

Call Centre Trends Analysis

Total calls
5000

Total answered calls
4054

Resolved count
3646

Avg handle time (in min)
3.04

Avg speed of answered call (in sec)
67.52

Date

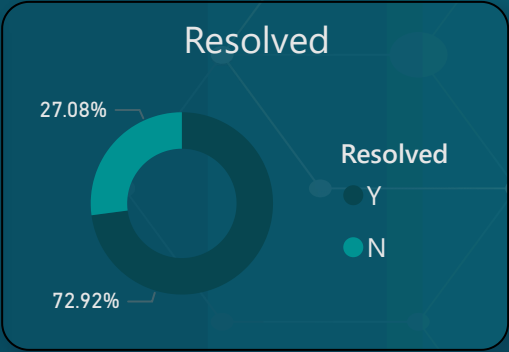
1/1/20213/31/2021

Agents			
Becky	Diane	Jim	Martha
Dan	Greg	Joe	Stewart

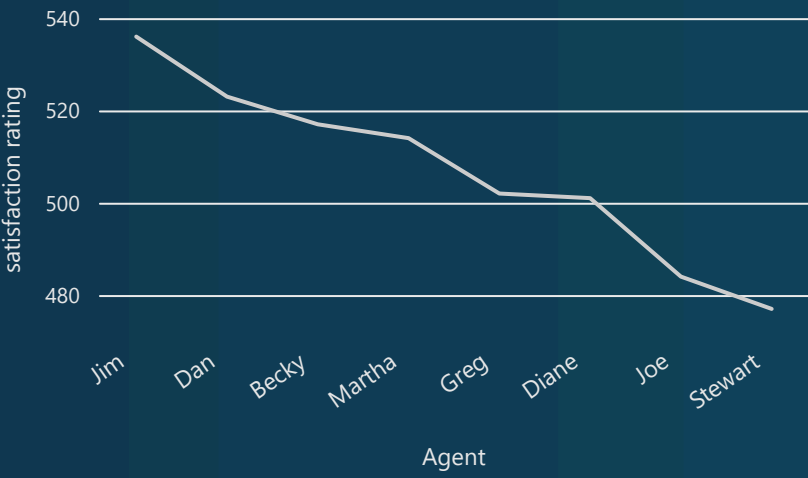
Number of calls per month



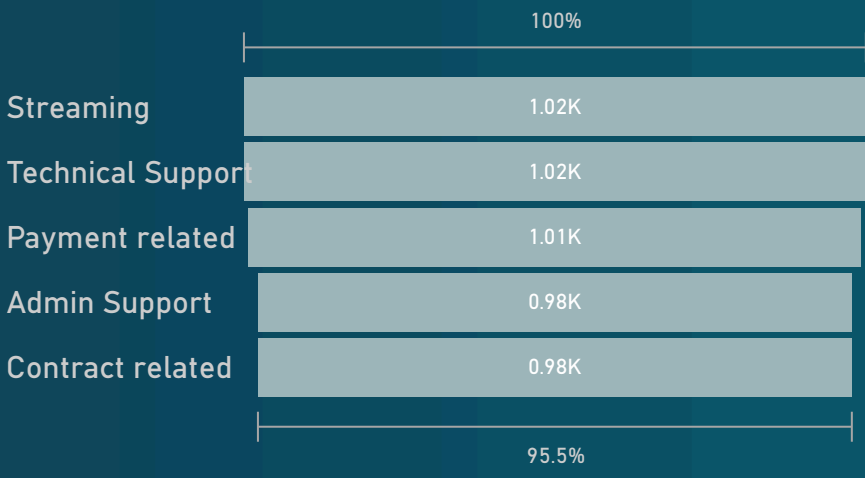
Rating by Topic						
Topic	1	2	3	4	5	Total
Admin Support	72	152	777	868	855	2724
Contract related	89	158	672	956	790	2665
Payment related	89	170	681	988	850	2778
Streaming	81	168	795	988	850	2882
Technical Support	86	144	729	920	870	2749
Total	417	792	3654	4720	4215	13798



