



Total calls

5K



Total Agent

8



Total calls Answered

4K



Total calls Unanswered

946



AVG speed of call answered

54.75



Overall customer satisfaction

40%

Month

All

Weekday

All

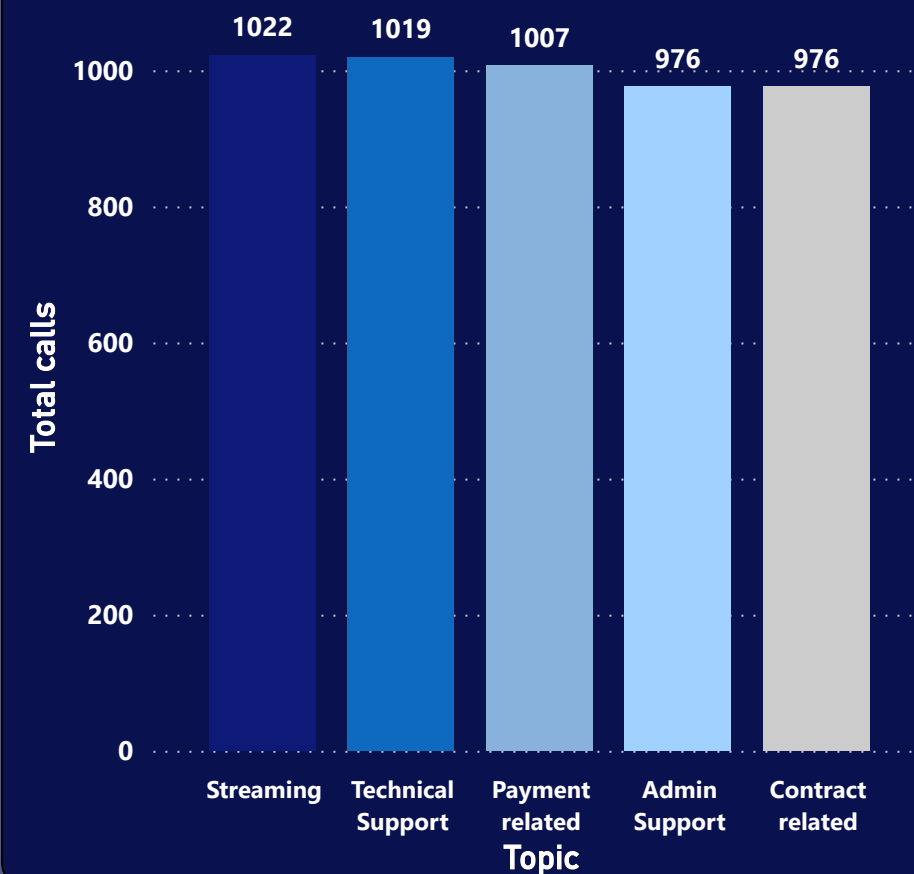
Agent

All

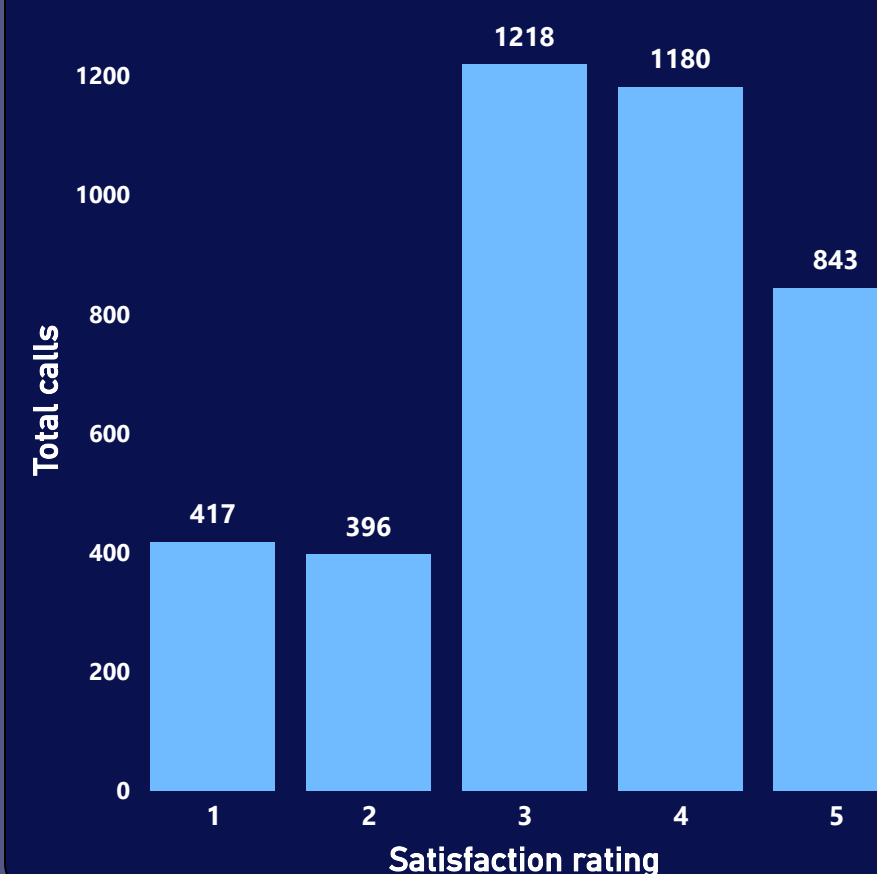
Topic

All

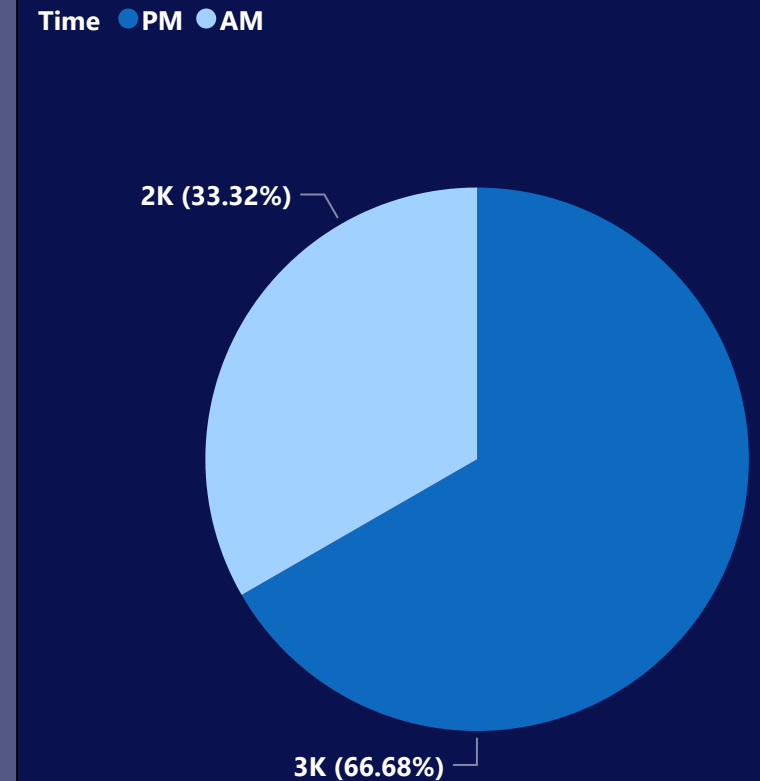
TOTAL CALL BY TOPIC



TOTAL CALL BY SATISFACTORY STATUS

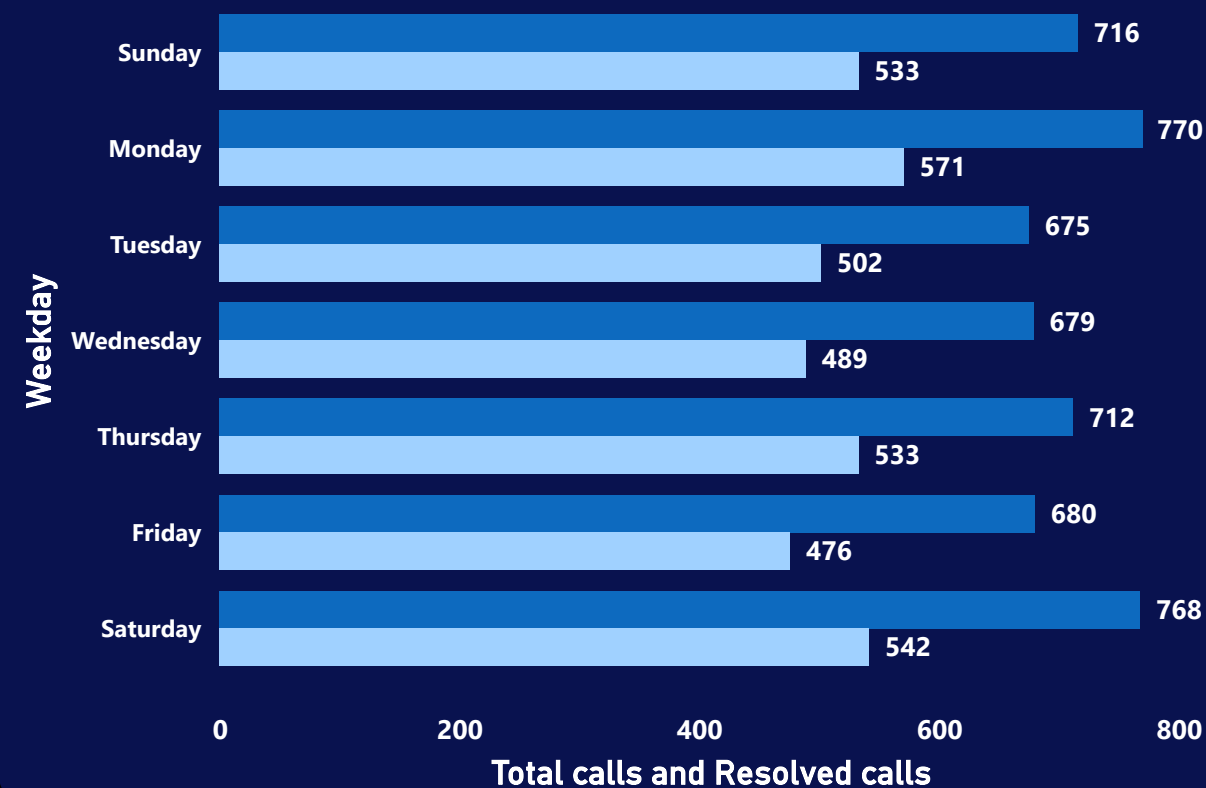


