

CUSTOMER SATISFACTION ANALYSIS

Month

All

Total calls

Number of Agents

Breakdown of Call by Agent response

Breakdown of case resolution

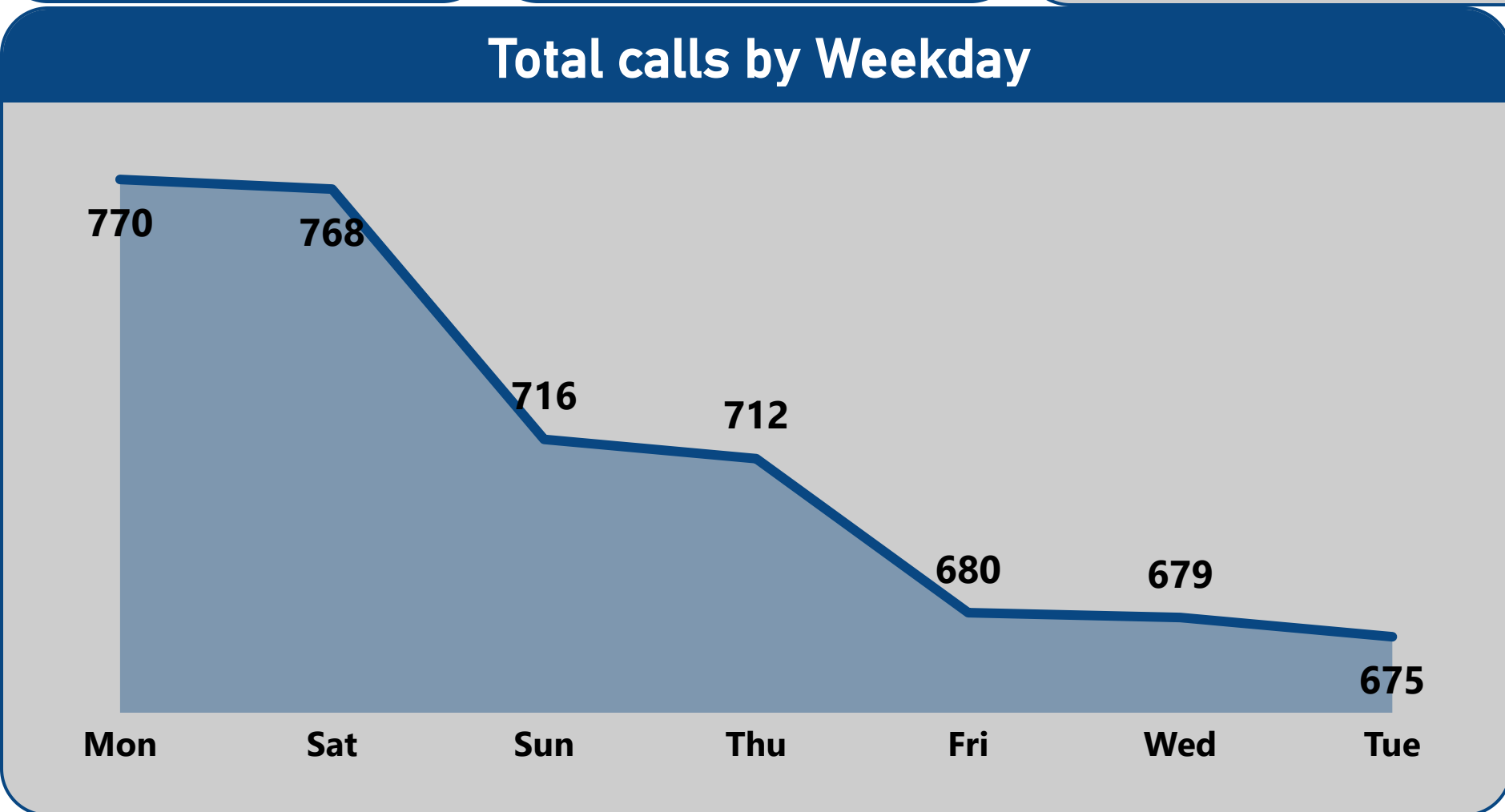
All 

Average Satisfaction Rating

% Unresolved

Total calls by Weekday

