



# Call Center Analysis

Year

All

Month

All

Manager

All

Employee

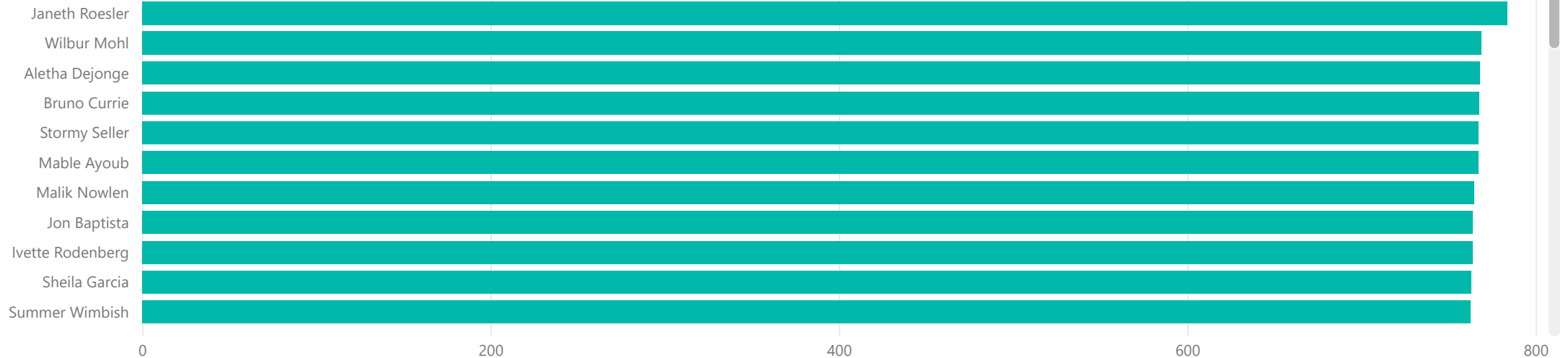
All

Employee

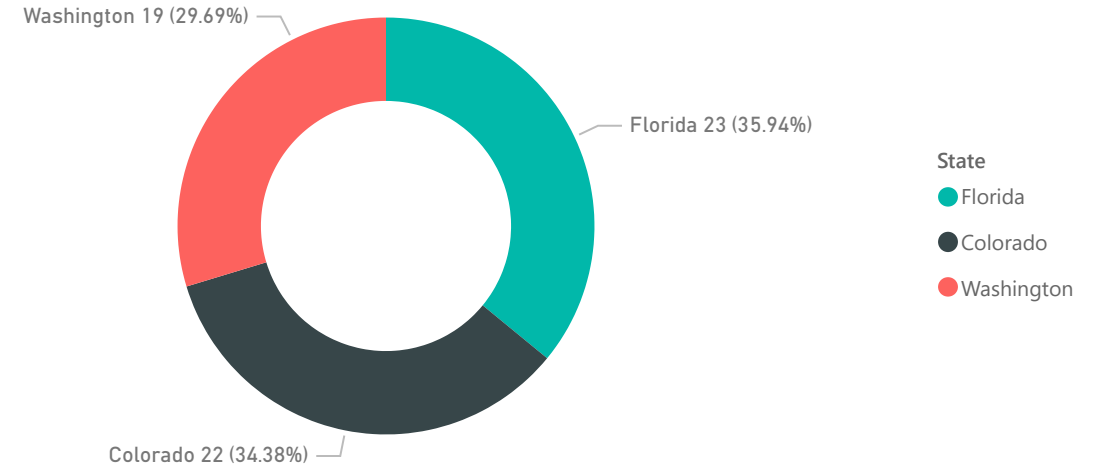
Number Of Calls Within SLA

Noella Valentin	1876
Chantell Tibbits	1867
Agripina Snively	1862
Morton Goff	1852
Deandre Smyre	1847
Harrison Finlayson	1834
Debora Wilker	1830
Junie Grant	1829
<b>Total</b>	<b>113658</b>

