☎ CALL CENTRE

Agent
All ▾

Topic
All ▾

Date
1/1/2021 📅   3/31/2021 📅

Average Satisfaction

3.40

0.00   4.00   5

Total Calls	Answered Call	Abandoned Call	Resolved
5000	4054	946	3646

Answered
● Y ● N

0.95K (18.92%)

4.05K (81.08%)

Resolved
● Y ● N

1.35K (27.08%)

3.65K (72.92%)
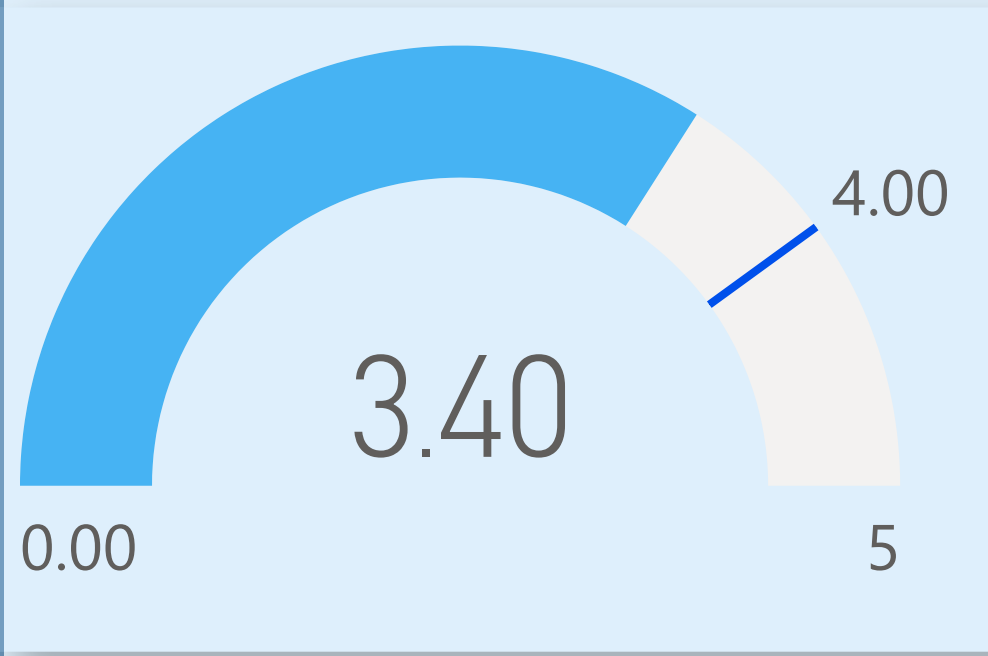
Unresolved
1354

Avg SOA (Secs)
67.52

Number of cell per Month
● N ● Y

100%

50%

0%
