Call Center Analytics

Tracking and analyzing key metrics for our call center is essential to understanding our performance and identifying areas for improvement. This presentation will dive into the total number of calls received, the duration of those calls, and our response time percentage - all critical data points for evaluating the effectiveness of our customer service operations.

by Arpan Ghosh

Call metric[s]

4 min
Average call t[ime]

▲ 8.1% vs yda[y]

75%
Calls resolve[d]

Most calls

Tom B

Ella P

Mark D

Gabby T

Jason B

Trey B

Call Center Metrics

1 — **Total Calls**

It is essential to track and display the total number of calls received by our call center over a specified period.

2 — **Total Call Duration**

Tracking the total duration of all calls is crucial for understanding the workload on our agents and identifying opportunities for efficiency improvements.

3 — **Hours & Minutes Spent**

Calculating and displaying the total hours and minutes spent on calls provides valuable insights into the time and resources required to serve our customers.

1 — **Average Call Duration**

Calculating and displaying the average call duration in minutes is an important metric for evaluating the effectiveness of our call handling processes.

2 — **Response Time %**

Displaying the percentage of calls answered within a predefined time frame is critical for gauging our ability to provide prompt service to our customers.