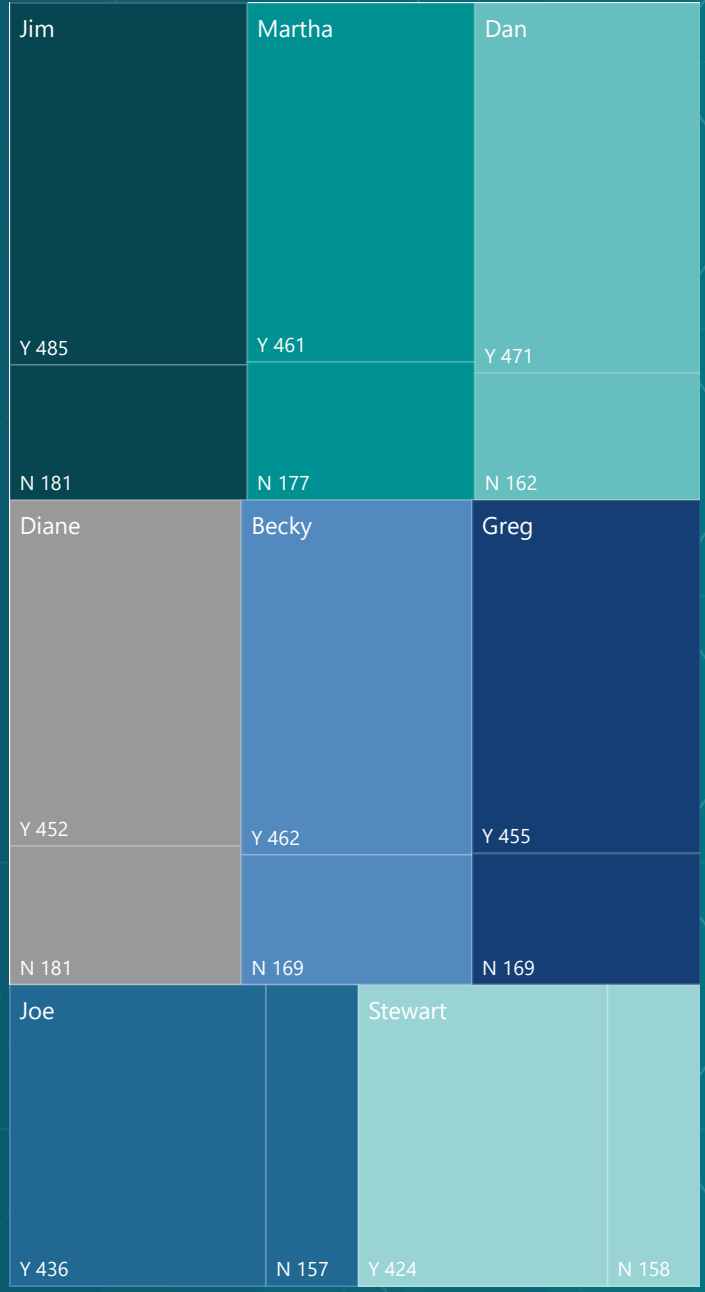
Agent's performance



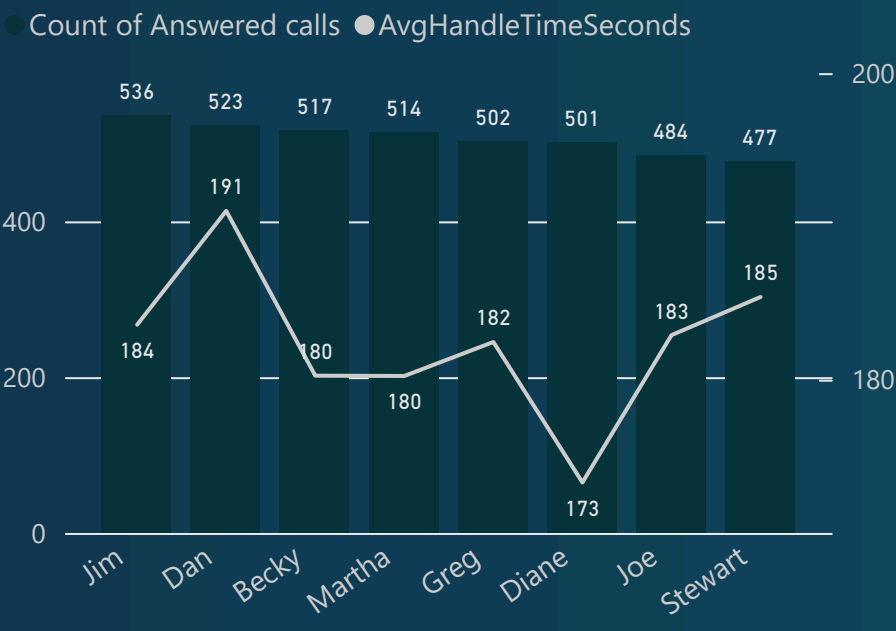
Resolved by Topic



Resolved by Agent



Answered calls and AvgHandleTimeSeconds by Agent



Weekly Analysis

