



Call Centre Data Analysis

Agent

All

Topic

All

2/01/2021

31/03/2021

Total Calls

4942

Calls Answered

4008

Issue Resolved

3603

AVG Call Speed(s)

67.55

Top Rated Agent

Becky

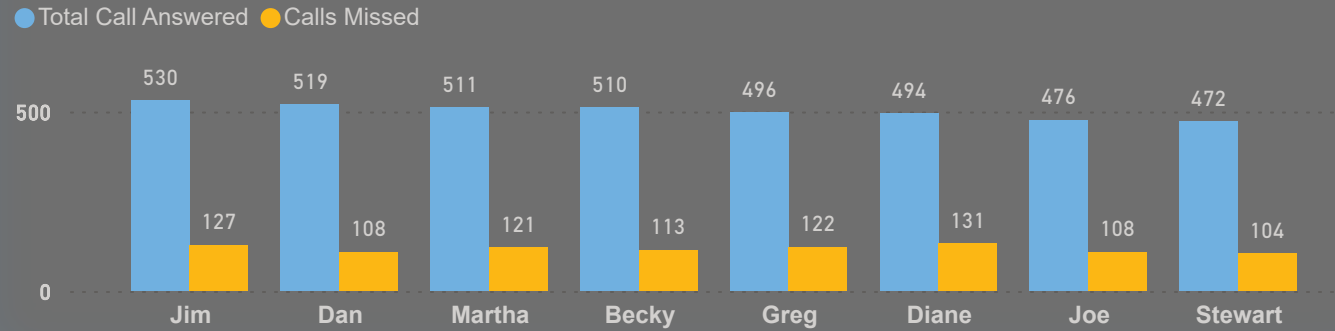
Most Issues Resolved

Jim

Most Calls Missed

Diane

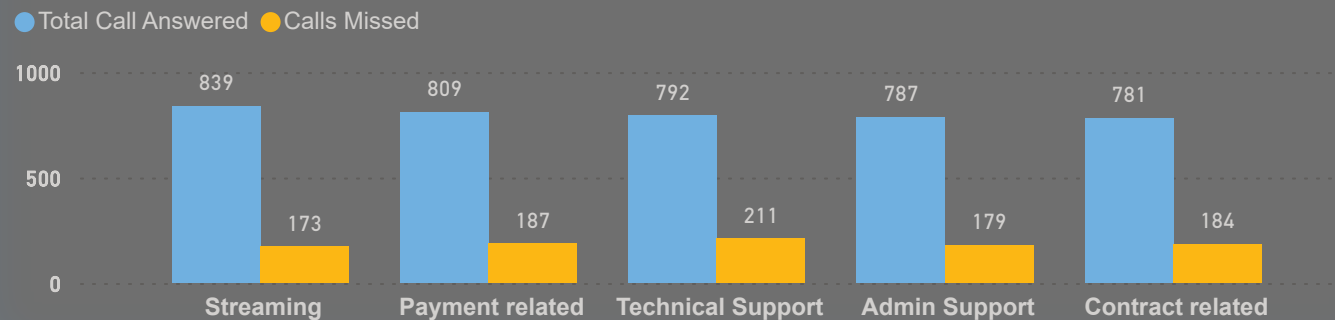
Total Call Answered and Calls Missed by Agent



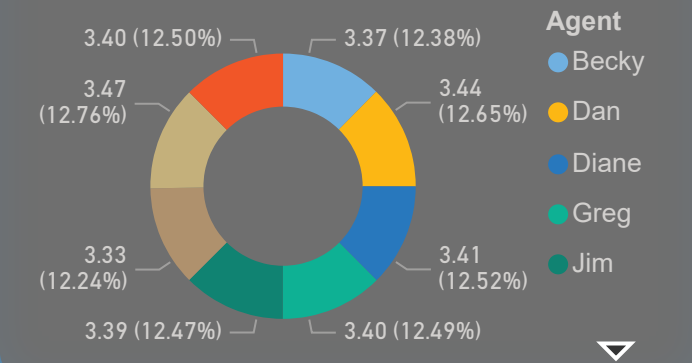
Average Satisfaction Rate



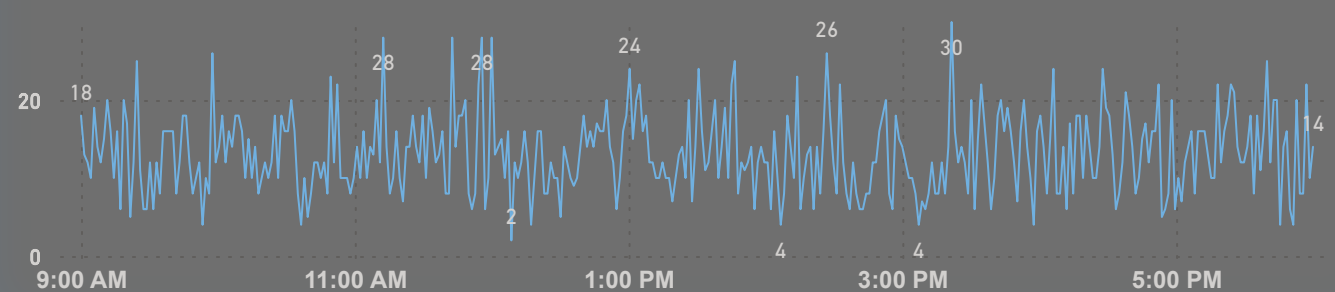
Total Call Answered and Calls Missed by Topic



Average of Satisfaction rating by Agent



Total Calls by Time



Total Calls by Month

