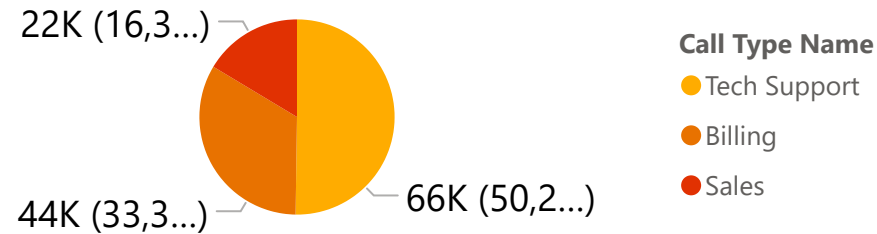


# Call Center Analyse Report

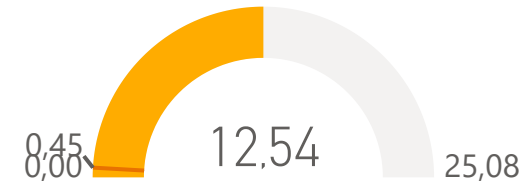
## Date

- ✓ ☐ 2018
- ✓ ☐ 2019
- ✓ ☐ 2020
- ✓ ☐ 2021

## Total Calls by Call Type Name



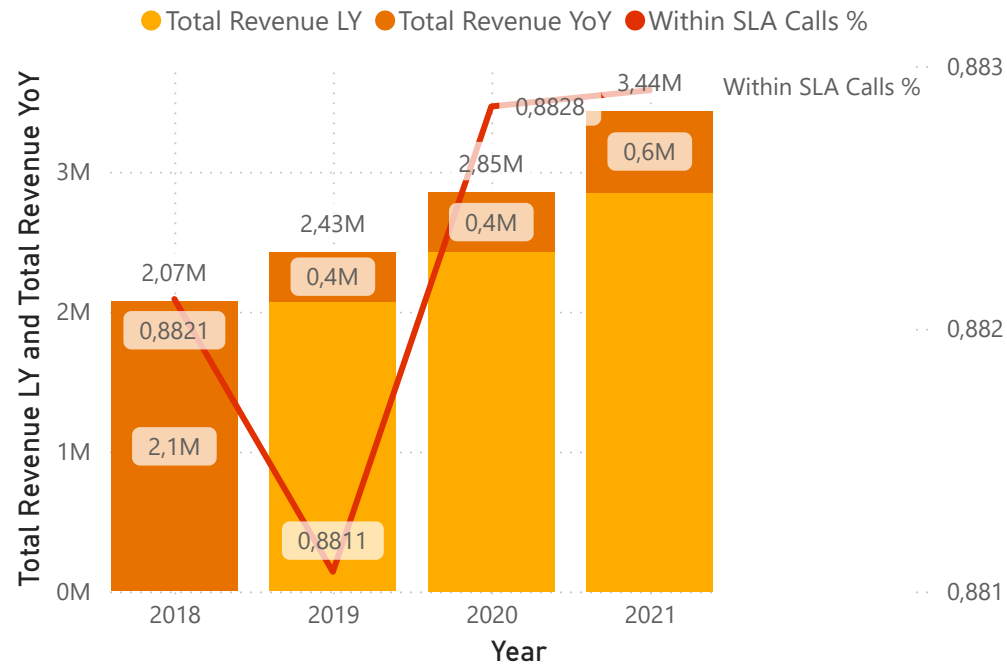
## Average of Call Duration (min) and Average of Wait Time (min)