Average Call Time by Employee



Employees by State





# Call Center Analysis

Year

All

Month

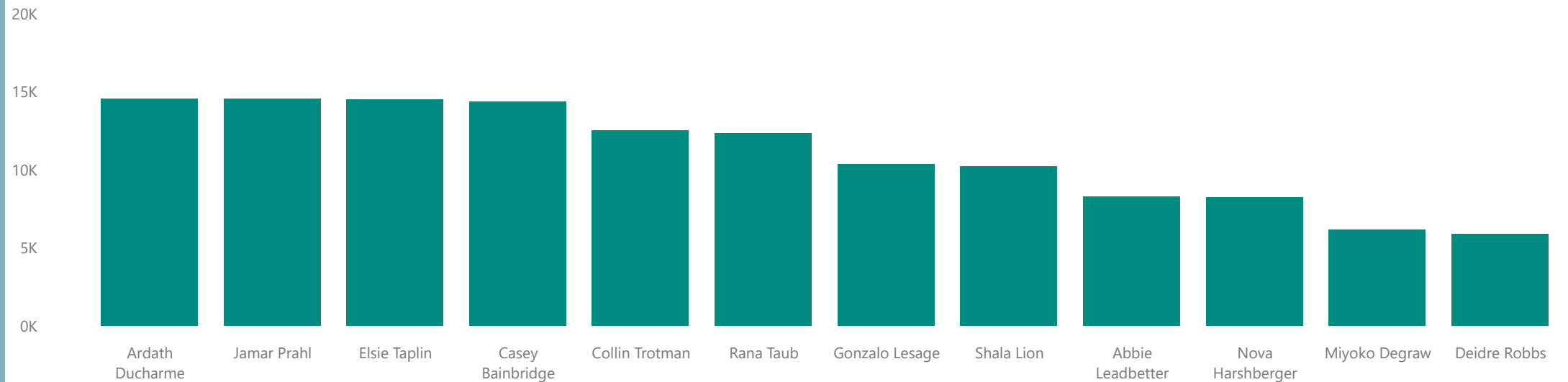
All

Manager

All

Employee	Waiting Time	Call Duration	Call duration by Waiting Time
Jon Baptista	311	393	2.26
Jon Baptista	311	641	3.06
Kelvin Nicoletti	311	695	3.23
Dwana Rymer	310	1336	5.31
Kelvin Nicoletti	310	1050	4.39
Sheba Ary	310	266	1.86
Alla Winkel	309	258	1.83
Chantell Tibbits	309	499	2.61
Total			NaN

