

5000

Total calls

4054

Total calls answered

946

Total calls unanswered

54.75

Average speed of answer

40.46%

Overall Customer Satisfat...

Month

All

Topic

All

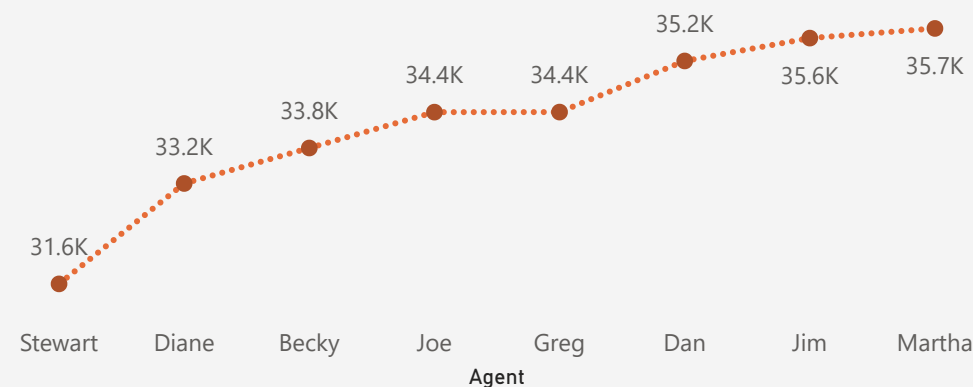
Agent

All

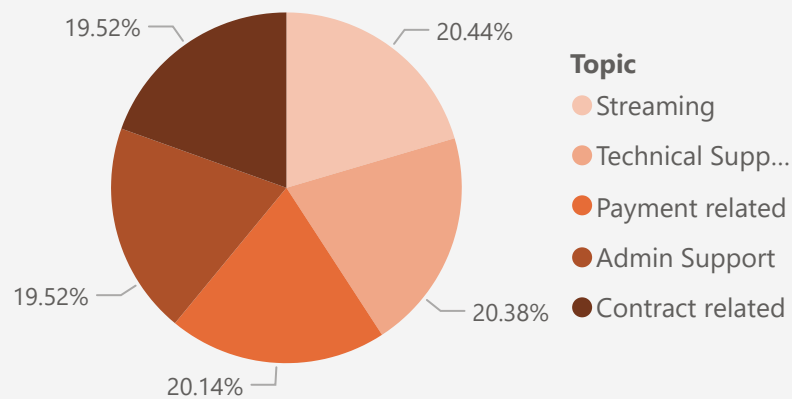
Calls by Satisfaction rating



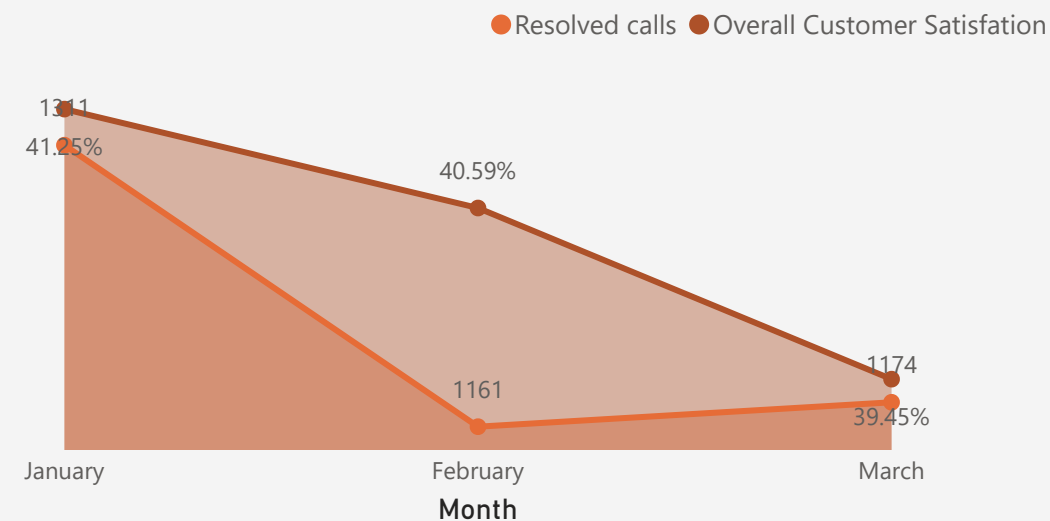
Calls by Satisfaction rating



Calls by Satisfaction rating



Monthly Overall customer satisfaction & Resolved calls



5000

Total calls

Month

All

Topic

All

Agent

All

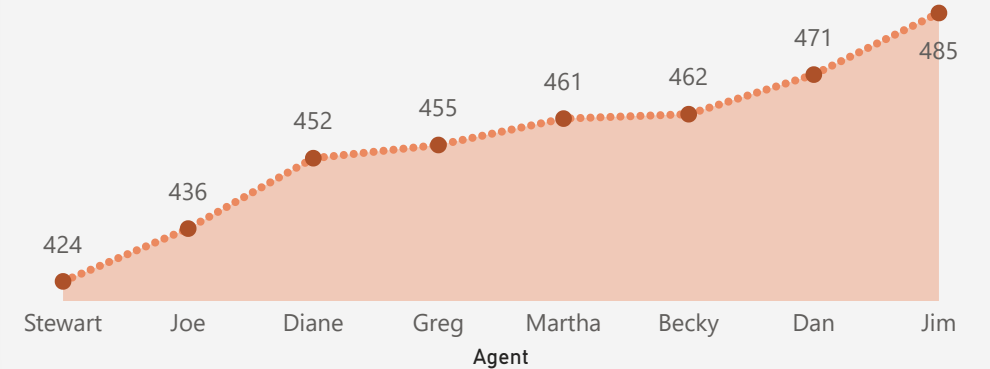
4054

Total calls answered

Average speed of answer by agents



Resolved Calls by agents



946

Total calls unanswered

54.75

Average speed of answer

40.46%

Overall Customer Satisfat...

Total Calls by day

