



Telecom Customer & Agent Behavior Analysis

Call Volume Analysis

Agent Performance Analysis



Call Center Customer & Agent Behavior Analysis

5000

Total Calls

72.92%

ResolveRate

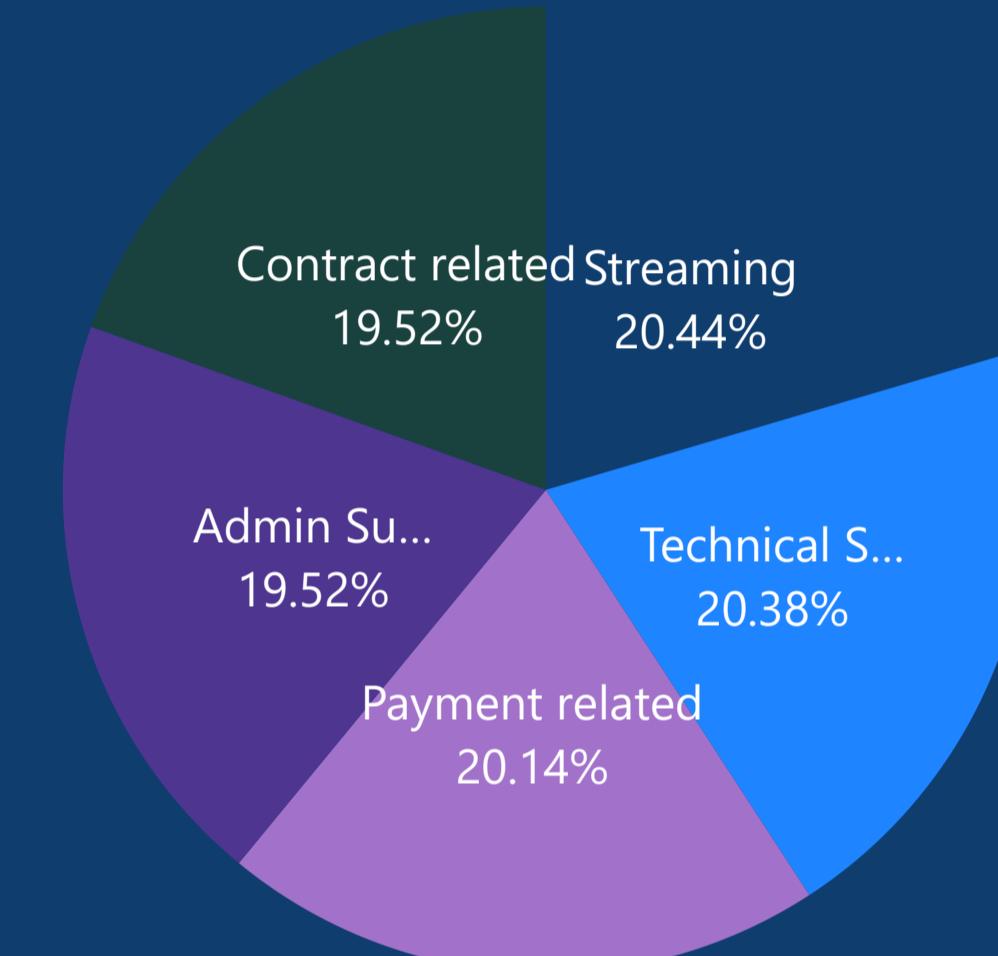
2.76

Avg Satisfaction rating

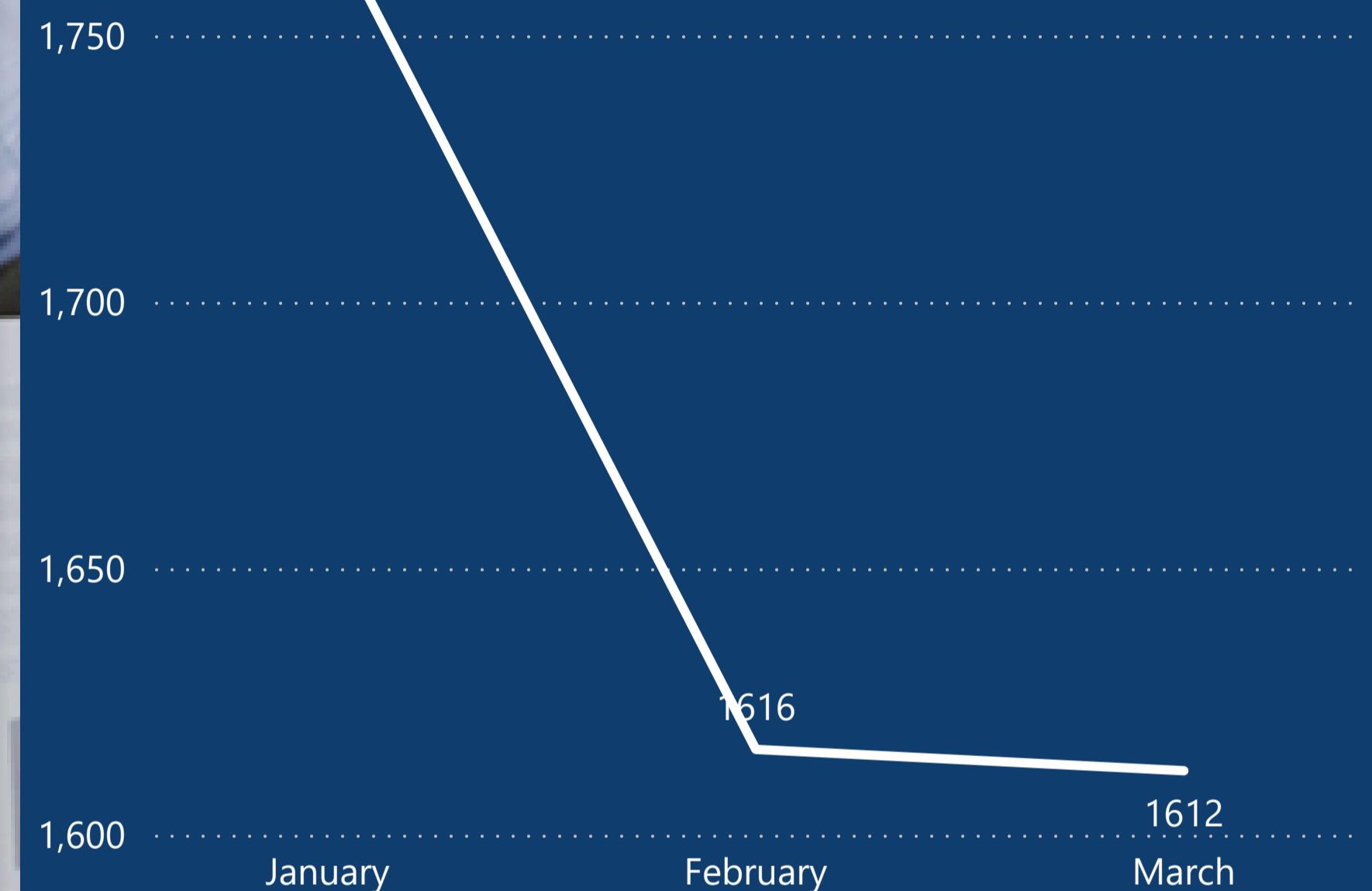
