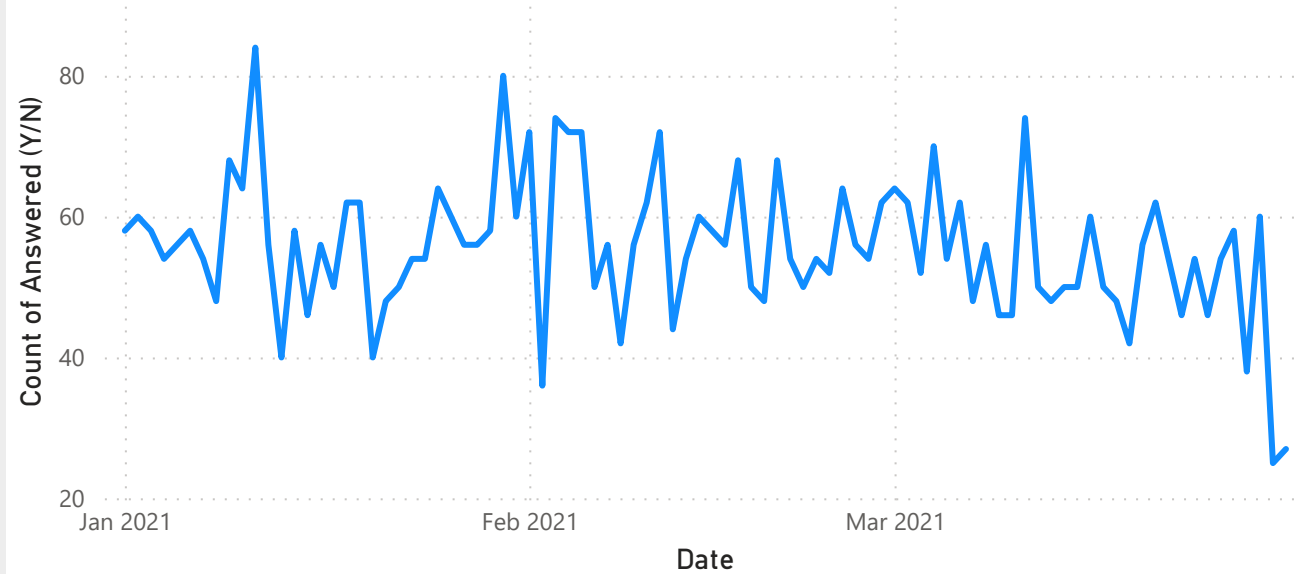


Call Center Trend Analysis

1/1/2021 3/31/2021

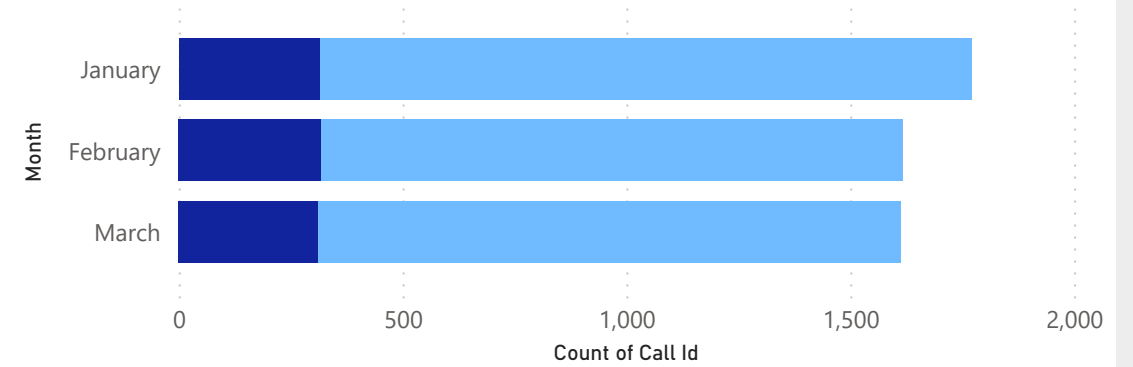
All

Count of Answered (Y/N) by Date

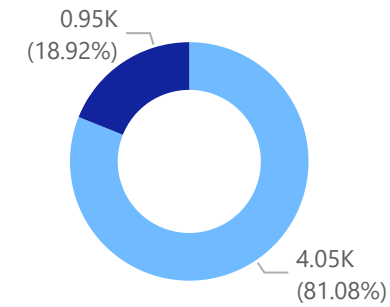


Calls per Month

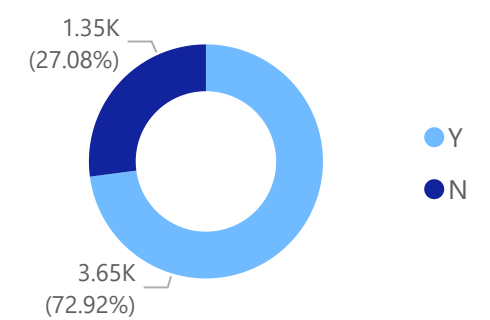
Answered (Y/N) ● N ● Y



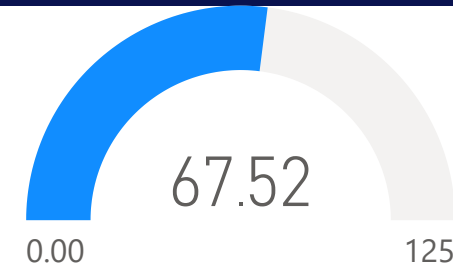
Call Answered



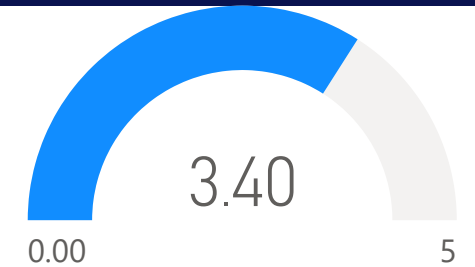
Call Resolved



Average Answer Speed



Average of Satisfaction rating



5000

Total Calls

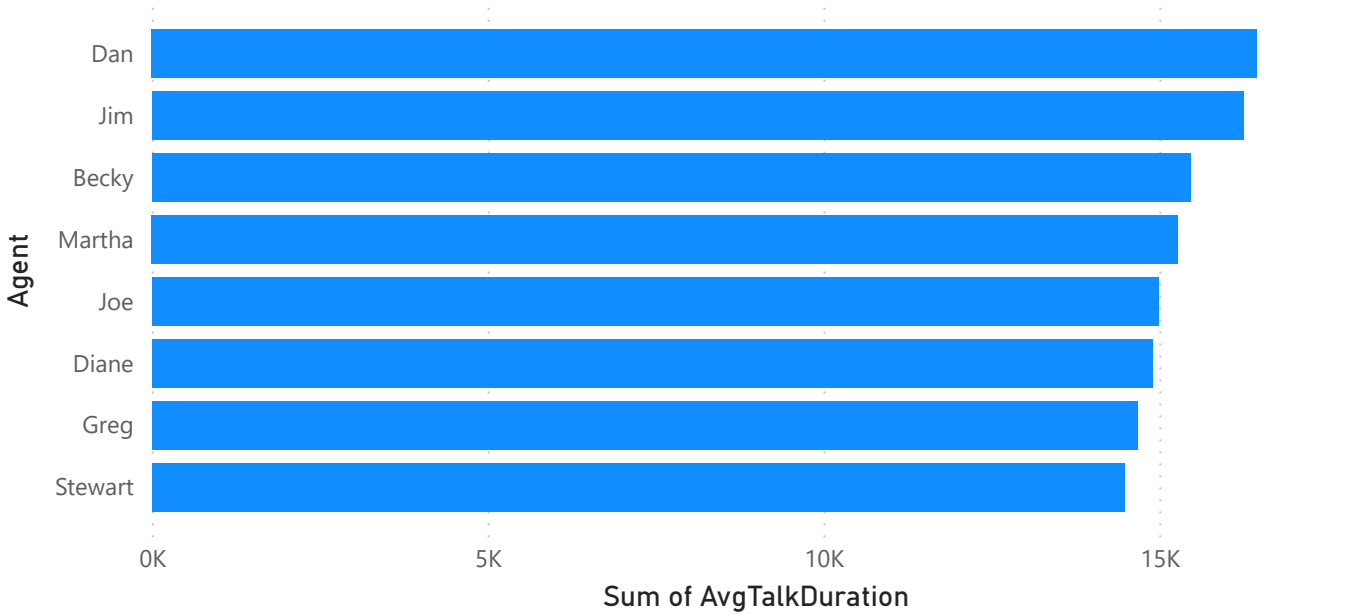