TOTAL CALLS BY TIME



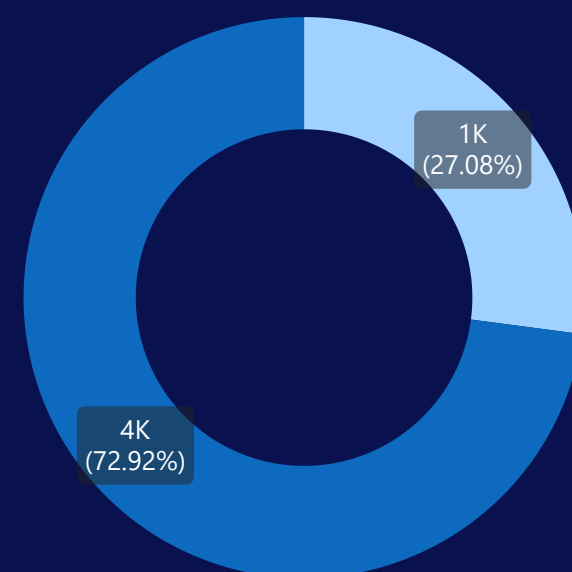
DAYWISE REPORT

● Total calls ● Resolved calls



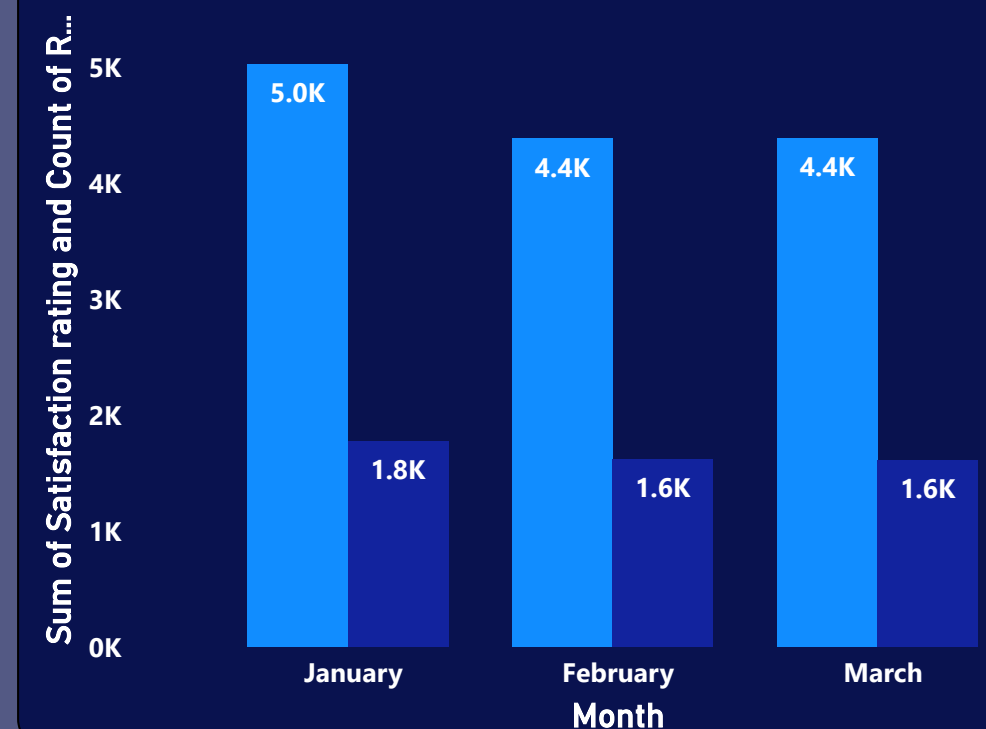
RESOLVED & UNRESOLVED CALLS

● Unresolved calls ● Resolved calls



