

# Call Centre Trends Analysis

Total Calls

5000

Calls Answered

4054

Calls Unanswered

946

Issue Resolved

3646

Avg. Calls Duration (s)

224.92

Agent

All

Month

All

Day

All

Overall Customer Satisfaction Rating

3.40

0.00

5

Avg. Answer Speed (s)

67.52

10

125

Agent Performance Quadrant

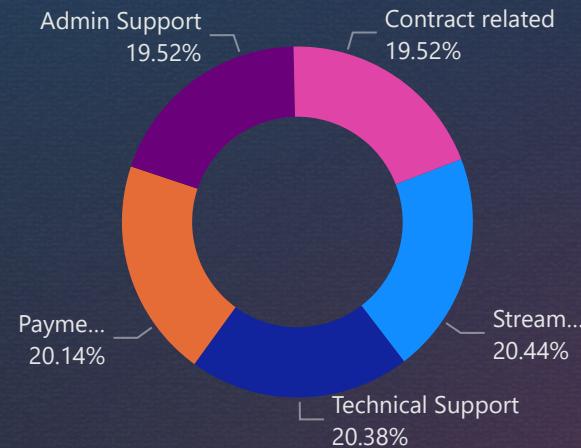
Agent	TotalCalls	CallsAnswered	IssueResolved	Avg.HandelTime	Avg.Ans.Speed	CSAT rating
Jim	666	536	485	228.11	66.34	3.39
Martha	638	514	461	223.73	69.49	3.47
Dan	633	523	471	231.19	67.28	3.45
Diane	633	501	452	218.95	66.27	3.41
Becky	631	517	462	220.01	65.33	3.37
Greg	624	502	455	226.80	68.44	3.40
Joe	593	484	436	224.10	70.99	3.33
Stewart	582	477	424	226.21	66.18	3.40

Count of Calls by Agents

Answered ● N ● Y



Distribution of Calls by Topic



Calls by Time