4054

Call Answered

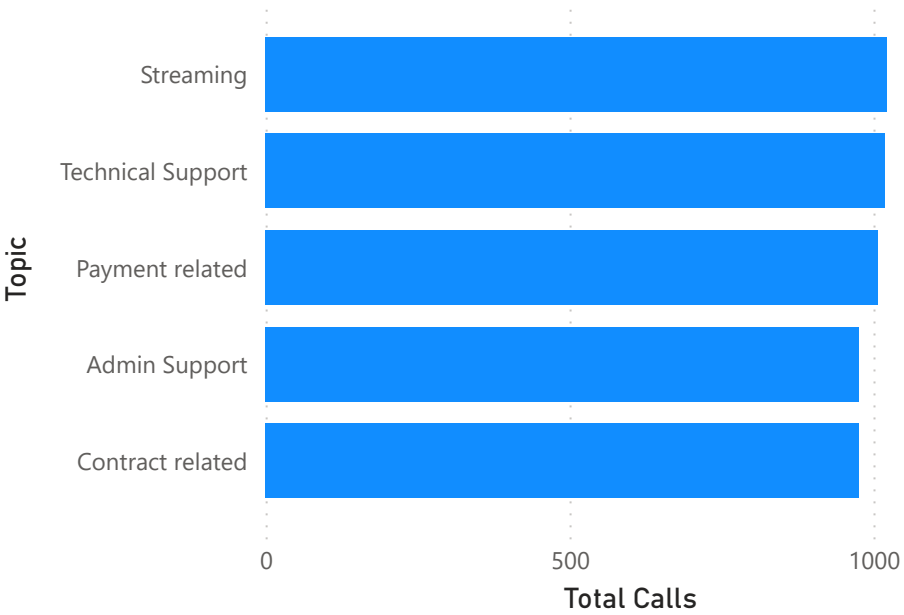
Sum of AvgTalkDuration by Topic



Sum of AvgTalkDuration by Agent



Total Calls by Topic



Agent	Average of Speed of answer in seconds	Average of Satisfaction rating	CountYes	ResolvedYes
Martha	69.49	3.47	514	461
Dan	67.28	3.45	523	471
Diane	66.27	3.41	501	452
Greg	68.44	3.40	502	455
Stewart	66.18	3.40	477	424
Jim	66.34	3.39	536	485
Becky	65.33	3.37	517	462
Joe	70.99	3.33	484	436
Total	67.52	3.40	4054	3646

Count of Call Id by Topic and Answered (Y/N)

