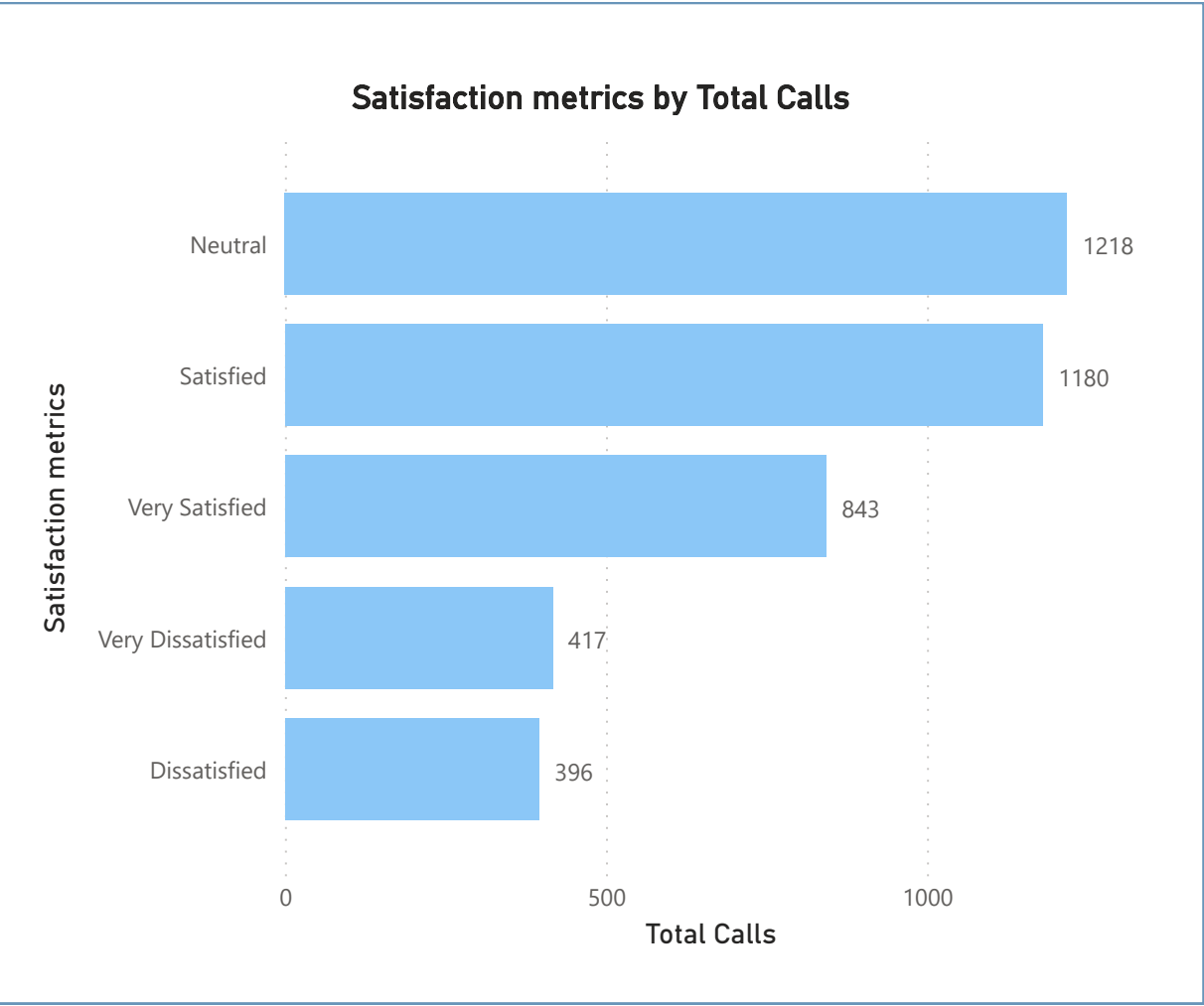
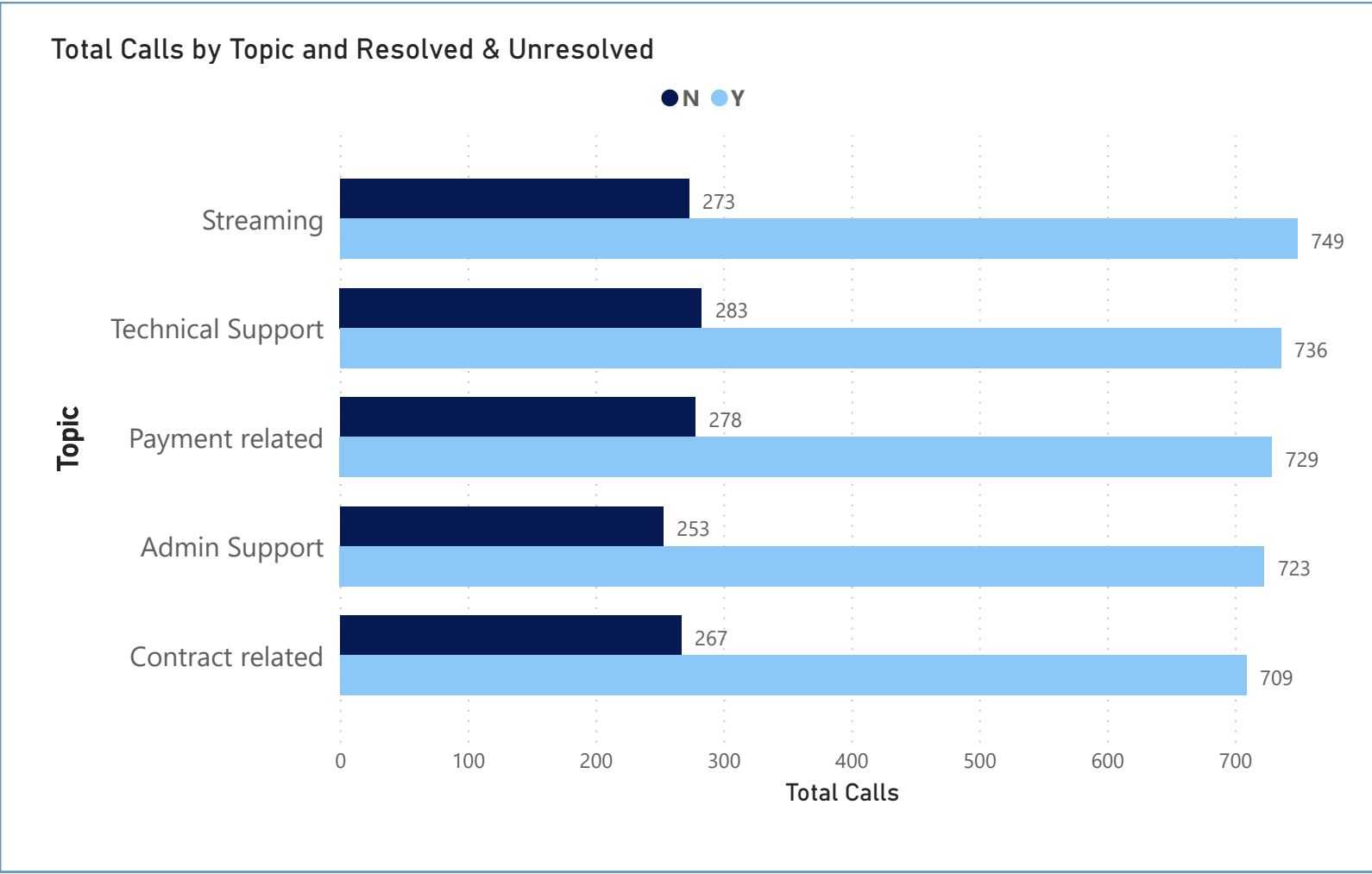
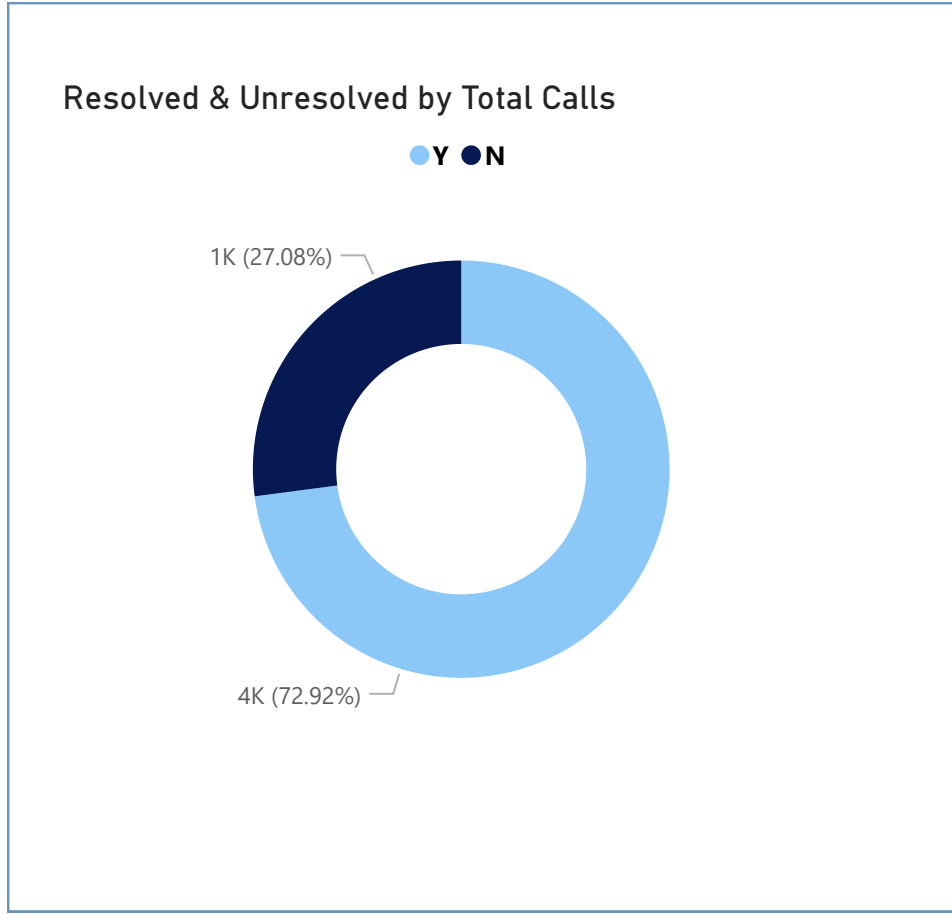
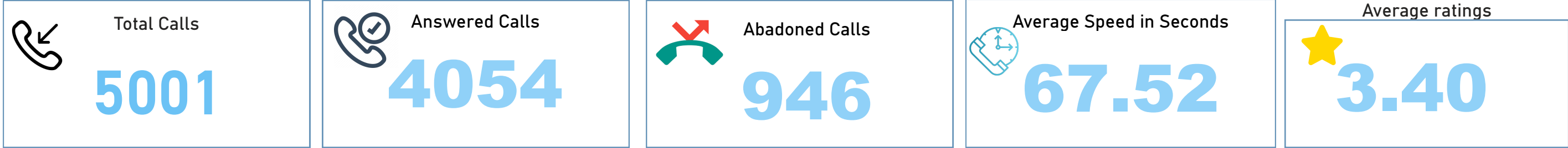




Call Centre Trends @ PhoneNow

PHONENOW CALL CENTER DASHBOARD
Full Insights from January 2022- March 2022



AGENTS PERFORMANCE

Agent	Total Calls	Answered Calls	Unanswered Calls	Average speed in seconds	Sum of Satisfaction rating
Joe	593	484	109	70.99	1612
Martha	638	514	124	69.49	1784
Greg	624	502	122	68.44	1709
Dan	633	523	110	67.28	1803
Jim	666	536	130	66.34	1819
Diane	633	501	132	66.27	1706
Stewart	582	477	105	66.18	1622
Total	5000	4054	946	67.52	13798