

Call Centre Trends Analysis

Agents

All

Topics

All

Resolved(Y/N)

☐ No

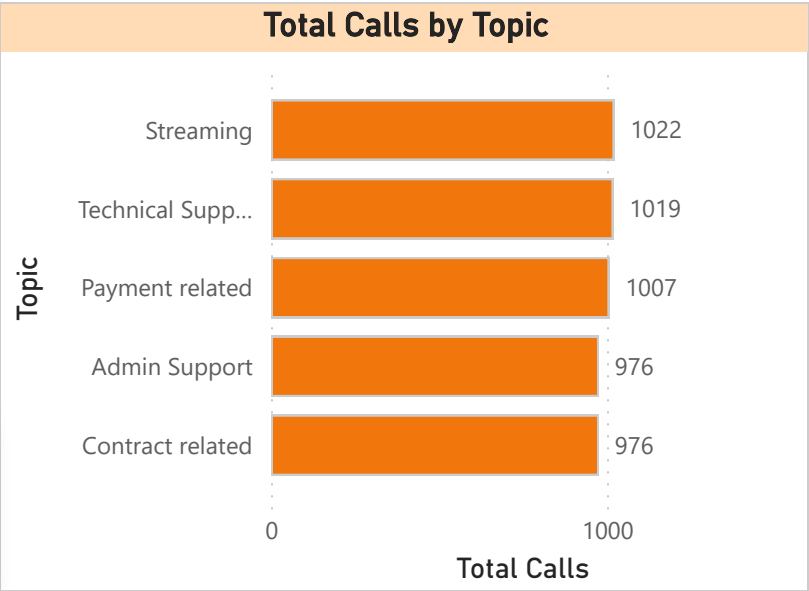
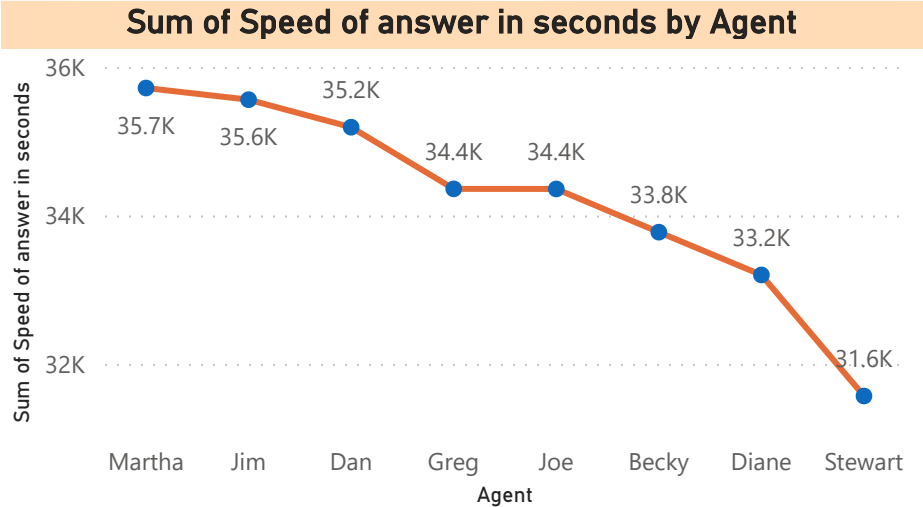
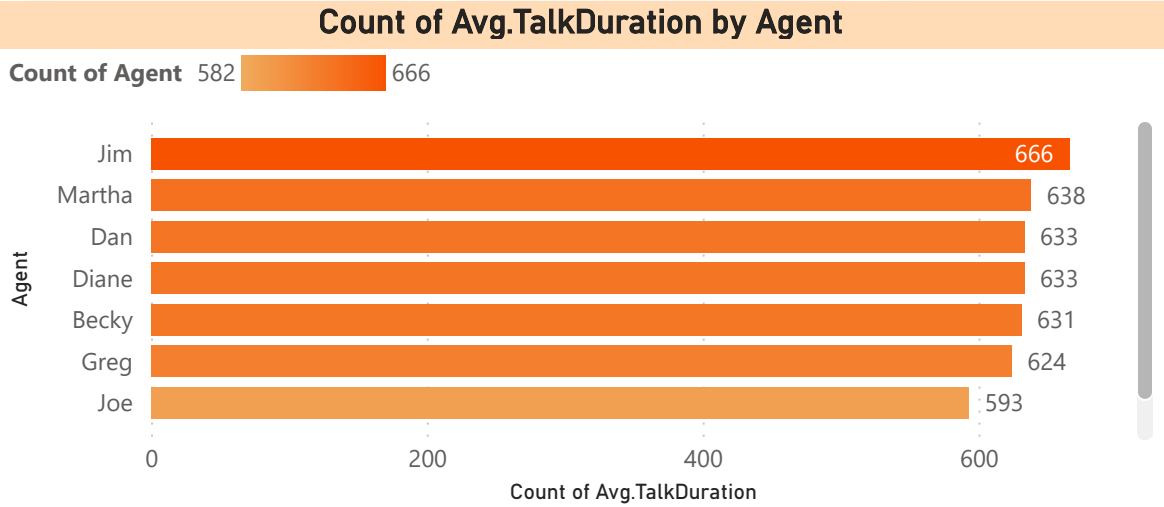
☐ Yes

Week Day

All

Dates

All



Performance Quadrant						
Agent	Total Calls	Total Calls Answered	Total Calls Unanswered	Resolved Call	Unresolved Call	Sum of Satisfaction rating
Diane	633	501	132	452	181	★
Jim	666	536	130	485	181	★
Martha	638	514	124	461	177	★
Becky	631	517	114	462	169	★
Greg	624	502	122	455	169	★
Dan	633	523	110	471	162	★
Stewart	582	477	105	424	158	★
Joe	593	484	109	436	157	★
Total	5000	4054	946	3646	1354	13798