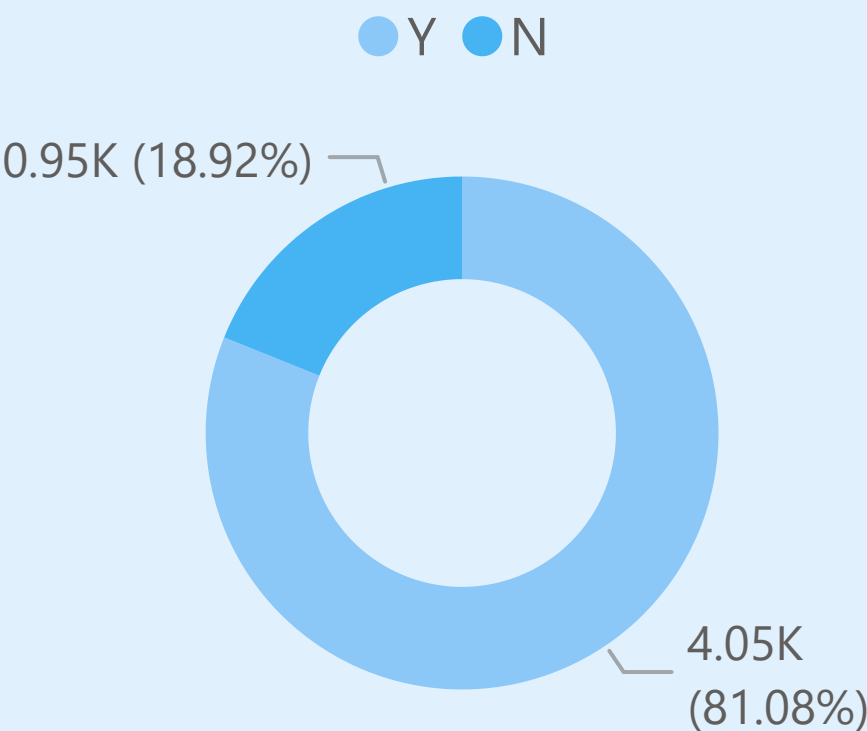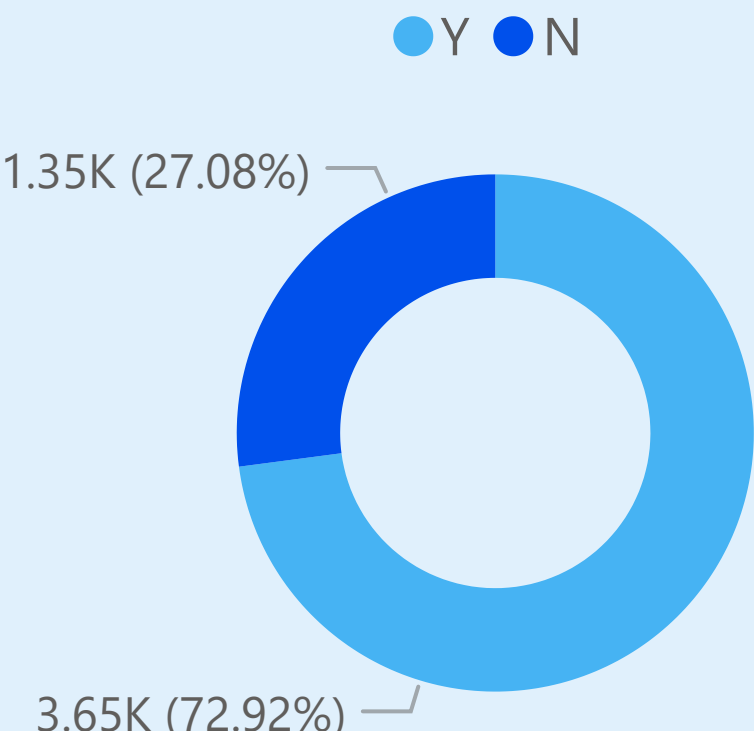
January   February   March
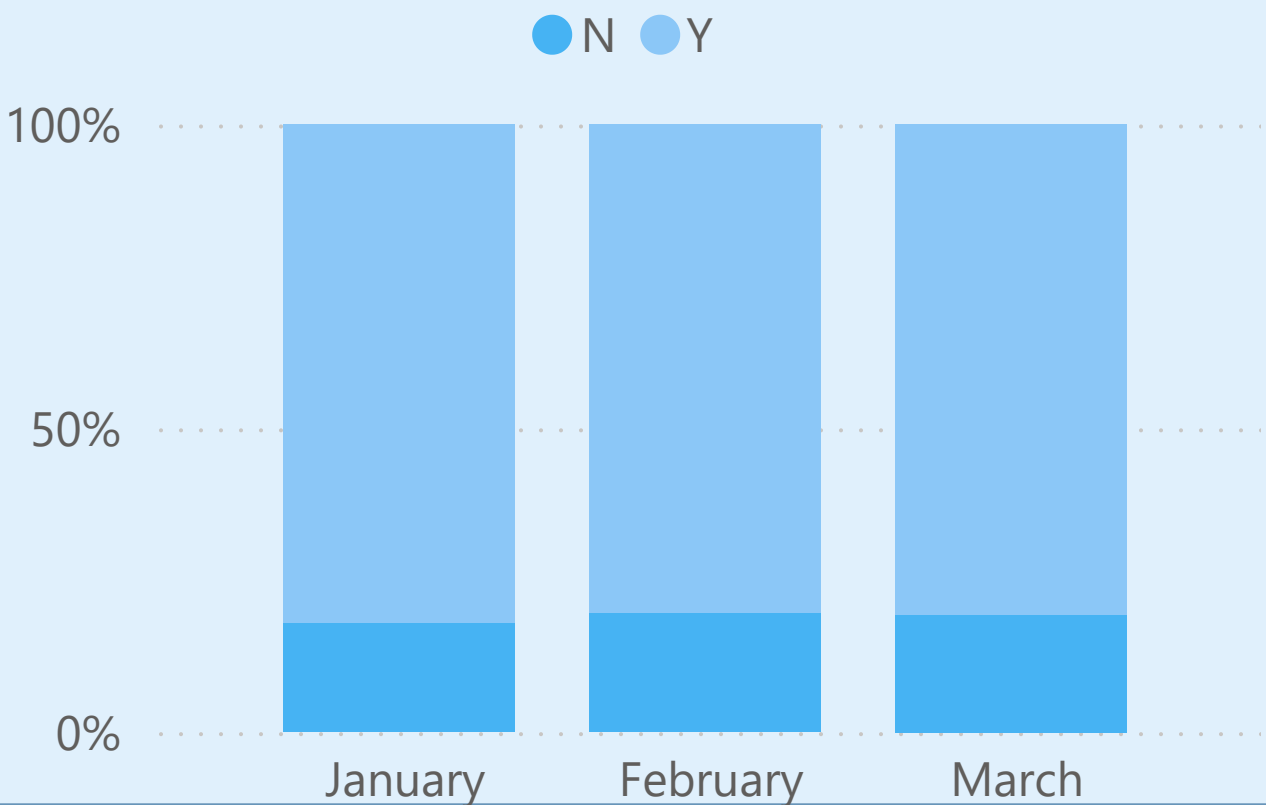
Agent Statistics

Agent	Answer	Resolved(Y) ▼	Avg of Satisfaction rating	Avg of SOA(Sec)
Jim	536	485	3.39	66.34
Dan	523	471	3.45	67.28
Becky	517	462	3.37	65.33
Martha	514	461	3.47	69.49
Greg	502	455	3.40	68.44
Diane	501	452	3.41	66.27
Joe	484	436	3.33	70.99
Total	**4054**	**3646**	**3.40**	**67.52**