Number Of Calls by Manager





# Call Center Analysis

Year

All

Month

All

Manager

All

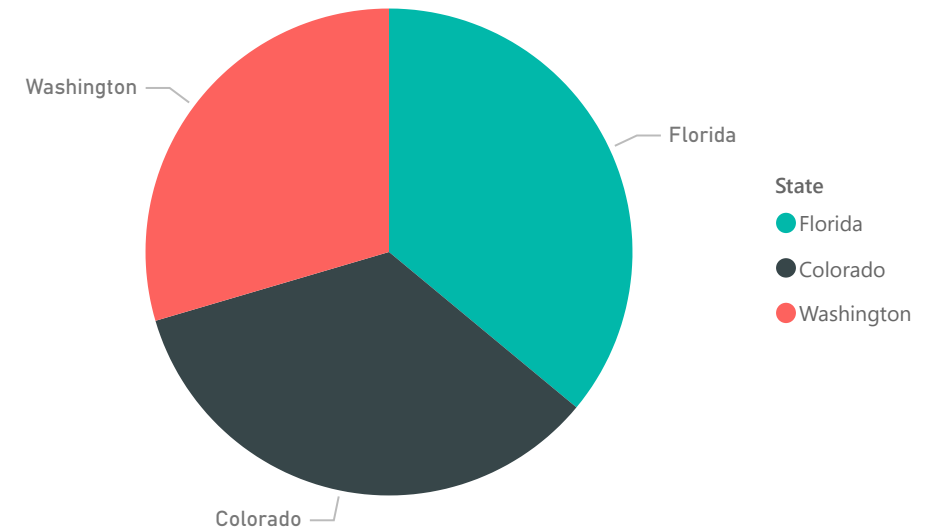
Employee

All

121.43M

Profit

Revenue by Sates





# Call Center Analysis

Year

All

Month

All

Manager

All

Employee

All

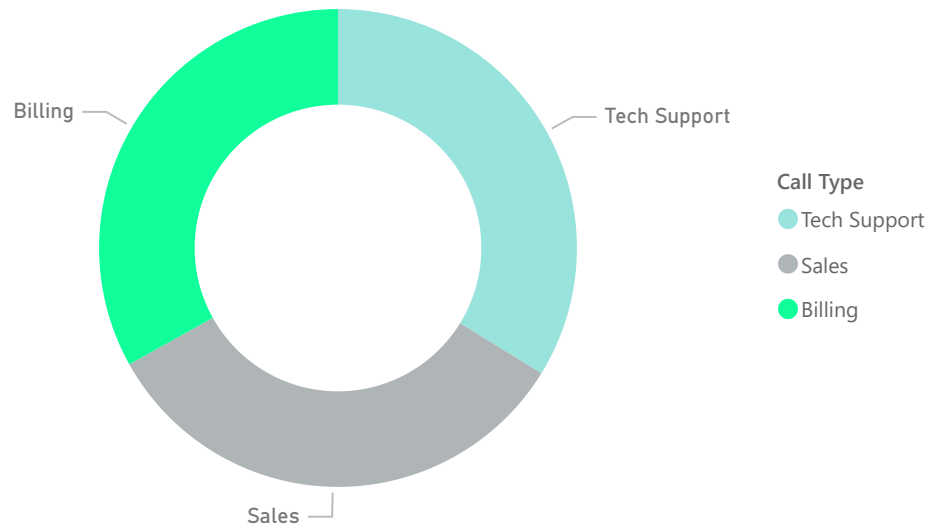
132K

Number Of Calls

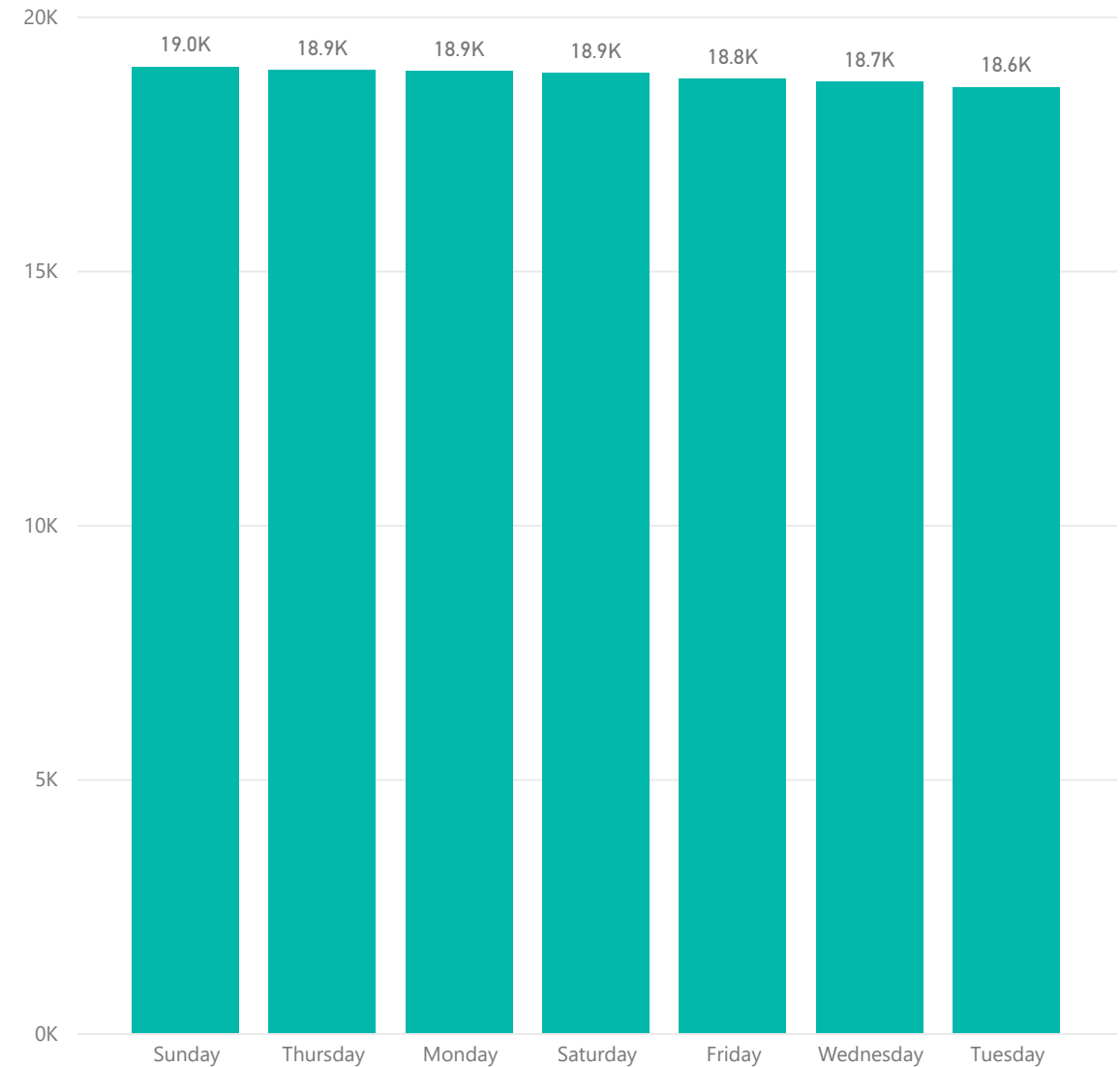
771

Total time of call

The average time before a call gets abandoned by the customer



Total Calls Per Week Day





# Call Center Analysis

Year 

All 

Month 

All 

Manager 

All 

Employee 

All 

30.04

Morning Waiting Time

29.49

Afternoon Waiting Time

14.80

Night Waiting Time