

Call Center Trends

Average Customer Satisfaction Rating

3.4

Average Call Answer Speed(s)

67.5

Efficiency of Issues Resolved to Calls Answered

89.9%

Agent

All



Topic

All



Timeline

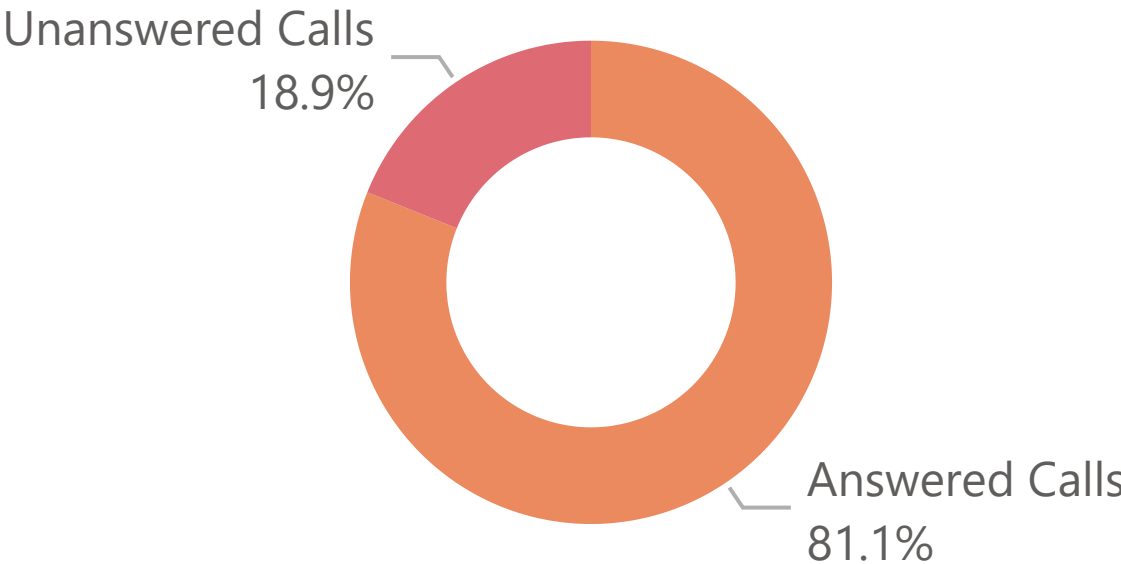
