



# Call Center Data Analysis

Total Calls

5000

Calls Answered

4054

Issue Resolved

3646

Total Agents

8

Avg. Answer Speed (s)

54.75

Avg. Call Duration

00:03:02

February

January

March

01-01-2021

31-03-2021



Calls Missed

946

Most Issues Resolved

Jim

Most Calls Missed

Diane

Most Rated Agent

Dan

Agent

All