Dan

Top Rated Agent

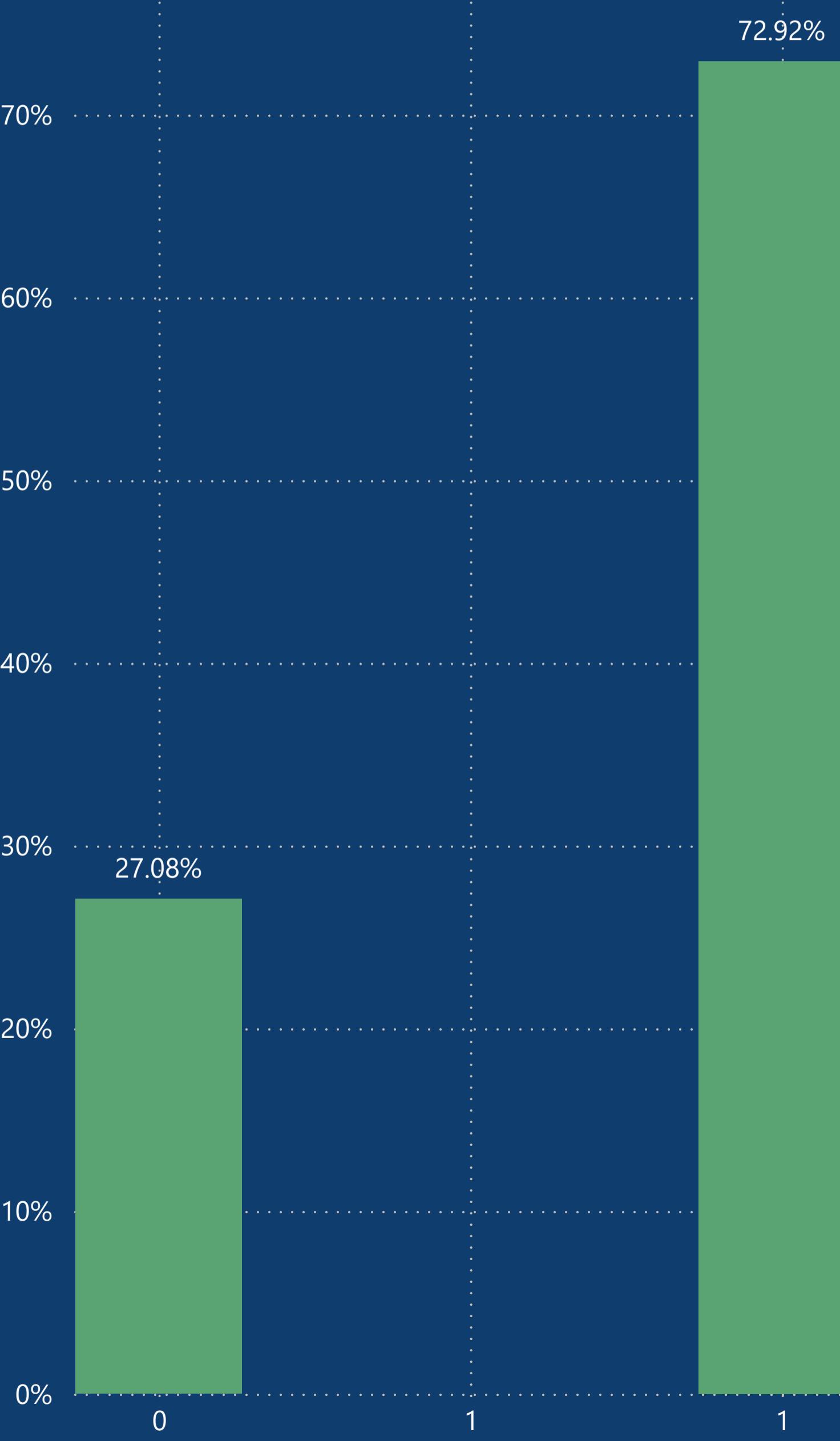
Call volume By Topic



Call volume By Month

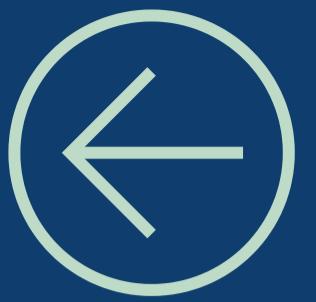


Resolved vs Unresolved Rate



Busiest Hrs Of the Day

Day Name	9:00:00 AM	10:00:00 AM	11:00:00 AM	12:00:00 PM	1:00:00 PM	2:00:00 PM	3:00:00 PM	4:00:00 PM
Friday	76	86	90	76	62	72	70	68
Monday	82	66	86	90	100	98	76	76
Saturday	76	68	112	100	80	70	88	88
Sunday	76	70	102	66	100	82	58	58
Thursday	80	100	76	94	74	60	66	66
Tuesday	67	82	62	57	83	58	100	100
Total	547	529	590	547	594	499	531	531



