

# Call Center Analysis

Agent

All

Day

All

Month

All

Total Calls

5000

Call Answered

4054

Call not  
Answered

946

Total Agent

8

Avg. Answer  
Speed

67.52

Most Issues  
Resoled by Agent

Jim

Most rated  
Agent

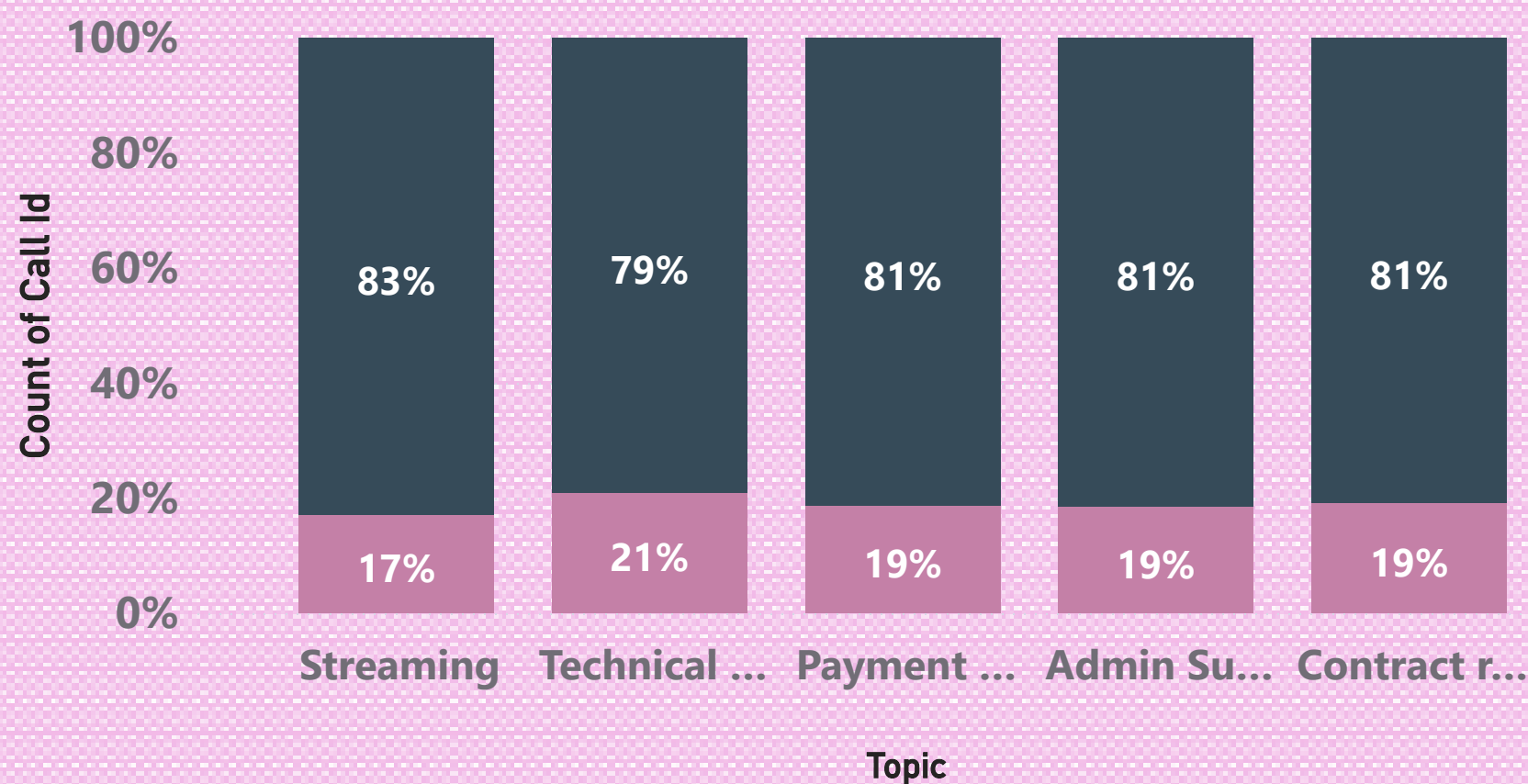