COUNT OF RESOLVED AND SUM OF RATING BY MONTH

● Sum of Satisfaction rating ● Count of Resolved





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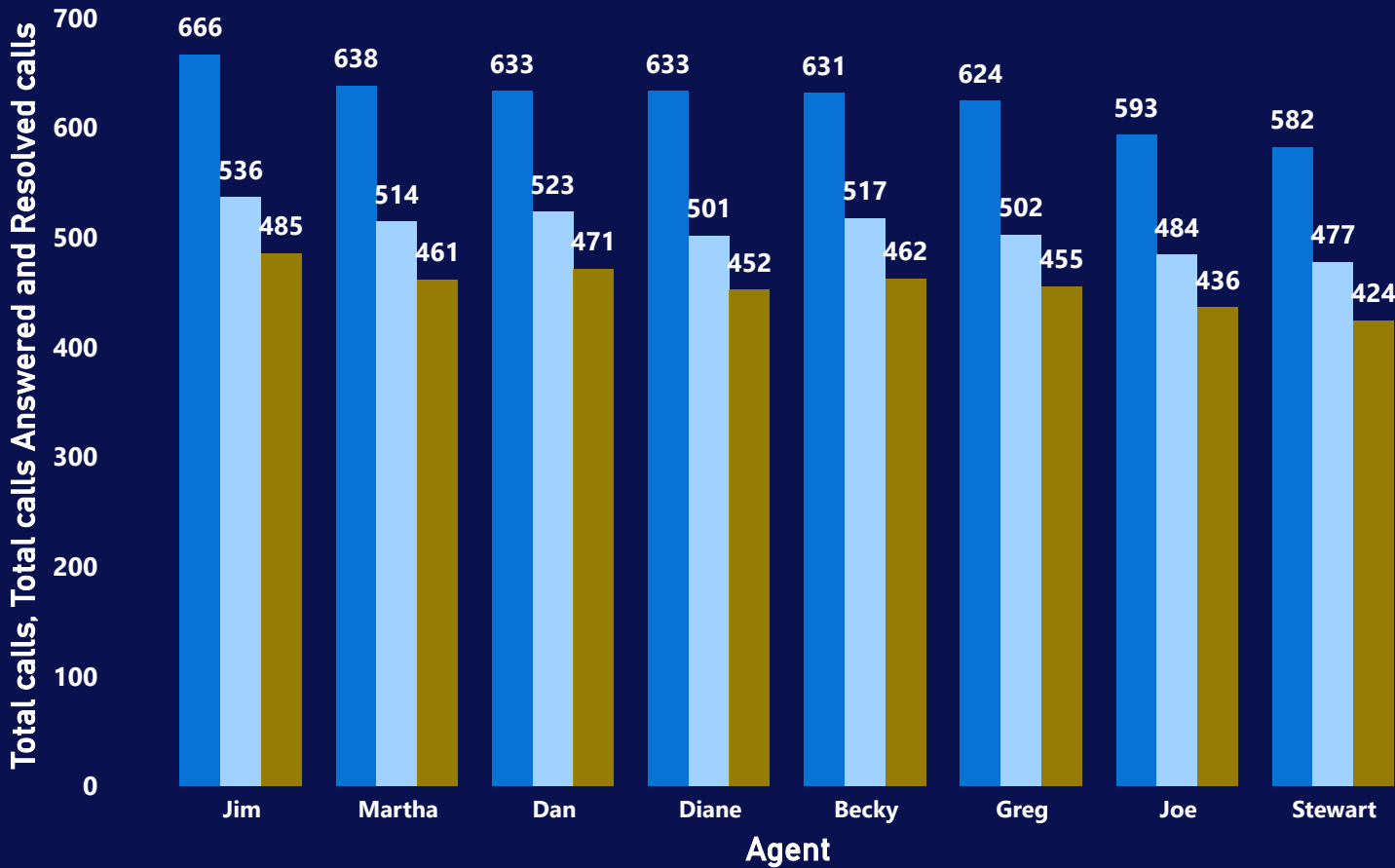
Agent

