


# Call Centre Analysis Dashboard



Total Agents  
8

Agents  
All

Months  
All

Total Calls Received  
5000

Calls Answered  
4054

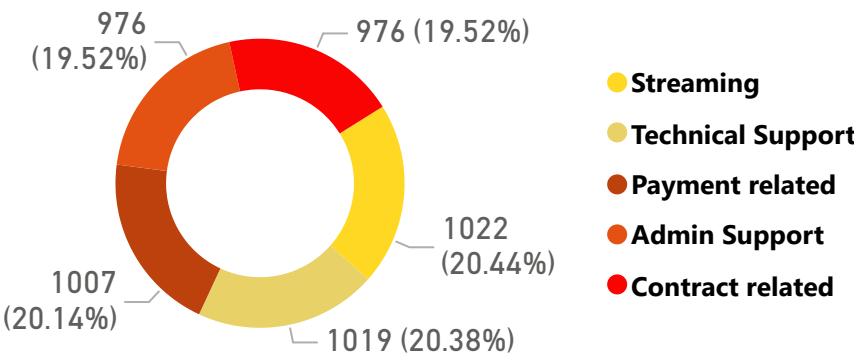
Calls Abandoned  
946

Avg.Customer Satisfaction  
4.42 / 5

Averg. Speed of answer (in sec)  
55 / 109

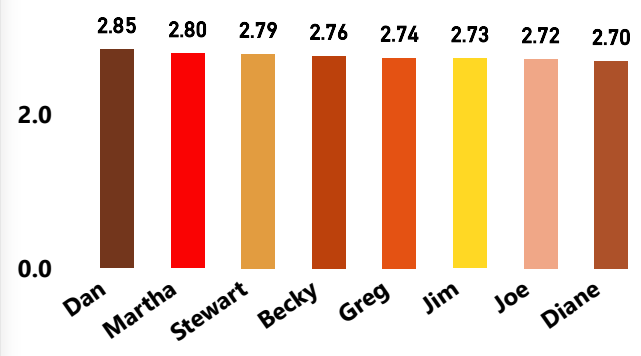
Calls Resolved  
3.65K Y, 1.35K N

### Calls by Topic



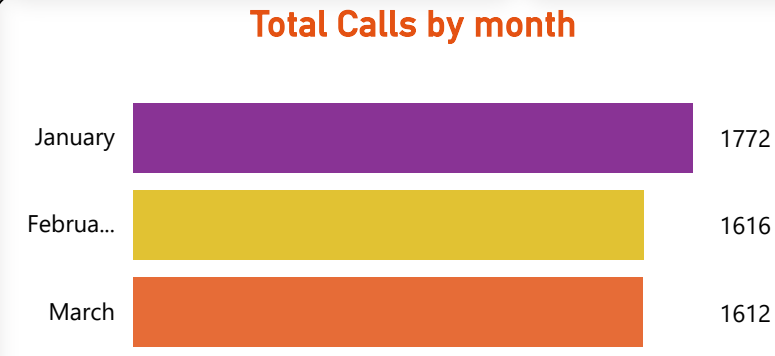
Topic	Count	Percentage
Streaming	976	19.52%
Technical Support	1022	20.44%
Payment related	1007	20.14%
Admin Support	1019	20.38%
Contract related	976	19.52%

### Satisfaction Rating by Agent



Agent	Satisfaction Rating
Dan	2.85
Martha	2.80
Stewart	2.79
Becky	2.76
Greg	2.74
Jim	2.73
Joe	2.72
Diane	2.70

### Total Calls by month



Month	Total Calls
January	1772
February	1616
March	1612

### Avg.Talk Duration by Agent



Agent	Avg. Talk Duration
Jim	536
Dan	523
Becky	517
Martha	514
Greg	502
Diane	501
Joe	484
Stewart	477

### Calls by Time



Time	Calls
9	547
10	529
11	590
12	547
13	594
14	499
15	531
16	566
17	583
18	0