1/1/2021



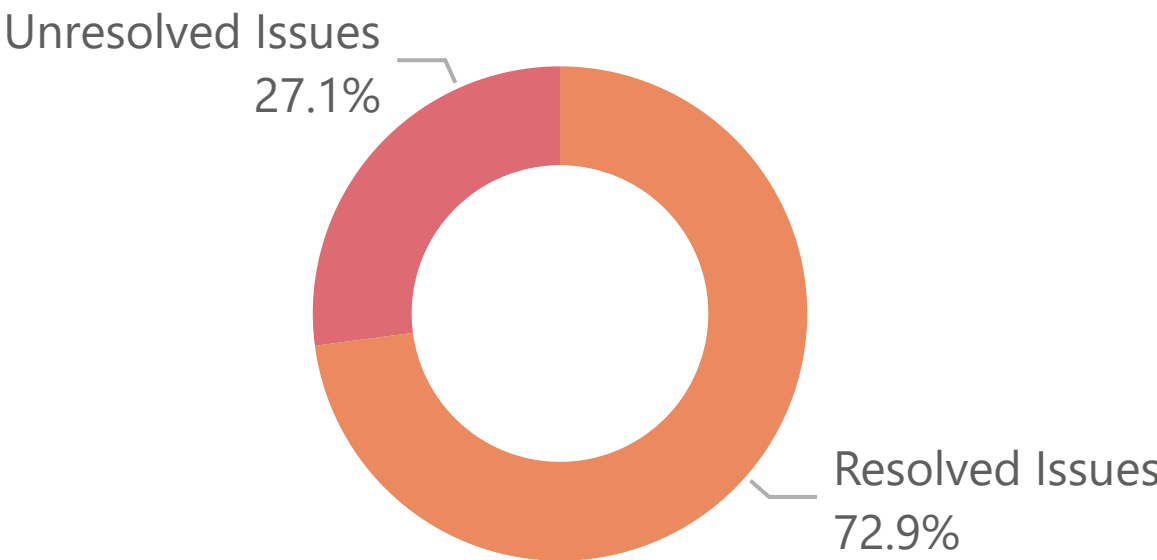
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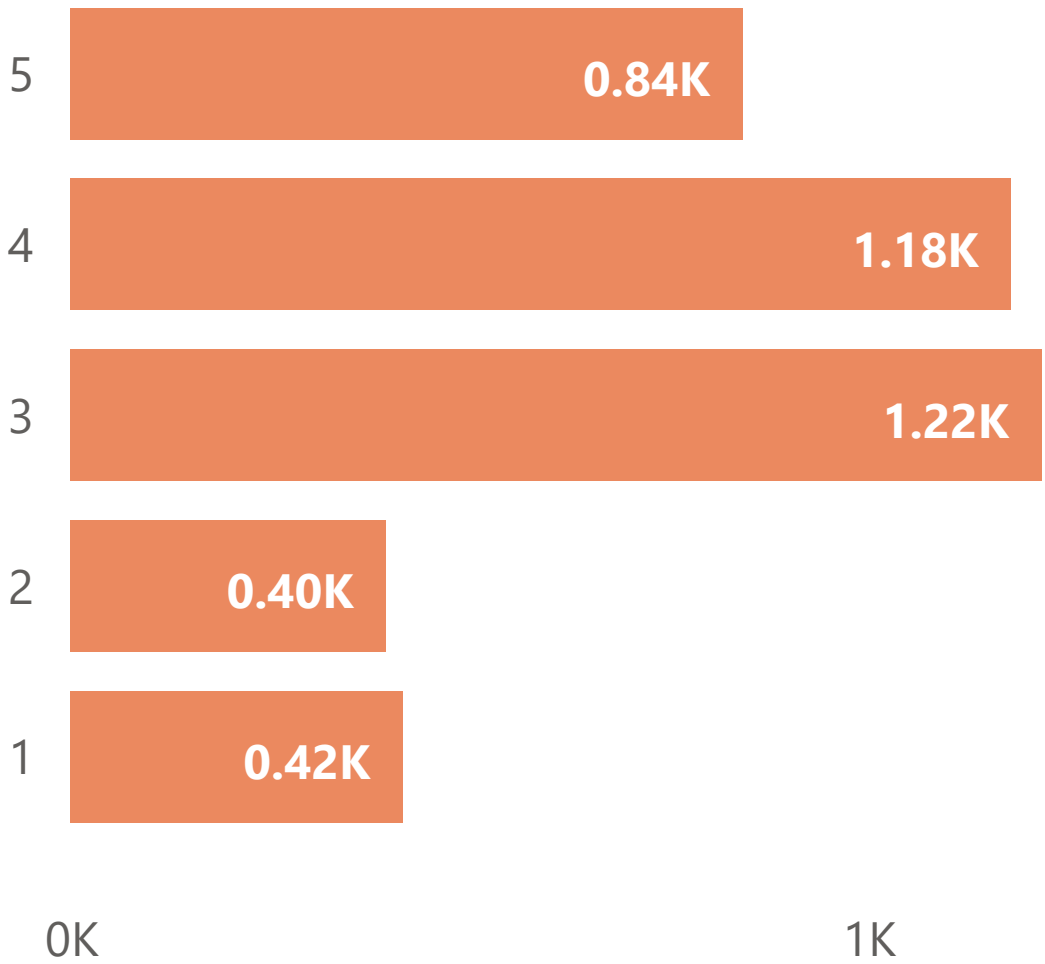
Calls Overview



Issues Overview



Customer Ratings



Answered & Unanswered Calls by Hour