Weekday	Total calls
Mon	770
Sat	768
Sun	716
Thu	712
Fri	680
Wed	679
Tue	675



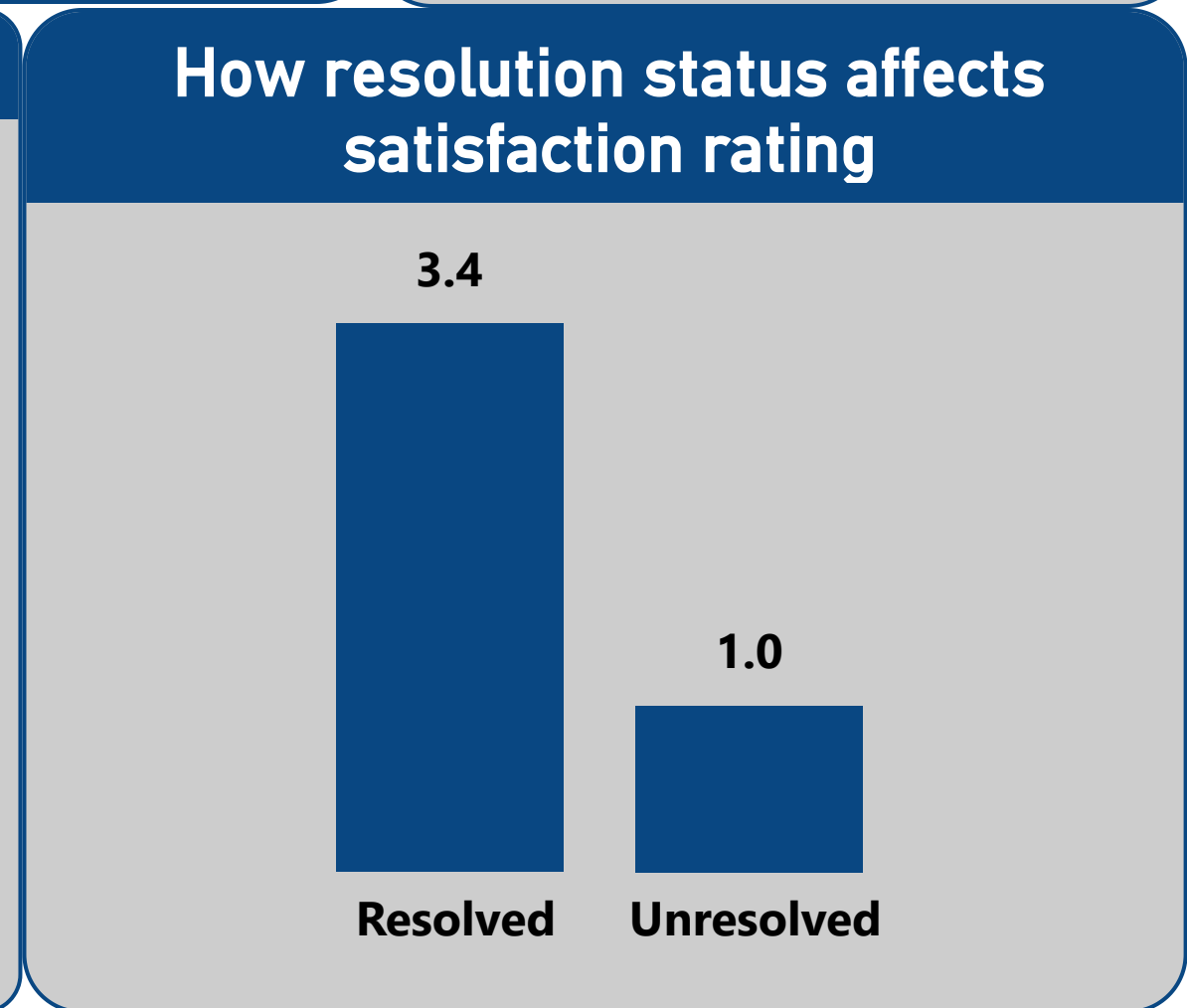
Areas Customer need Support	
Streaming	1022
Technical Support	1019
Payment related	1007
Admin Support	976
Contract related	976



