

Call Center Performance Report

Total Calls

5000

Agents

8

Calls Answered

4054

Calls Rejected

946

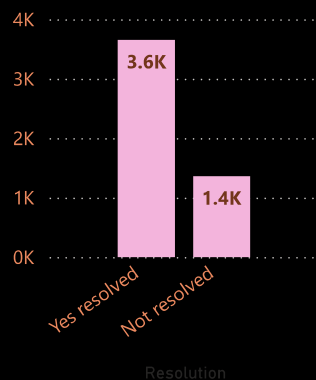
% Call Answered

81.1%

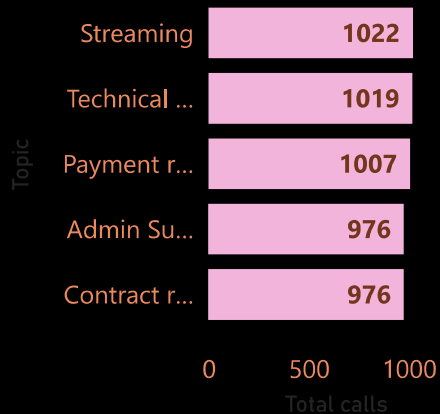
% Calls Rejected

18.9%

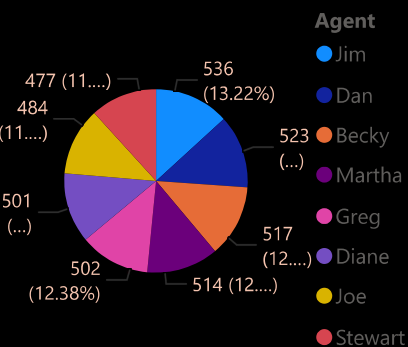
Total calls by Resolution



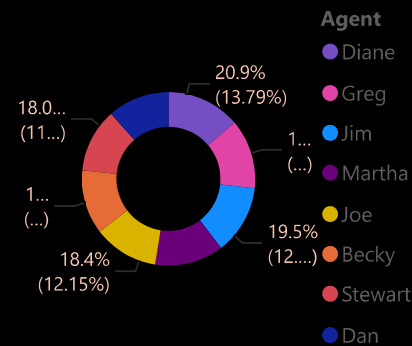
Total calls by Topic



Sum of Calls Answered by Agent



% Calls Rejected by Agent



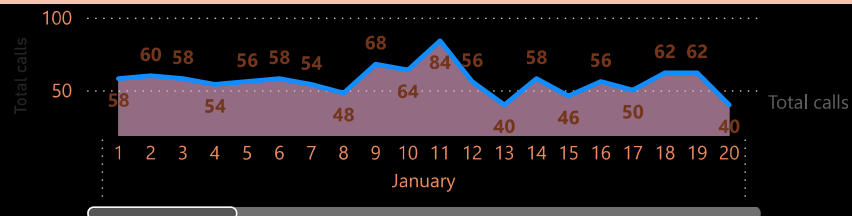
Highest Satisfaction Rate

Dan

Highest Calls Answered

Jim

Total calls by Month and Day



Date

01-01-2021

31-03-2021

Month

January

February

March