

Call Center Data Analysis

Agent

All

Department

All

% of Call Less Than 180 Sec.

49.66

Satisfaction <= 3

1041

Total Calls

1772

Answered Calls

1455

Call Resolved

1311

Average Speed of Answer

67.22

Abandon Rate

17.89

Average Call Per Minute

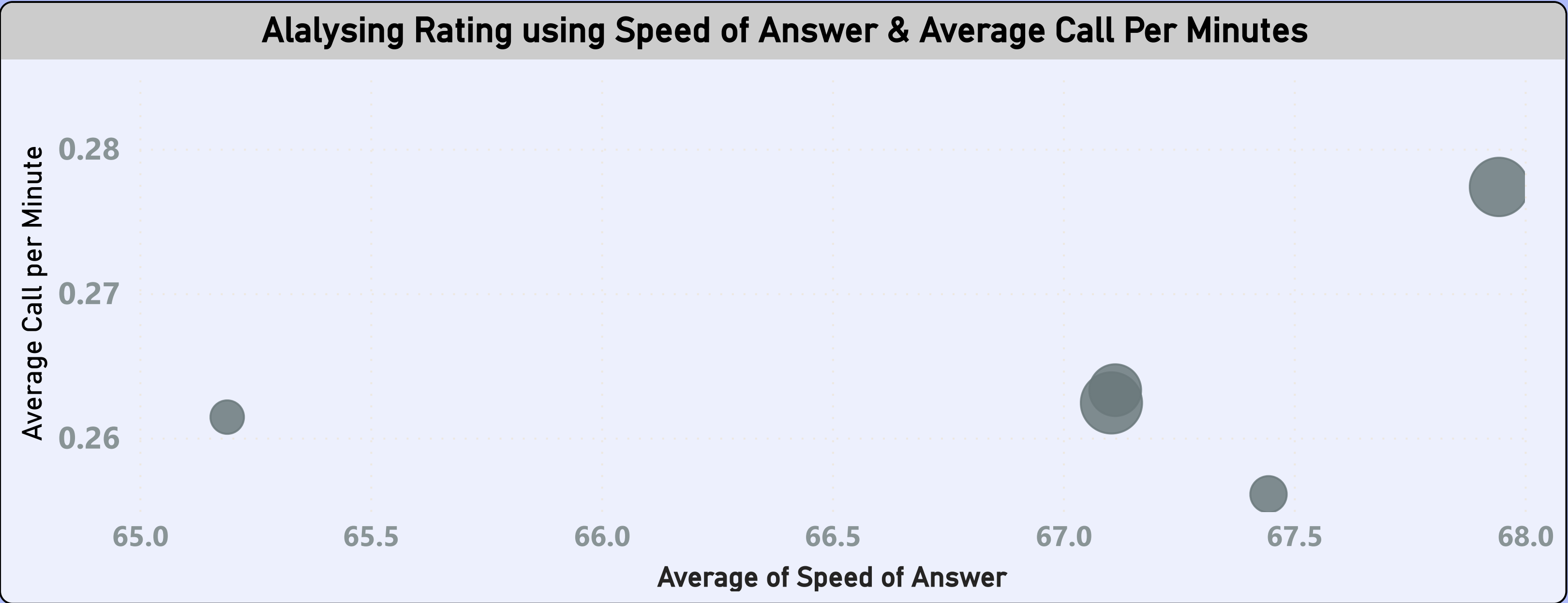
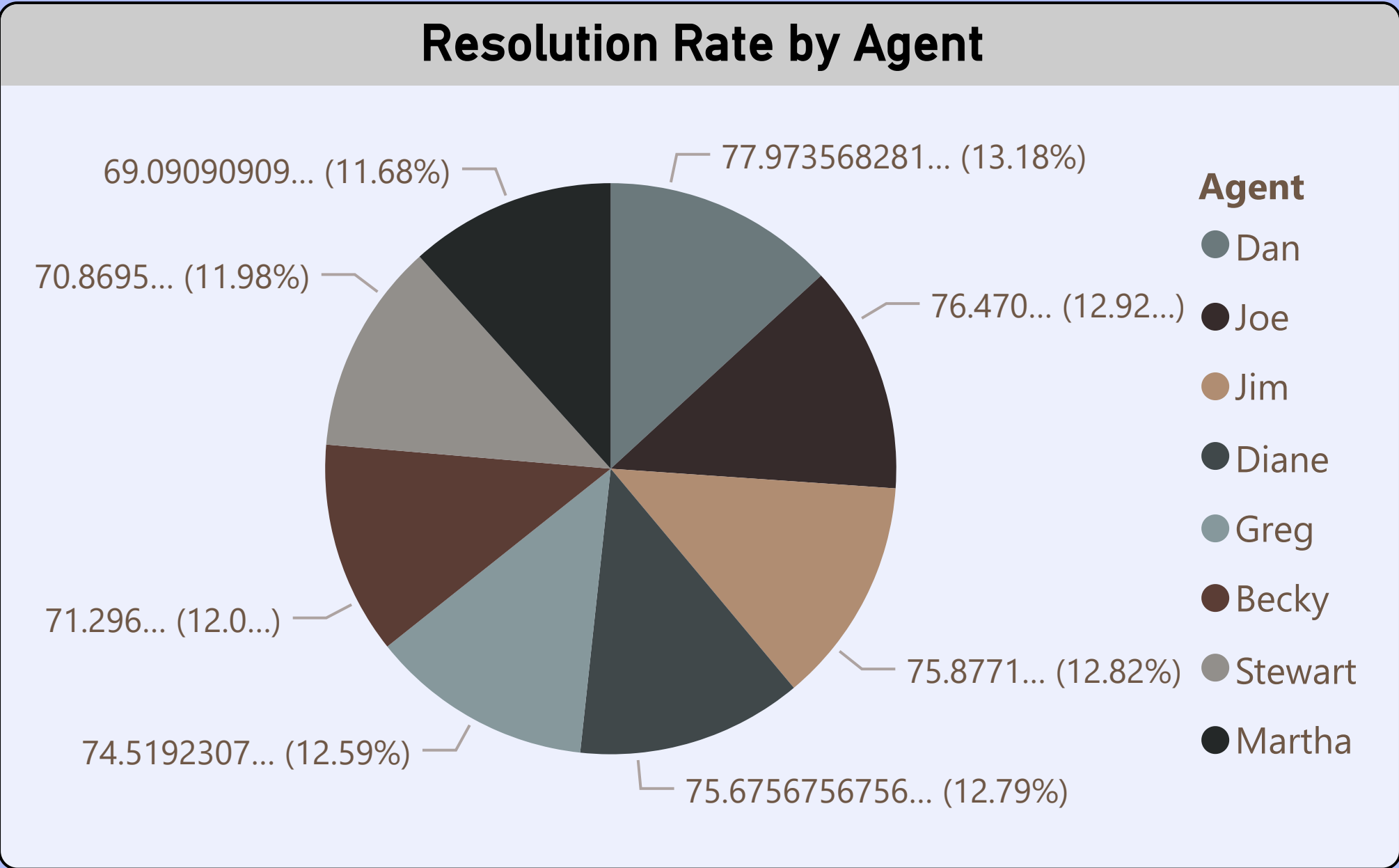
