



Topic

All

Agent

All

1/1/2021

3/31/2021



### CALL CENTRE TREND ANALYSIS

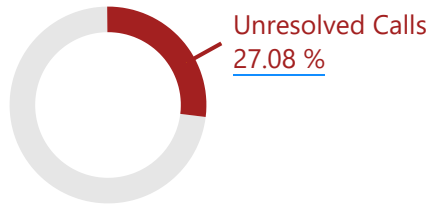
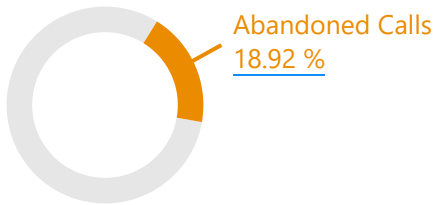
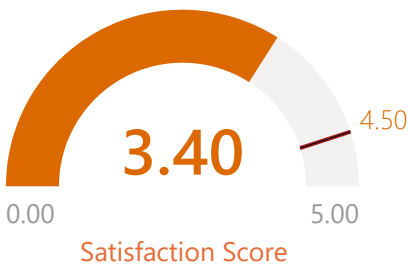
5,000  
Total # of Calls

81.08%  
Calls Answered (%)

72.92%  
Calls Resolved (%)

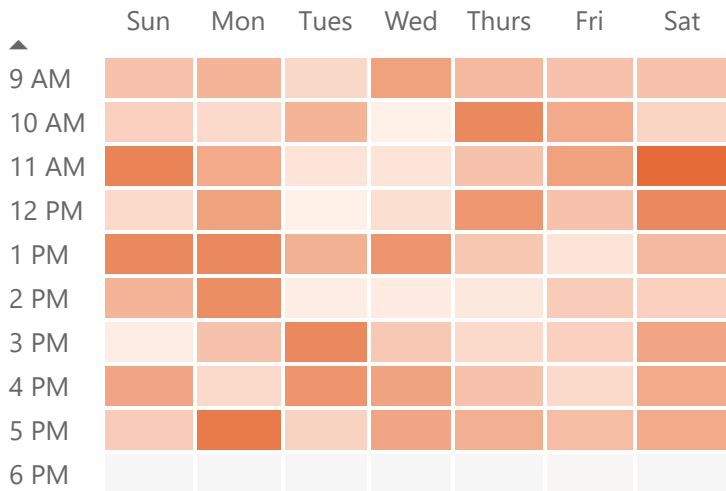
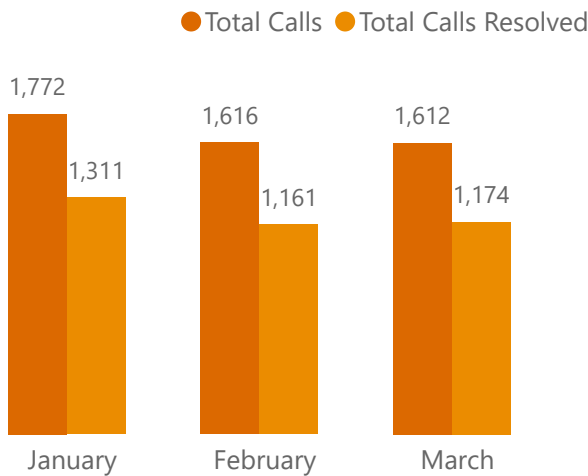
67.52  
AVG Answer Speed (s)

### Service Performance Metrics



The overall **average satisfaction score** for Q1-2021 sits at **3.40**, peaking at **3.45** in the month of **January**. The **abandoned call rate** is seen at **18.92 %**, occurring mostly during **peak hours** (11 AM - 1 PM). **Unresolved calls** were at **27.08 %**.

### Call Insights Overview



In **January**, call volume was approximately **9.79% higher** compared to **February** and **March** on average.

Significant **peak hours** is seen at **1PM daily** with **highest volume of calls** received during **Mondays**.

Highest volume of **unresolved calls** seen on **Payment related** inquiries.

### Agent Performance Quadrant

Agent	Calls Received	Answered	Resolved	AVG Answer Speed (s)	Satisfaction Rating
Martha	638	514	461	69.49	3.47
Dan	633	523	471	67.28	3.45
Diane	633	501	452	66.27	3.41
Greg	624	502	455	68.44	3.40
Stewart	582	477	424	66.18	3.40
Jim	666	536	485	66.34	3.39
Becky	631	517	462	65.33	3.37
Joe	593	484	436	70.99	3.33