



# PhoneNow Call Centre Trends

Calls Answered

4054

Calls Abandoned

946

Avg. Rating

3.40

Date

01-01-2021

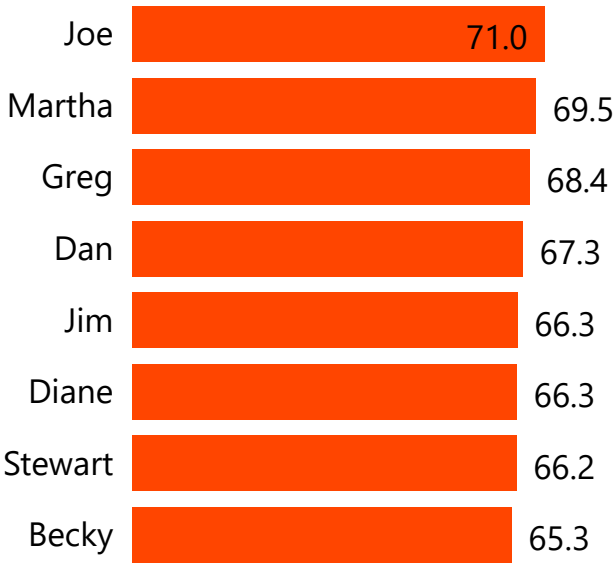
31-03-2021



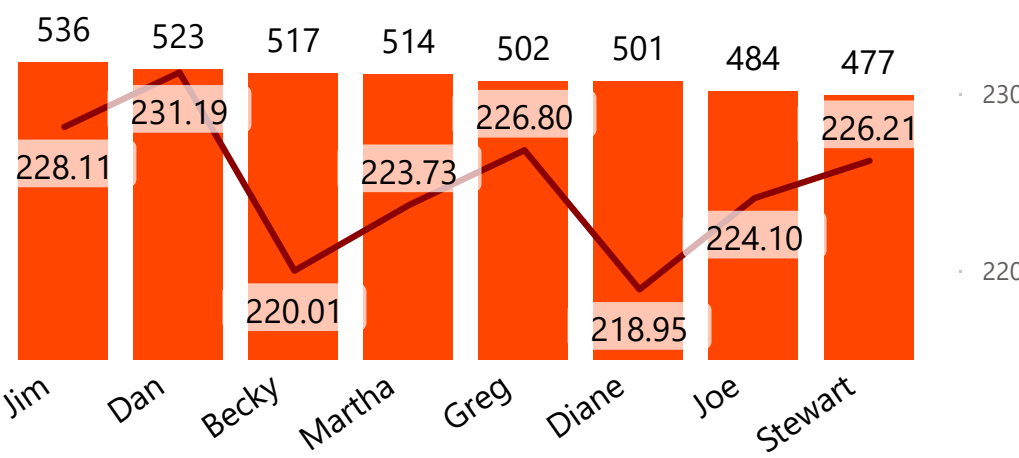
Resolved



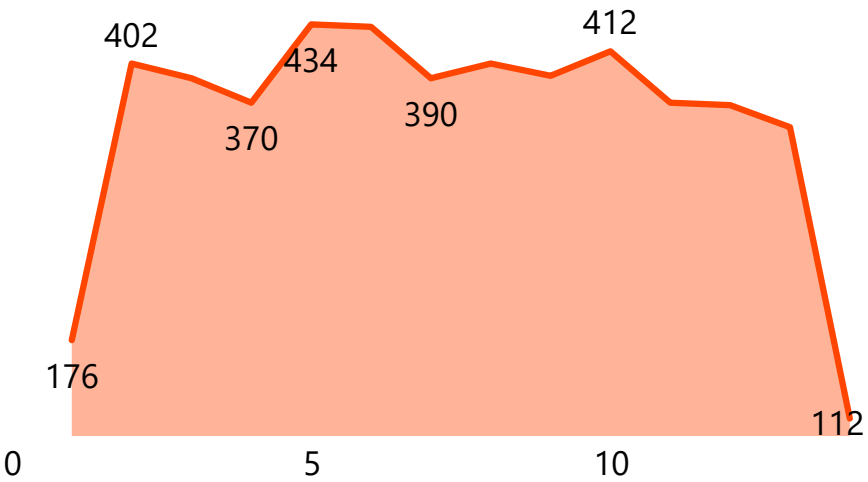
Avg. Speed of Answer



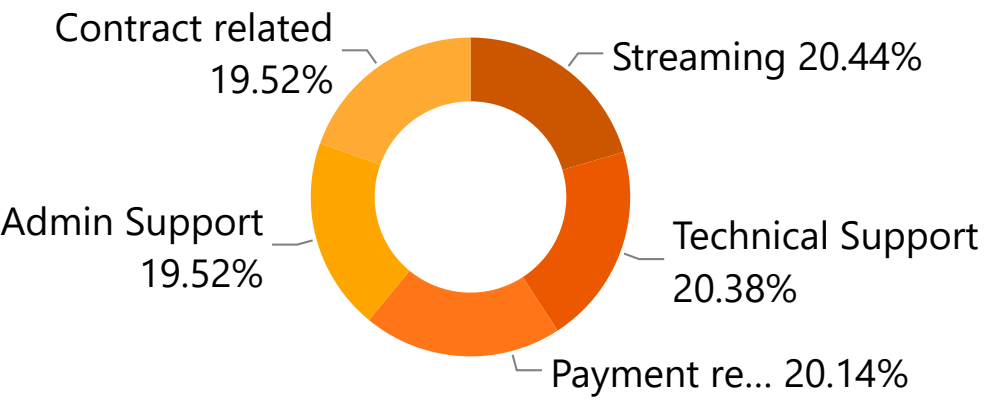
Calls Answered vs. Avg. Handle Time



Calls by Week



Call Topic



Calls Answered with Rating > 4

