

CALL CENTRE TRENDS

Topic

All

Agent

All

Date

01-01-2021

31-03-2021

Month

☐ January

Resolved

☐ N

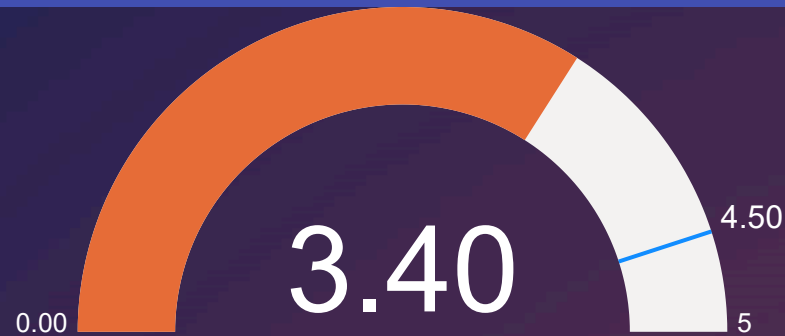
☐ Y

Answered (Y/N)

☐ Y

☐ N

Overall Customer Satisfaction



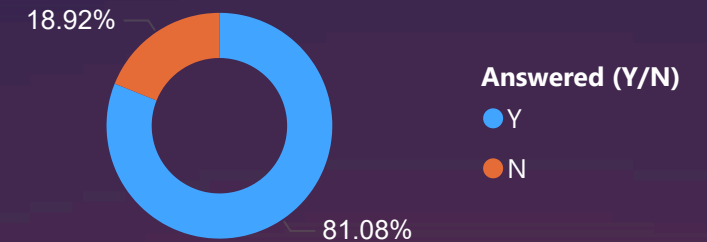
Agent	Average of Satisfaction rating	Average of Speed of answer in seconds
Joe	3.33	70.99
Martha	3.47	69.49
Greg	3.40	68.44
Dan	3.45	67.28
Jim	3.39	66.34
Diane	3.41	66.27
Stewart	3.40	66.18
Becky	3.37	65.33

Average Speed of Answers in Seconds

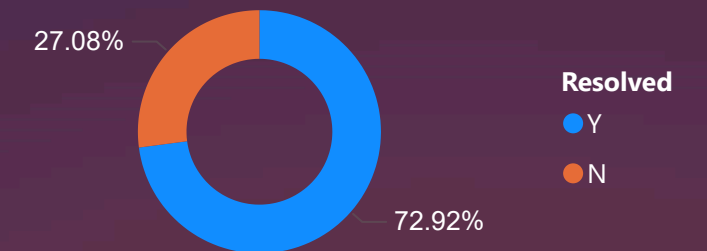
67.52

Month	N	Y	Total
January	317	1455	1772
February	318	1298	1616
March	311	1301	1612
Total	946	4054	5000

Count of Call Answered



Count of Call Resolved



Count of Calls by Month and Call Id