Martha

Most Call Missed  
Agent

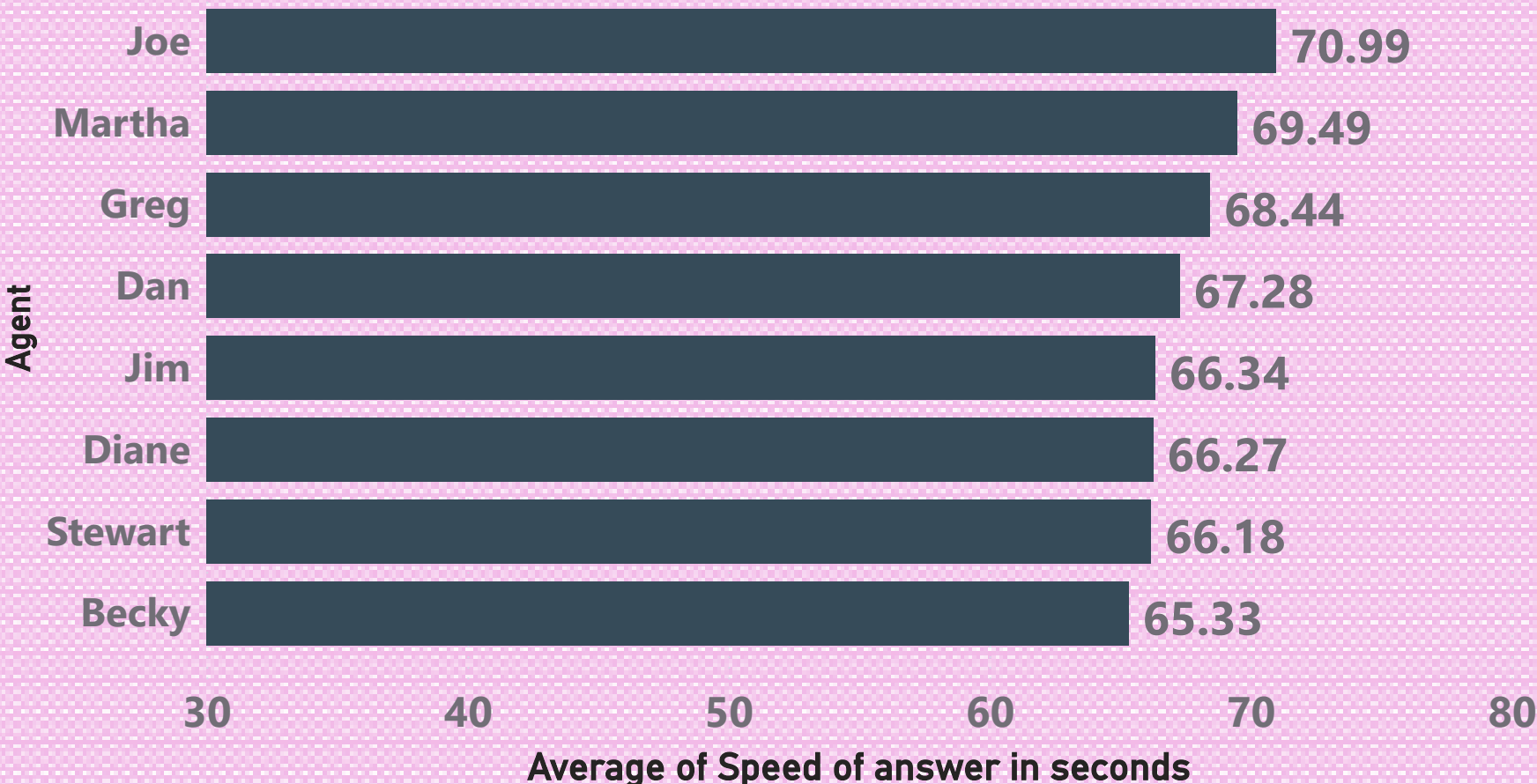
Diane

Count of Call by Topic

Answered (Y/N) ● N ● Y

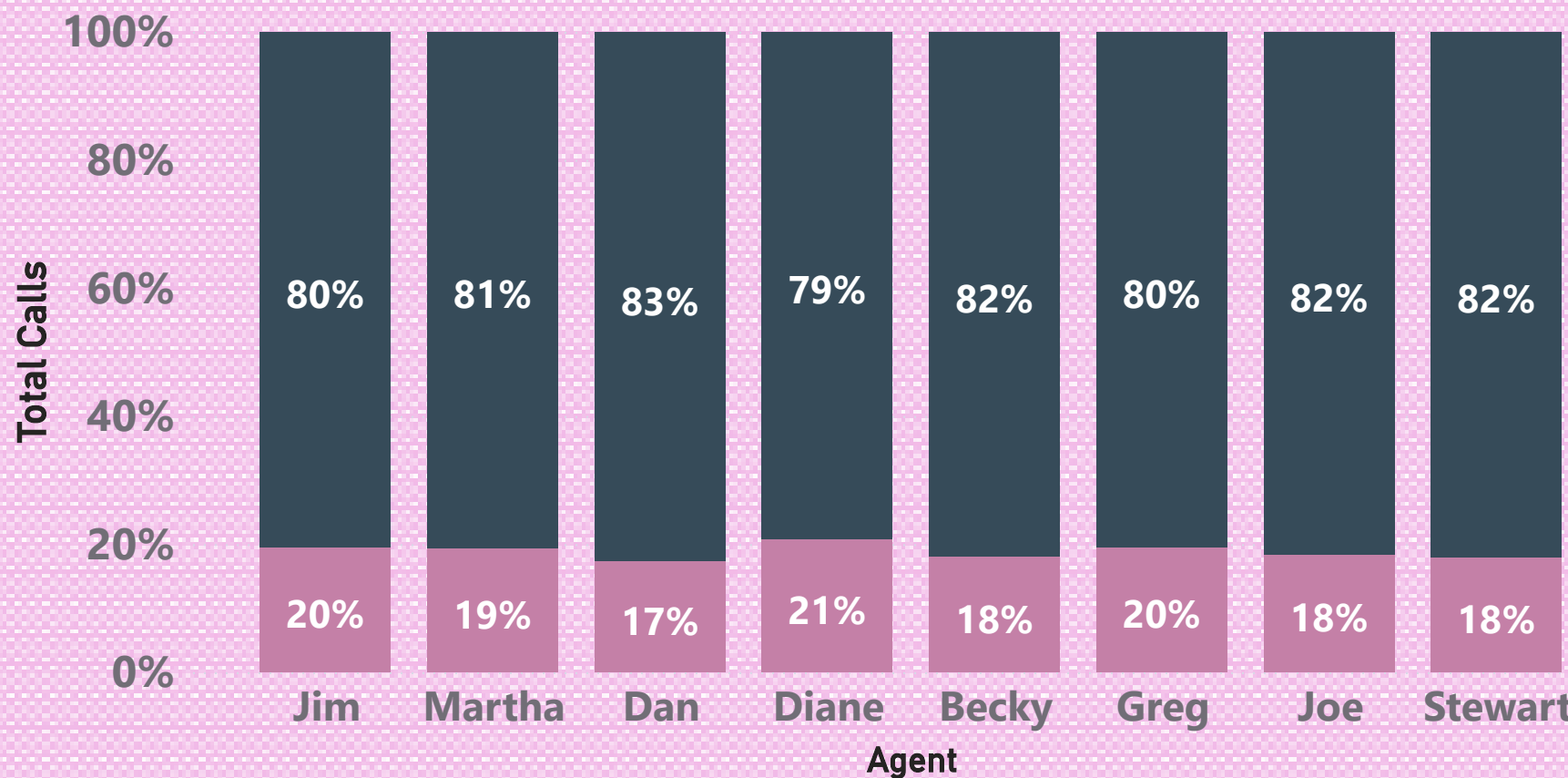


Average Speed of answer by Agent



Total Calls by Agents