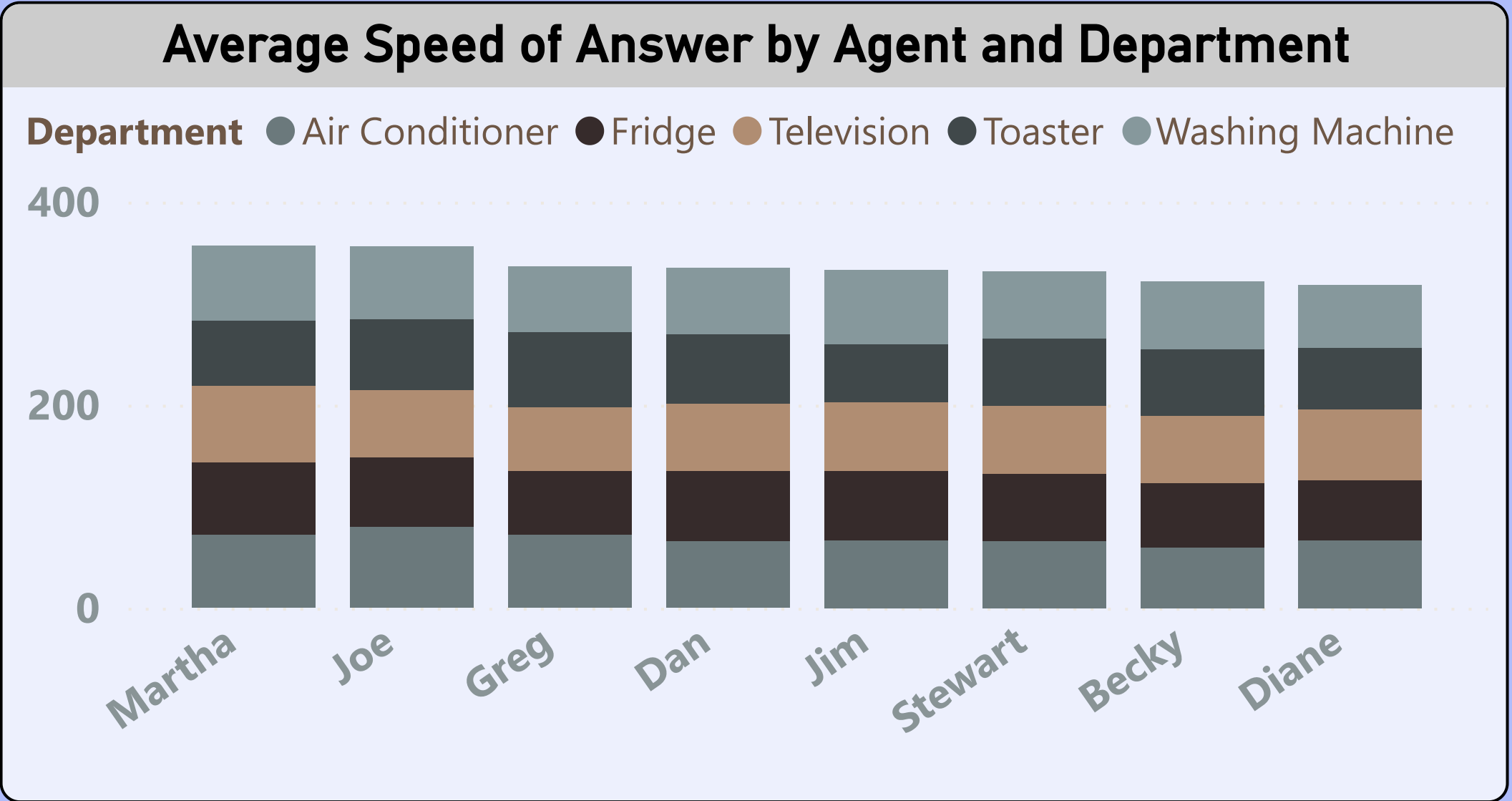
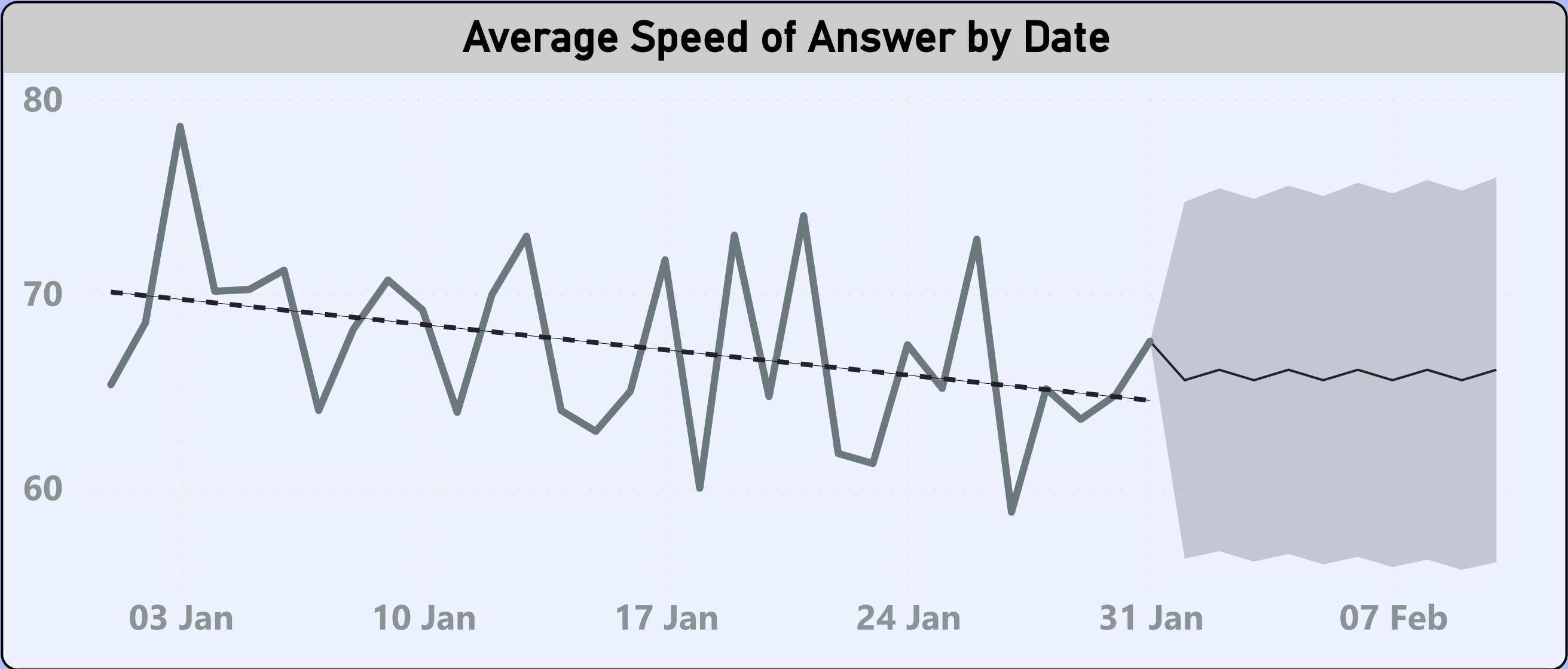
0.32

Call Less than 180 Sec.

880

Overall Satisfaction

1455



Agent Analysis Department Wise

Agent	Total Calls ▼	Answered Calls	Average Speed of Answer	Call Resolved
<input type="checkbox"/> Stewart	230	186	66.24	163
<input type="checkbox"/> Jim	228	187	66.66	173
<input type="checkbox"/> Dan	227	190	66.95	177
<input type="checkbox"/> Diane	222	185	63.94	168
<input type="checkbox"/> Joe	221	186	71.16	169
<input type="checkbox"/> Martha	220	171	71.46	152
<input type="checkbox"/> Becky	216	177	64.35	154
<input type="checkbox"/> Greg	208	173	67.20	155
Total	1772	1455	67.22	1311