How resolution status affects satisfaction rating

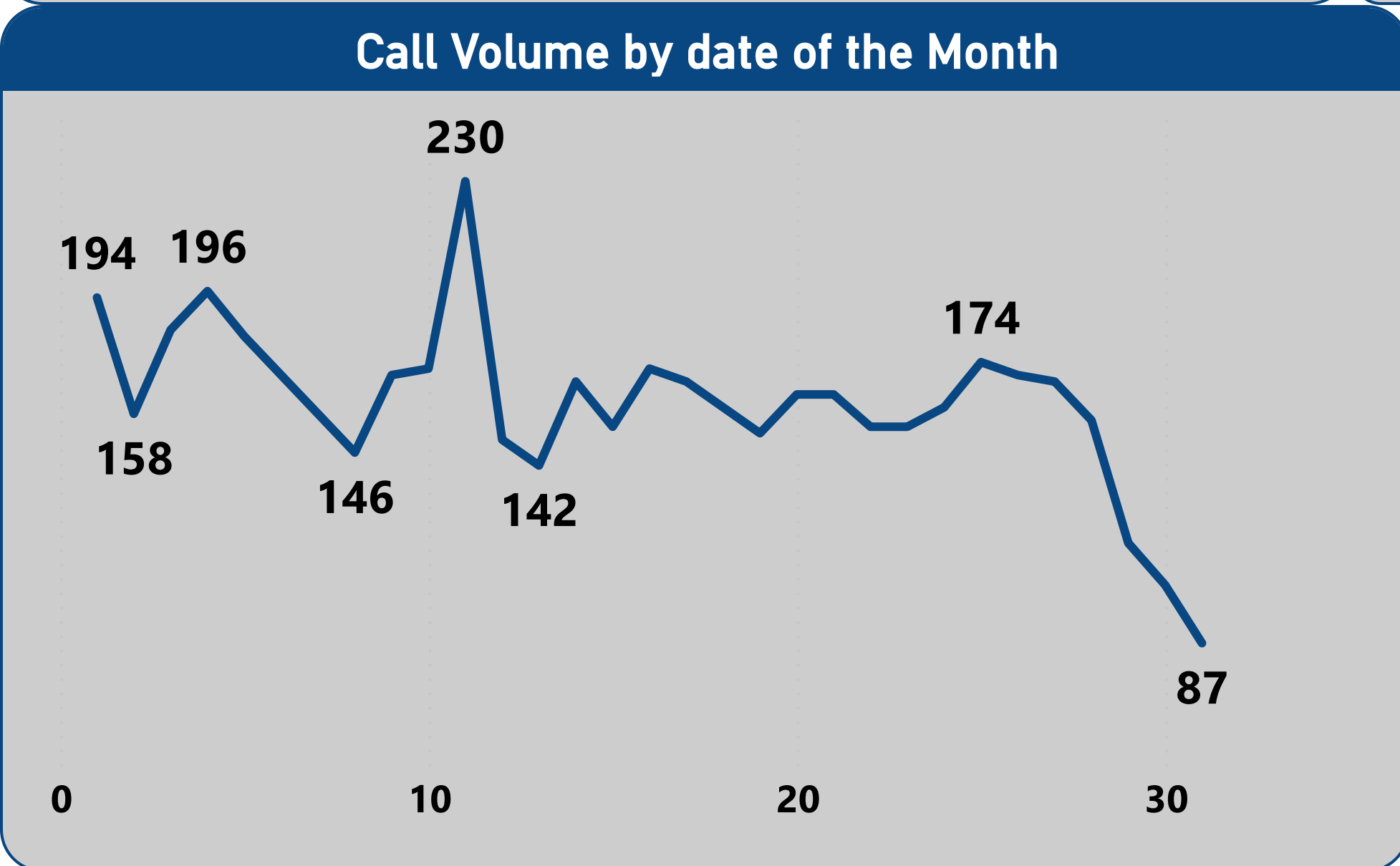
A bar chart with a light gray background and a dark blue header. The header contains the title 'How resolution status affects satisfaction rating'. There are two bars: a tall dark blue bar for 'Resolved' cases with a value of 3.4, and a short dark blue bar for 'Unresolved' cases with a value of 1.0. The values are printed in bold black text above each bar. The x-axis labels 'Resolved' and 'Unresolved' are in bold black text below their respective bars.

