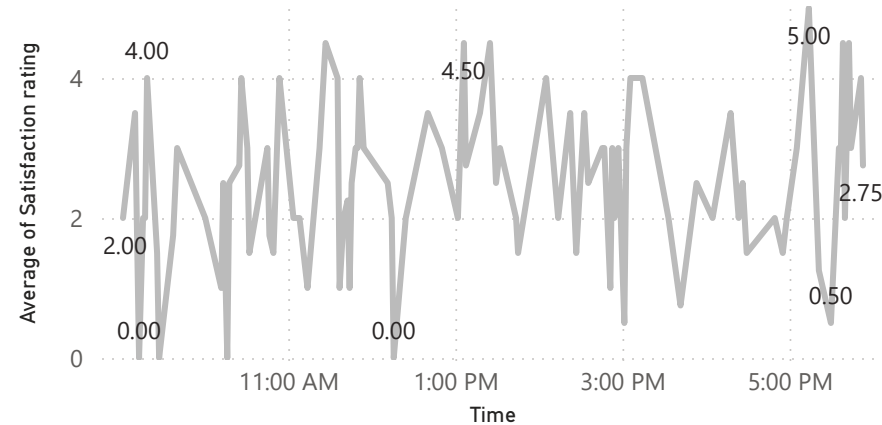
● TotalCalls ● TotalCallsAnswered ● TotalIssuesResolved



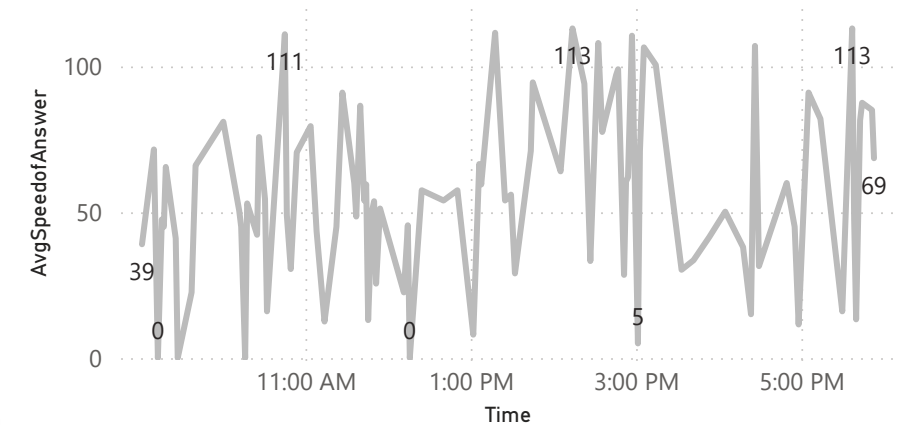
Distribution of Calls by Topic



Distribution of Satisfaction Rating by Time



Avg Speed of Answer by Time





PWC CALL CENTRE

Call Center Analysis

Agent Performance Analysis

Answered Rate

81.08%

Abandonment Rate

18.92%

Resolution Rate

72.92%

Calls by Agent

5000

Filter By Agent

Becky

Dan

Diane

Greg

Jim

Joe

Martha

Stewart

Filter By Month

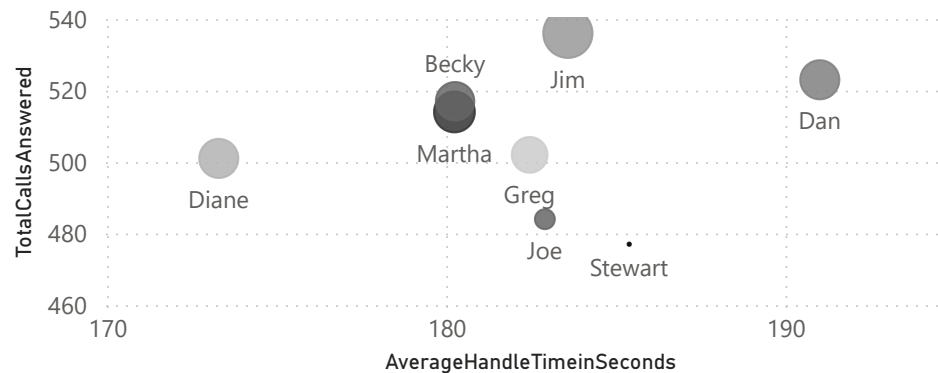
All

Filter By WeekDay

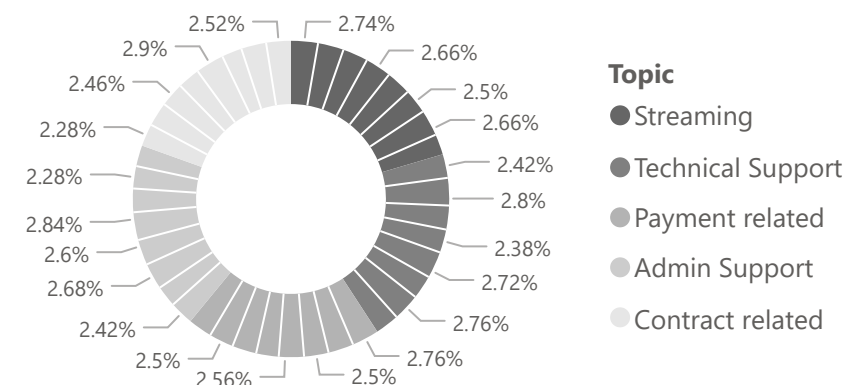
All

Performance Quadrant

Agent ● Becky ● Dan ● Diane ● Greg ● Jim ● Joe ● Martha ● Stewart



Agent Call Distribution by Topic



Agent	AverageHandleTimeinSeconds	AvgSpeedofAnswer	TotalCallsAnswered	TotalCallsAbandoned	TotalIssuesResolved	TotalIssuesUnResolved
Joe	182.91	58	484	109	436	157
Martha	180.24	56	514	124	461	177
Dan	191.01	56	523	110	471	162
Greg	182.46	55	502	122	455	169
Stewart	185.40	54	477	105	424	158
Becky	180.26	54	517	114	462	169
Jim	183.59	53	536	130	485	181
Diane	173.30	52	501	132	452	181
Total	182.37	55	4054	946	3646	1354