

Call-Center Analysis

Total Calls

5000

Answered calls

4054

Abandoned calls

946

Calls Resolved

3646

Satisfaction Level

High

40.46%

Medium

32.28%

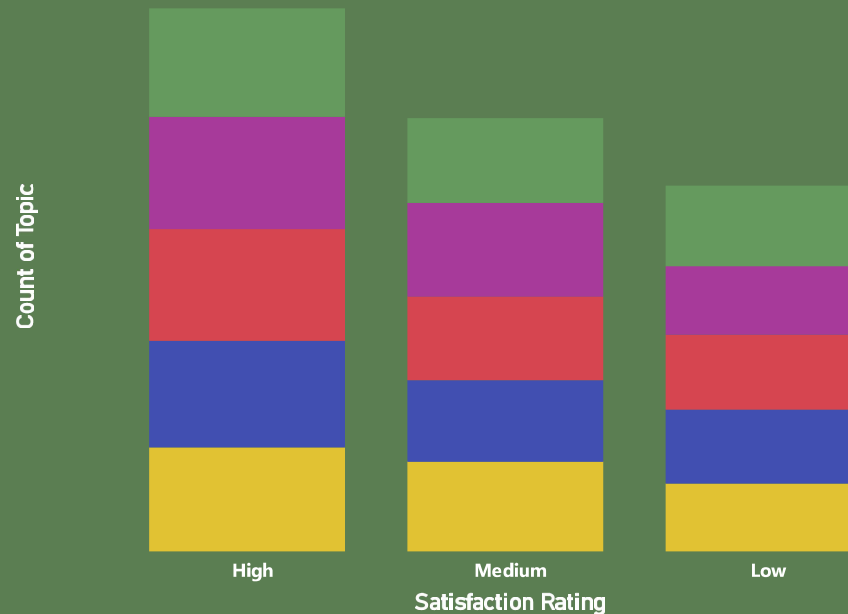
Low

27.26%

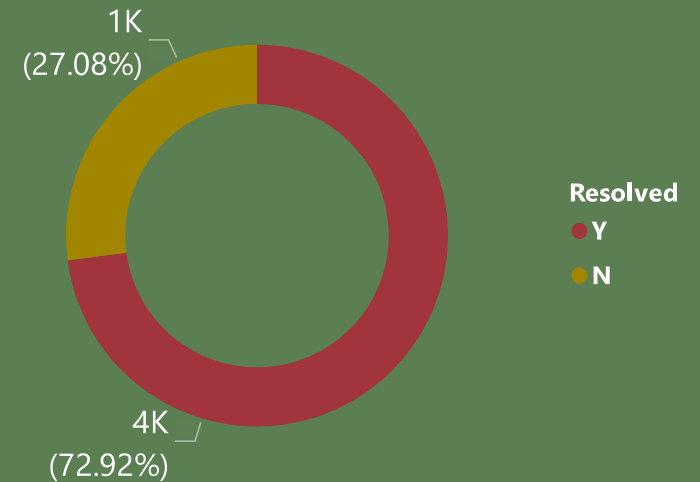
- ☒ Select all
- ☒ January
- ☒ February
- ☒ March
- ☒ April
- ☒ May
- ☒ June
- ☒ July
- ☒ August
- ☒ September
- ☒ October
- ☒ November
- ☒ December

Satisfaction Rating by count of Topic

● Admin Support ● Contract related ● Payment related ● Streaming ● Technical Support



Count of Satisfaction rating by Resolved



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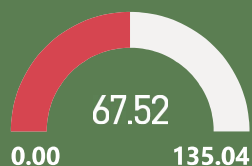
Abandoned calls

946

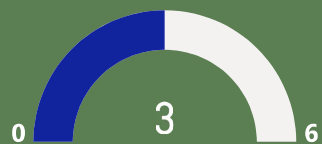
Calls Resolved

3646

Average of Speed of
answer in seconds



Average of Satisfaction
rating

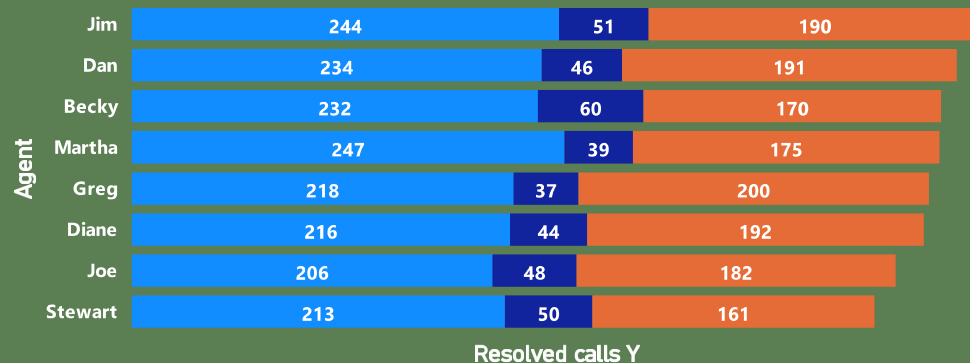


Satisfaction Level

High
40.46%
Medium
32.28%
Low
27.26%

Resolved calls by Agent and Satisfaction Level

● High ● Low ● Medium



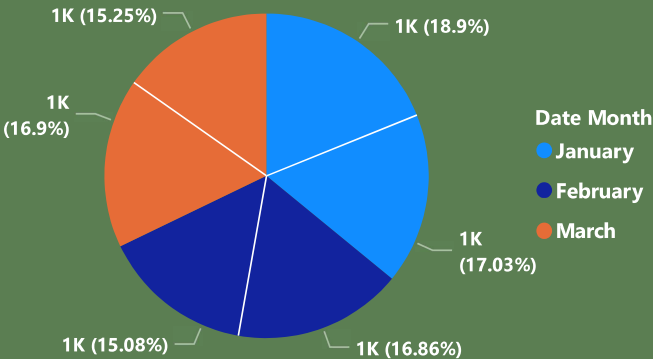
Agent	Rating status	Topic	Resolved calls Y	Resolved calls N
Becky	High	Admin Support	48	6
Becky	High	Contract related	41	3
Becky	High	Payment related	51	10
Becky	High	Streaming	53	6
Becky	High	Technical Support	39	4
Dan	High	Admin Support	40	3
Dan	High	Contract related	41	5
Dan	High	Payment related	44	9
Dan	High	Streaming	53	5
Dan	High	Technical Support	56	5
Diane	High	Admin Support	50	
Diane	High	Contract related	40	9
Diane	High	Payment related	45	8

Call-Center Analysis

Total Calls	Answered calls	Abandoned calls	Calls Resolved	Satisfaction Level
5000	4054	946	3646	High 40.46%
				Medium 32.28%

- ☒ Select all
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- ☒ February
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- ☒ June
- ☒ July
- ☒ August
- ☒ September
- ☒ October
- ☒ November
- ☒ December

Answered calls and Resolved calls Y by Month



Resolved calls by Topic and Agent