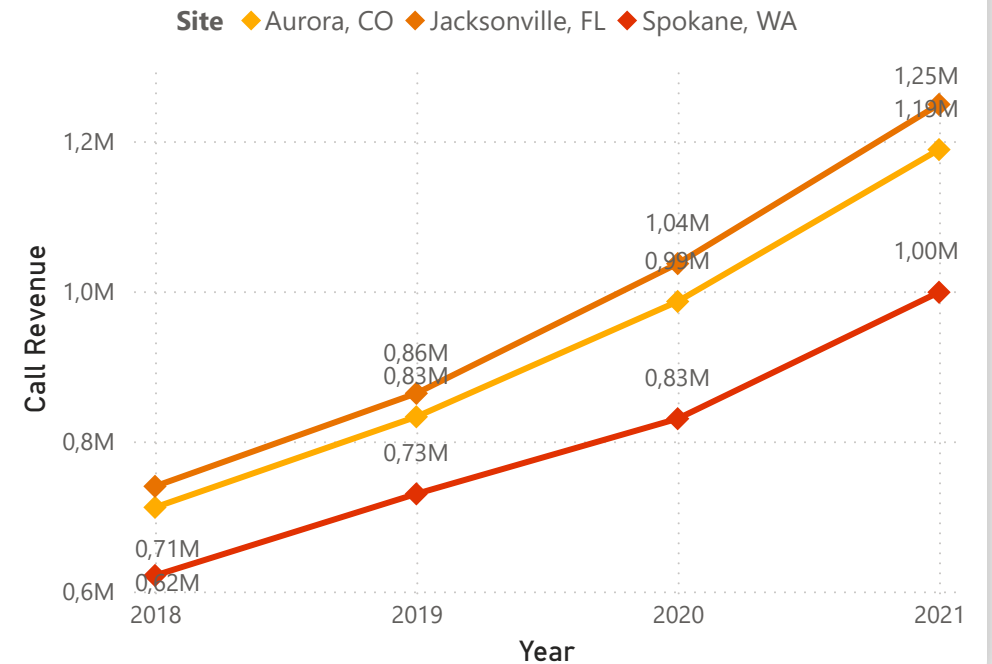
## Call Revenue by Year

3,44M

## Revenue Growth



## Call Revenue by Year

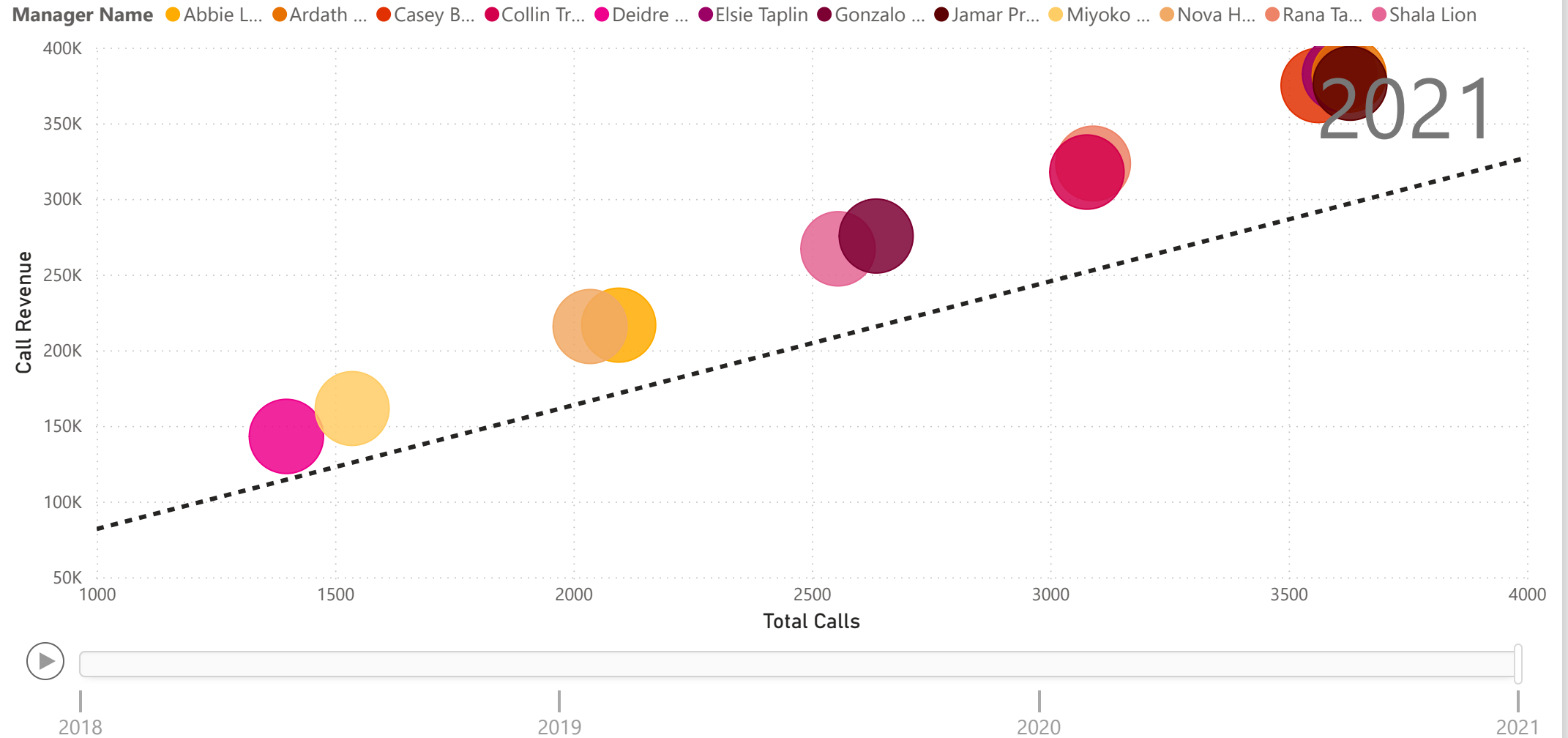


# Revenue Call Center Analyse

## Call Type Name

- ☐ Billing
- ☐ Sales
- ☐ Tech Support

## Total Calls, Call Revenue and Within SLA Calls % by Manager Name and Year



# Revenue Call Center Decomposition

Site , Manager  
Name, Employee  
Name

- ✓ ☐ Aurora, CO
- ✓ ☐ Jacksonville, FL
- ✓ ☐ Spokane, WA

