

CALL CENTRE TREND ANALYSIS

Admin Support Contract related Payment related Streaming Technical Support

5000

Total Calls

946

Abandoned Call

4054

Answered Call

67.52

Average of Speed of answer(sec)

Average of Satisfaction rating

3.40

Calls answered



Total Calls by Topic



Resolved by Call



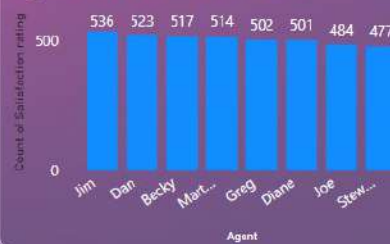
Date

01-01-2021

31-03-2021

Agent	No of Calls	Resolved Status	Response Status	Satisfaction rate
Jim	566	13.32%	666	13.18%
Martha	638	12.76%	638	12.93%
Dan	633	12.66%	633	13.07%
Diane	633	12.66%	633	12.36%
Becky	631	12.62%	631	12.63%
Greg	624	12.48%	624	12.39%
Joe	593	11.86%	593	11.68%
Stewart	582	11.64%	582	11.76%
Total	5000	100.00%	5000	100.00%

Agent wise Satisfaction Rate



Topicwise Total Calls

