

Call Center

Agent

All

Topic

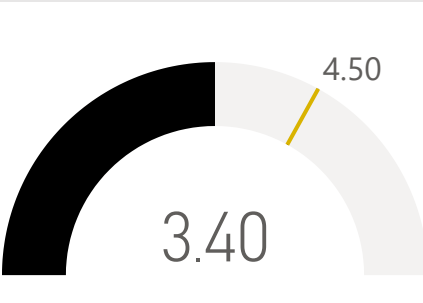
All

Date

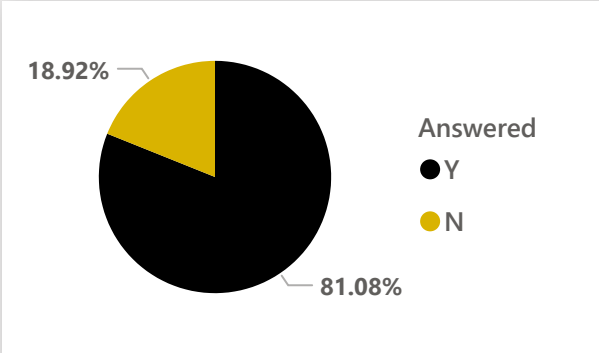
1/1/2021

3/31/2021

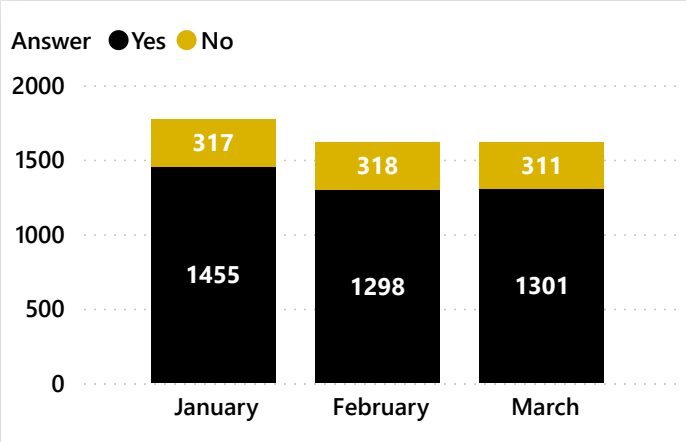
Satisfaction Rate



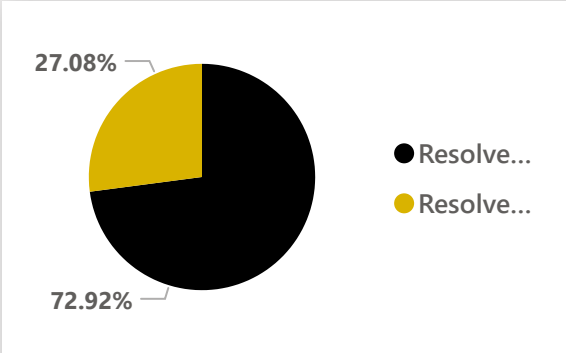
Answer Call



Calls Per Month



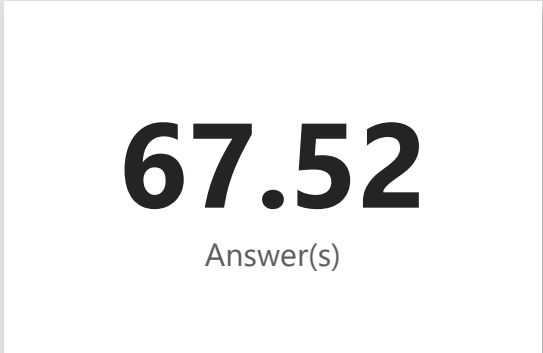
Resolved



Agent Statistics

Agent	Answer_Yes	Answer_No	Resolved_Yes	Resolved_No	Answer(s)	Satisfaction rating
Joe	484	109	436	157	70.99	3.33
Martha	514	124	461	177	69.49	3.47
Greg	502	122	455	169	68.44	3.40
Dan	523	110	471	162	67.28	3.45
Jim	536	130	485	181	66.34	3.39
Diane	501	132	452	181	66.27	3.41
Stewart	477	105	424	158	66.18	3.40
Becky	517	114	462	169	65.33	3.37
Total	4054	946	3646	1354	67.52	3.40

Speed of Answering calls



- Recommendation:**
- 1. The call center do response to customer call in less than two minute (67.52 seconds) when a customer calls-in.
 - 2. Approximately 73% complaints were been resolved by the call center agents.
 - 3. At 1455, January had the highest called answered compare to the other months, which is more than 12.10% higher than that of month of February.
 - 4. The call center were not been able to meet the satisfactory rating target which is 4.5 on the scale of 1-5.
 - 5. It took agent Joe 70 seconds to answer a customer also, the work rate of agent Jim who resolved complains was high than anyone else among