Call Center Customer & Agent Behavior Analysis

Agent

All

3.43

Avg Talk Duration(Mins)

72.92%

ResolveRate

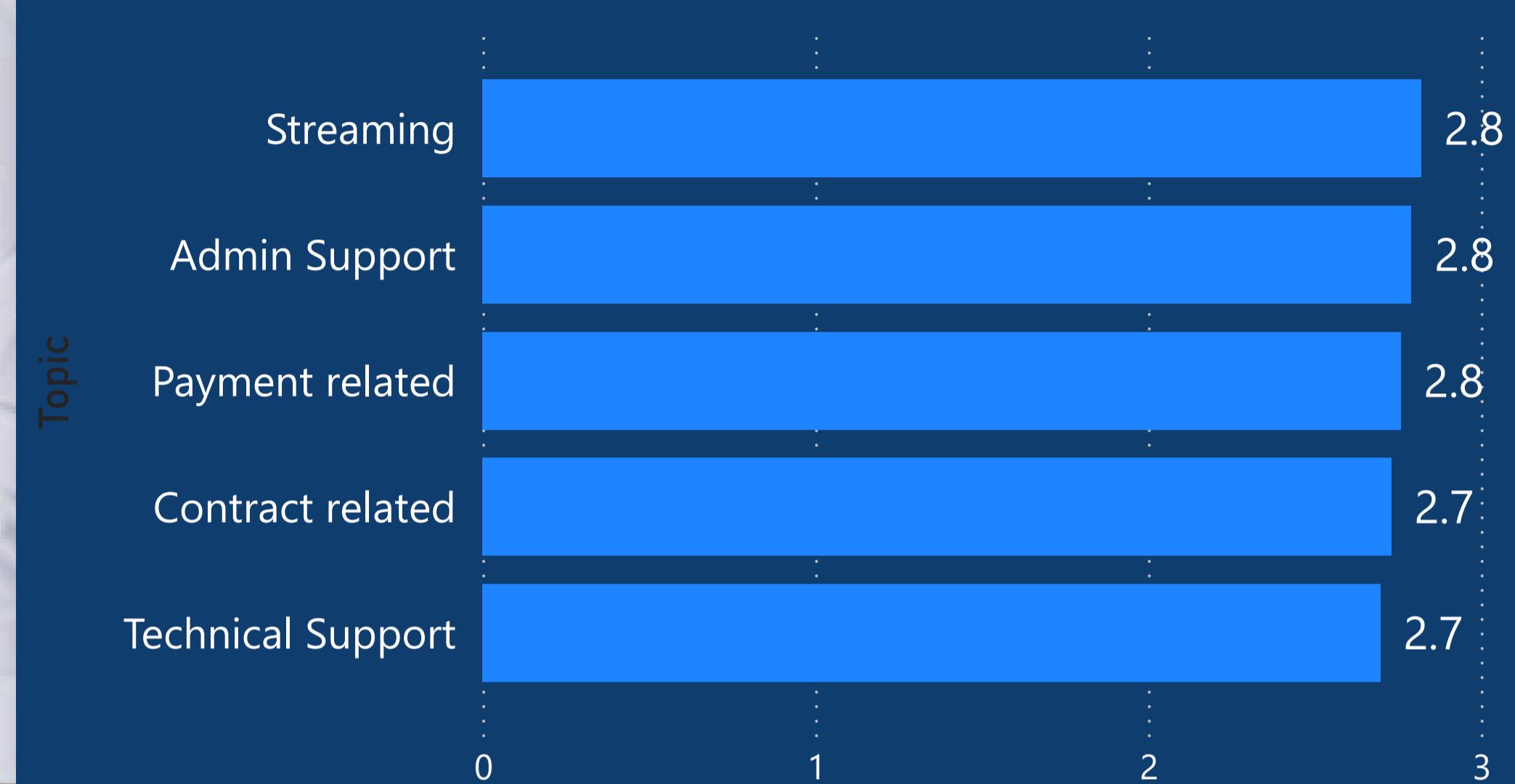
2.76

Avg Satisfaction rating

