



CALL CENTRE TRENDS ANALYSIS REPORT



15.72

Avg Time (day)



5000

Total Call ID



67.52

Avg Speed (sec)



946

Abandoned Calls

Date

01-01-2021

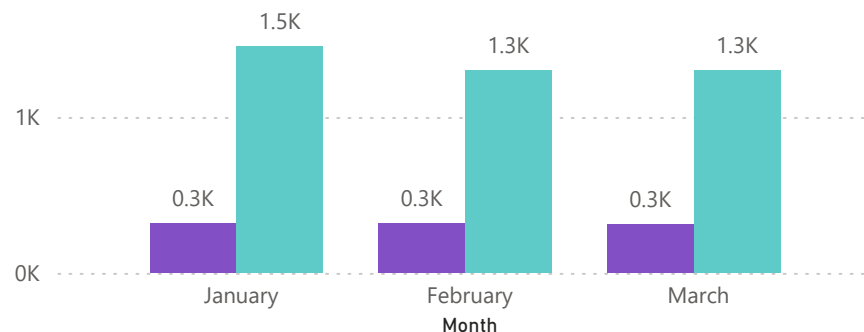


31-03-2021



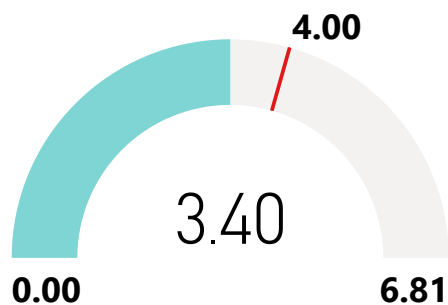
Calls Answered in Month

Answered ● N ● Y

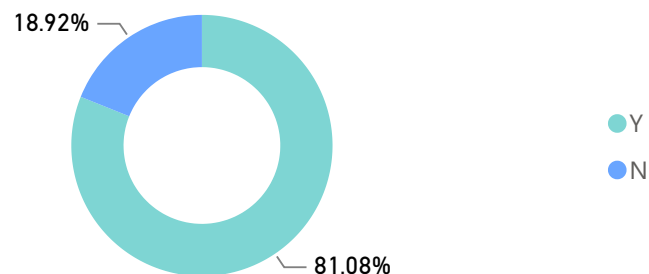


Agent	Answered	Resolved (Y)	Avg Satisfaction Rating
Becky	517	462	3.37
Dan	523	471	3.45
Diane	501	452	3.41
Greg	502	455	3.40
Jim	536	485	3.39
Joe	484	436	3.33
Martha	514	461	3.47
Stewart	477	424	3.40
Total	4054	3646	3.40

Average of Satisfaction rating



Total Calls Answered (%)



Total Calls Resolved (%)