Resolution Status	Satisfaction Rating
Resolved	3.4
Unresolved	1.0



Call Volume by date of the Month

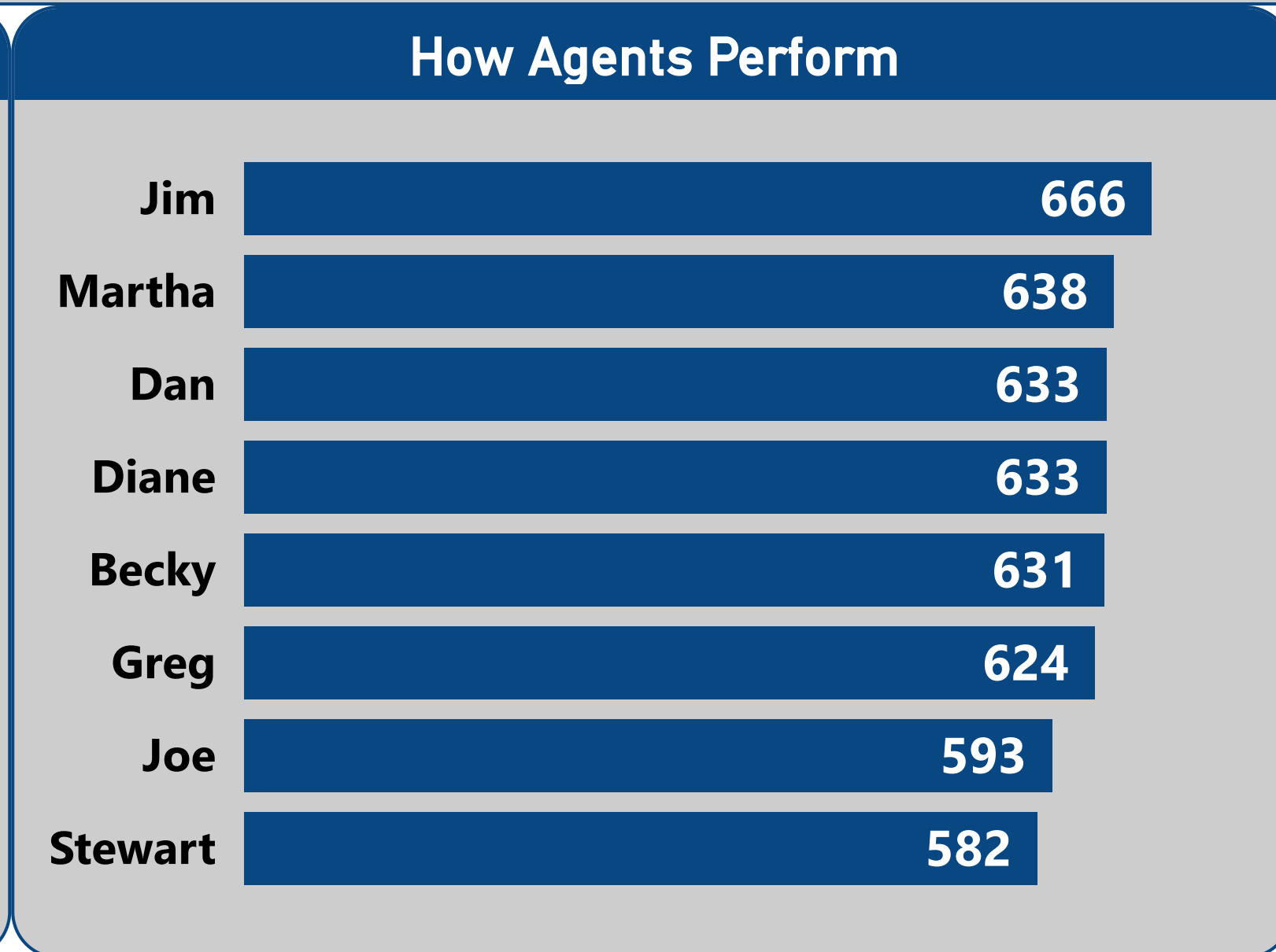
Date	Call Volume
1	194
2	158
4	196
8	146
11	230
13	142
25	174
31	87



How Agents Perform

A horizontal bar chart with a light gray background. The chart displays the performance scores for eight agents. The bars are dark blue and are arranged in descending order of score. Each bar is labeled with the agent's name on the left and the score on the right. The scores are: Jim (666), Martha (638), Dan (633), Diane (633), Becky (631), Greg (624), Joe (593), and Stewart (582).

Jim	666
Martha	638
Dan	633
Diane	633
Becky	631
Greg	624
Joe	593
Stewart	582



A line graph titled "Total calls by Month" showing the number of calls for January, February, and March. The y-axis represents the number of calls, with values 1612, 1616, and 1772 marked. The x-axis lists the months. The data points are connected by a blue line, and the area below is filled with a light blue gradient.

Month	Total calls
January	1772
February	1616
March	1612

