

Call Center Data Analysis

Total Calls

5000

Calls Answered

4054

Issue Resolved

3646

Total Agents

8

Calls by Time

13:00

Avg. Answer Speed (s)

54.75

Avg. Call Duration

00:03:02



Calls Missed

946

Most Issues Resolved

Jim

Most Calls Missed

Diane

Most Rated Agent

Dan

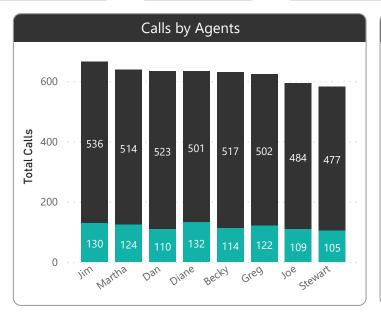
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0

09:00

Agent





11:00

