

Client:
PhoneNow

Agent

- ☐ Becky
- ☐ Dan
- ☐ Diane
- ☐ Greg
- ☐ Jim
- ☐ Joe

Date

01-01-2021

31-03-2021

Topic

- ☐ Admin Support
- ☐ Contract related
- ☐ Payment related
- ☐ Streaming
- ☐ Technical Support

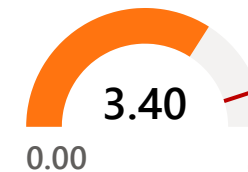


Visualizing Data: Call Centre Trends

Agent Selected:

All

Customer
Satisfaction
Rate



Total
Calls

5000

Calls
Answered

4054

Calls
Rejected

946

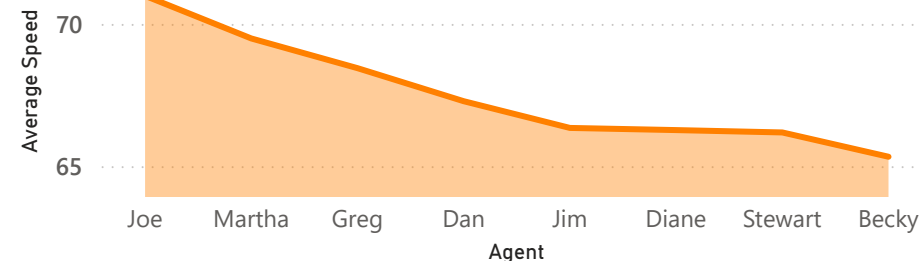
Call
Handling Rate

81.1

Agent's Performance Quadrant

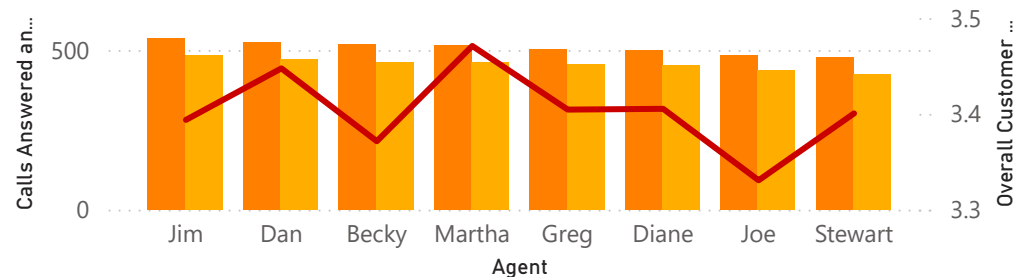
Agent	Total Calls	Answered	Rejected	Avg Speed	Resolution Rate	Average Rating
Greg	624	502	122	68.44	110.33	3.40
Jim	666	536	130	66.34	110.52	3.39
Diane	633	501	132	66.27	110.84	3.41
Joe	593	484	109	70.99	111.01	3.33
Dan	633	523	110	67.28	111.04	3.45
Martha	638	514	124	69.49	111.50	3.47
Becky	631	517	114	65.33	111.90	3.37
Stewart	582	477	105	66.18	112.50	3.40
Total	5000	4054	946	67.52	111.19	3.40

Average Response Speed



Agent Performance: Calls, Resolutions & Satisfaction

● Calls Answered ● Resolved Problem ● Overall Customer Satisfaction



Resolved Problem by Topic

Topic

- Streaming
- Technical Support
- Payment related
- Admin Support
- Contract related