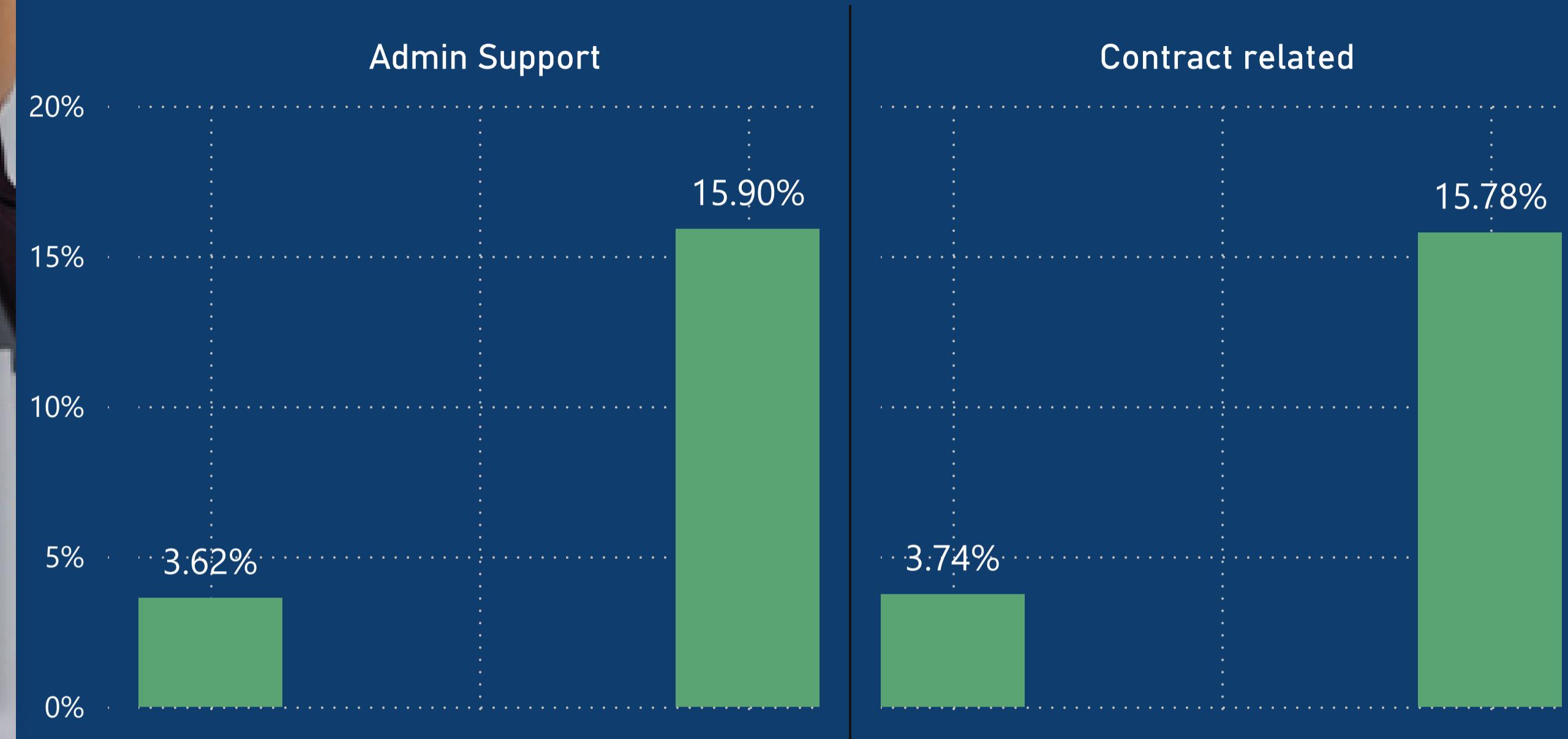
54.75

Avg Speed of Answer (sec...)

Avg Satisfaction rating across all topics



Call Answered vs Abandoned across all topics



Talk duration vs Call answered