All

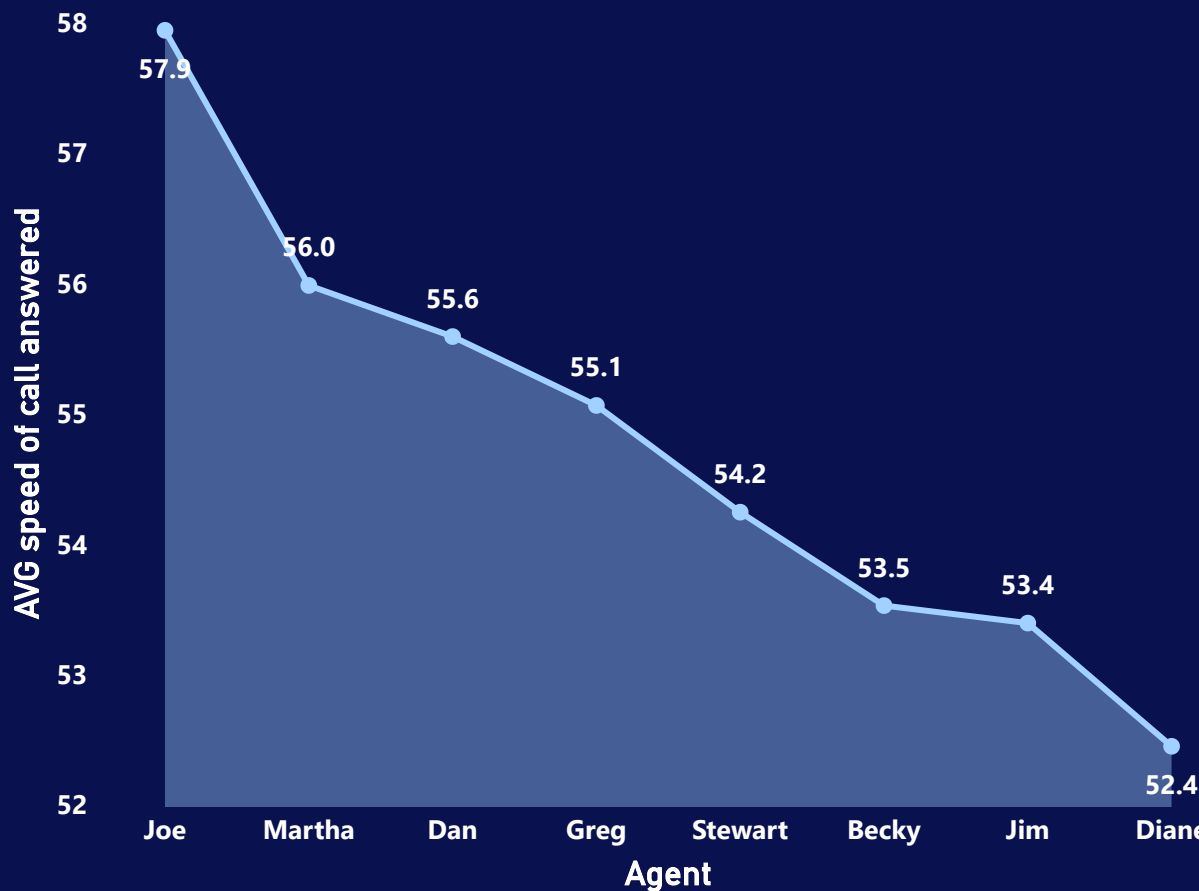
Topic

All

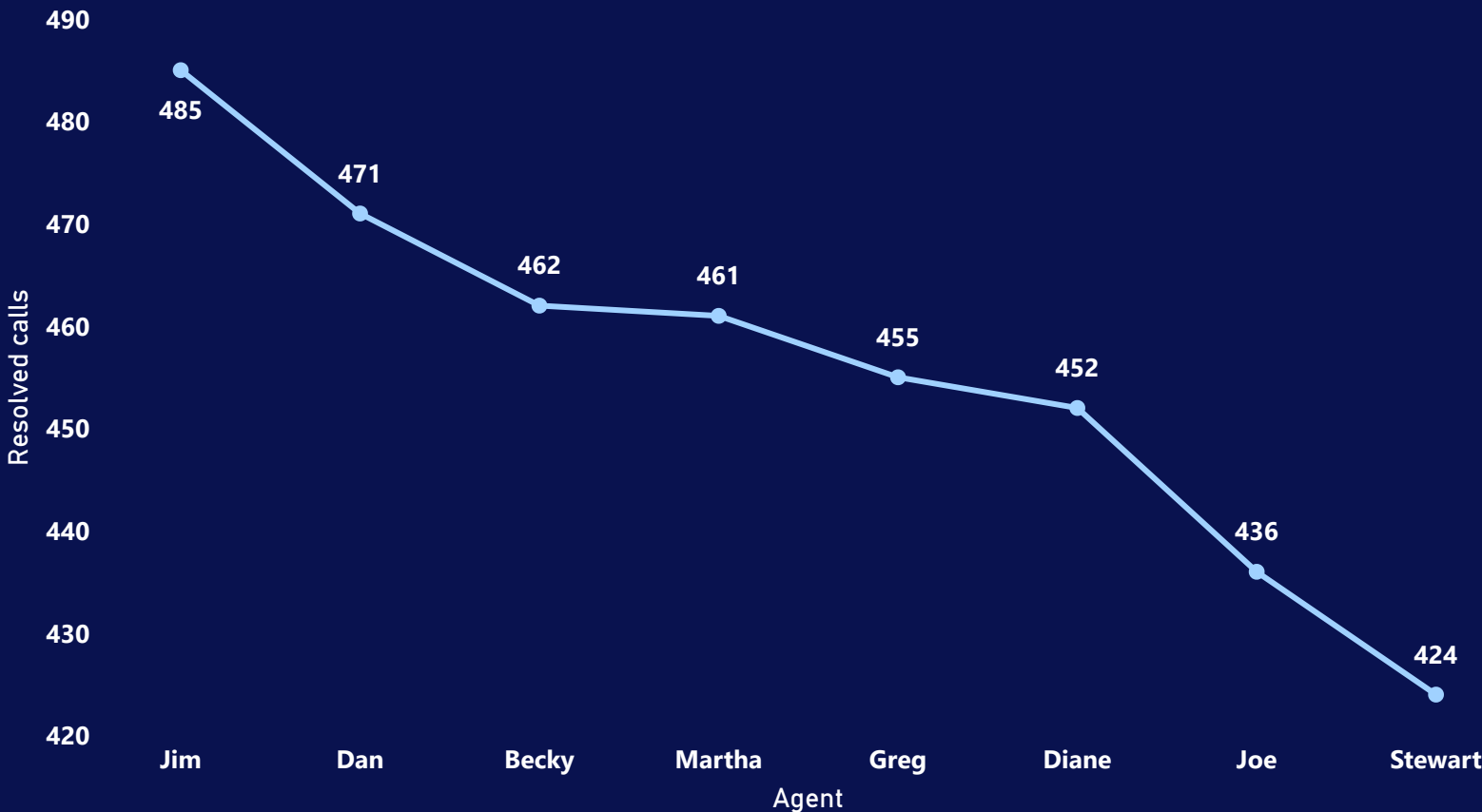
Total calls Total calls Answered Resolved calls



AVG SPEED OF ANSWERING BY AGENT



RESOLVED CALLS BY AGENT



Sum of Speed of answer in seconds by Agent