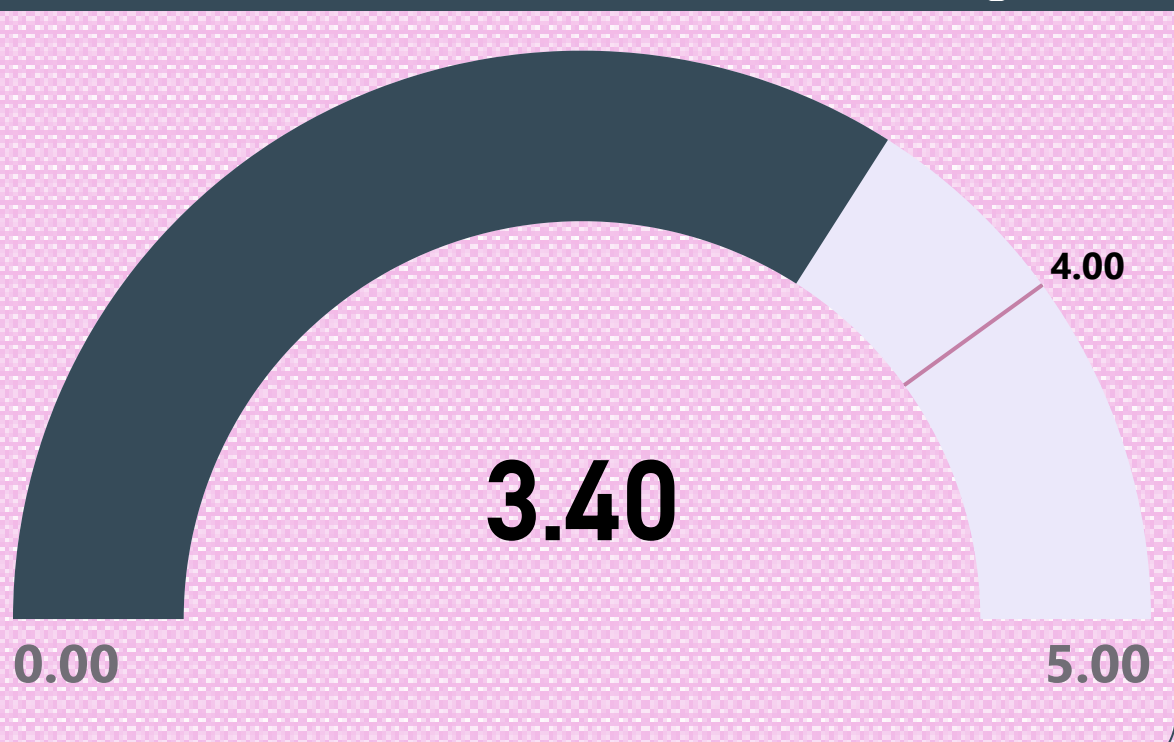
Call Answered ● N ● Y



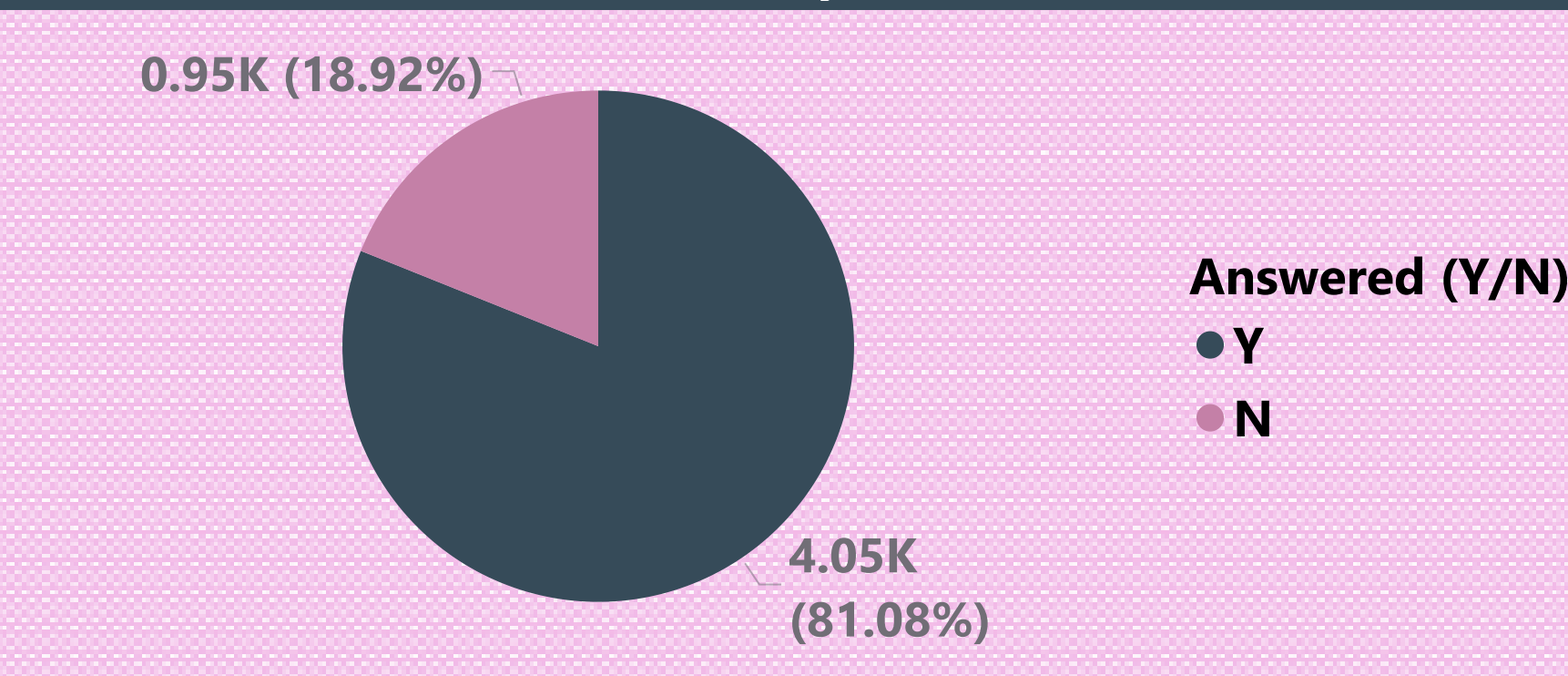
Agent Performance Quardant

Agent	Count of Call Id	Total Calls Answered	Issue Resolved	Call Answered	Average of Satisfaction rating
Martha	638	0.81	461	514	3.47
Dan	633	0.83	471	523	3.45
Diane	633	0.79	452	501	3.41
Greg	624	0.80	455	502	3.40
Stewart	582	0.82	424	477	3.40
Jim	666	0.80	485	536	3.39
Total	5000	0.81	3646	4054	3.40

Customer Satisfaction Rating



Count of Call Id by Answered (Y/N)



Calls by Time

