






**pwc**



5000  
Call Volume

 Agent Analysis

 Last call received  
3/31/2021 17:39:50

Agent

All

Topic


All

Month

All

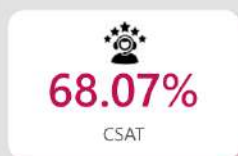
Week Day

All

 Clear Filters

## Call Centre Trends - Overview

## pwc Call Centre Data Analysis



Agent Performance					
agent	total calls	Call Abandoned	Speed of Call Answer	Call Resolved %	CSAT
Martha	638	19.44%	69	80.56%	69.42%
Dan	633	17.38%	67	82.62%	68.95%
Diane	633	20.85%	66	79.15%	68.10%
Greg	624	19.55%	68	80.45%	68.09%
Stewart	582	18.04%	66	81.96%	68.01%
Jim	666	19.52%	66	80.48%	67.87%
Becky	631	18.07%	65	81.93%	67.43%
Joe	593	18.38%	71	81.62%	66.61%

