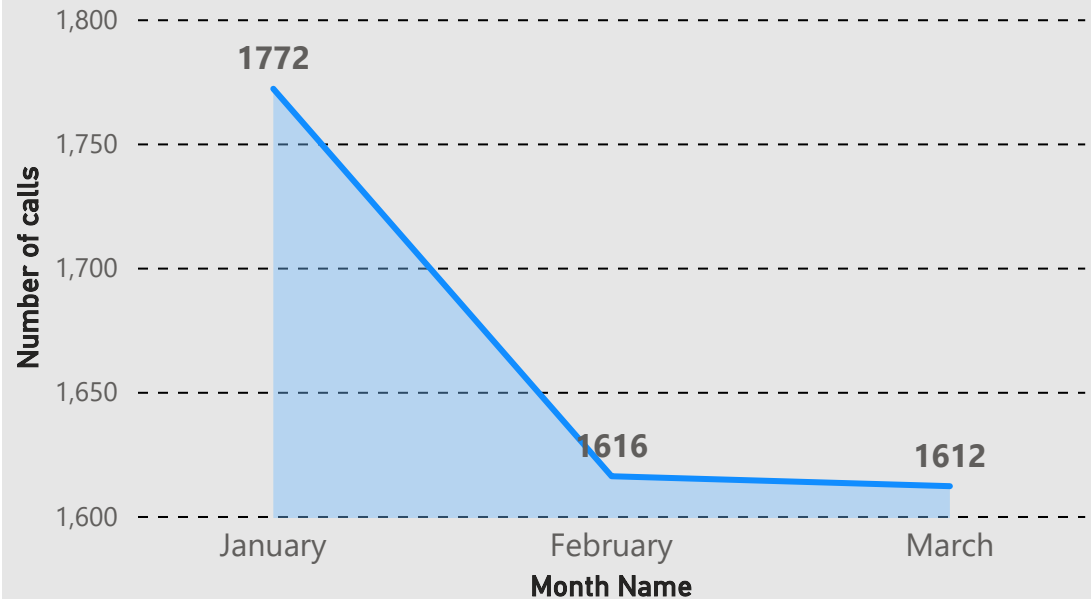
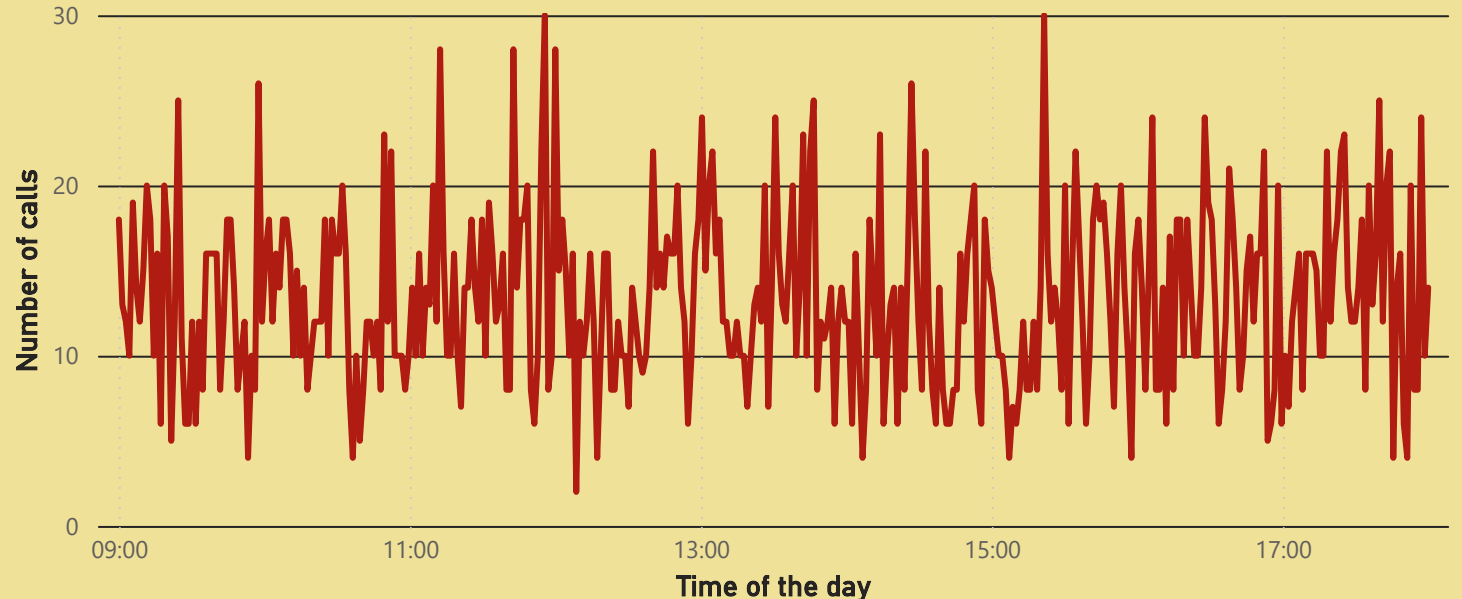


# General Trends

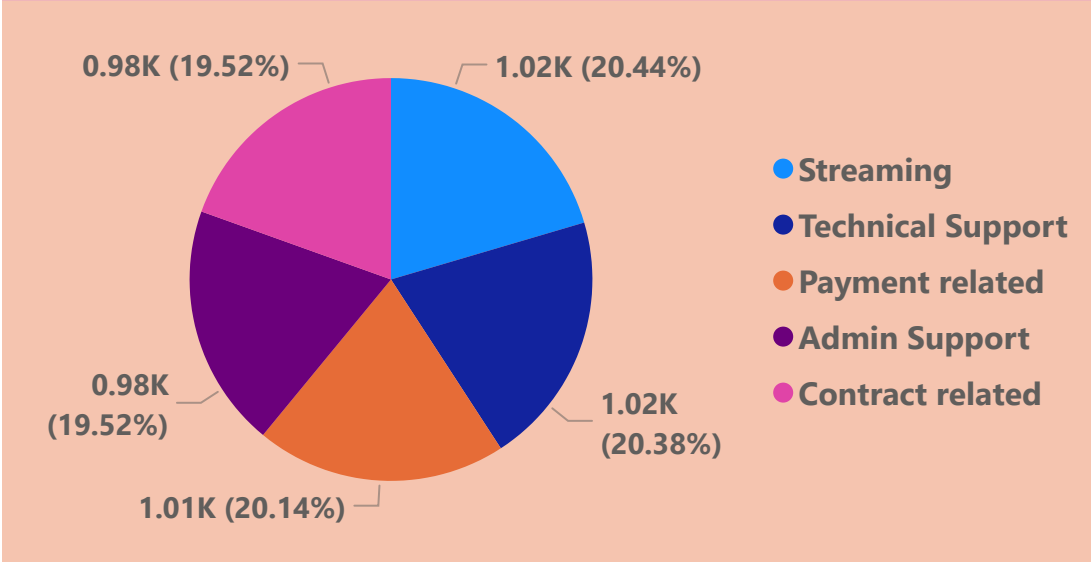
Trend of calls



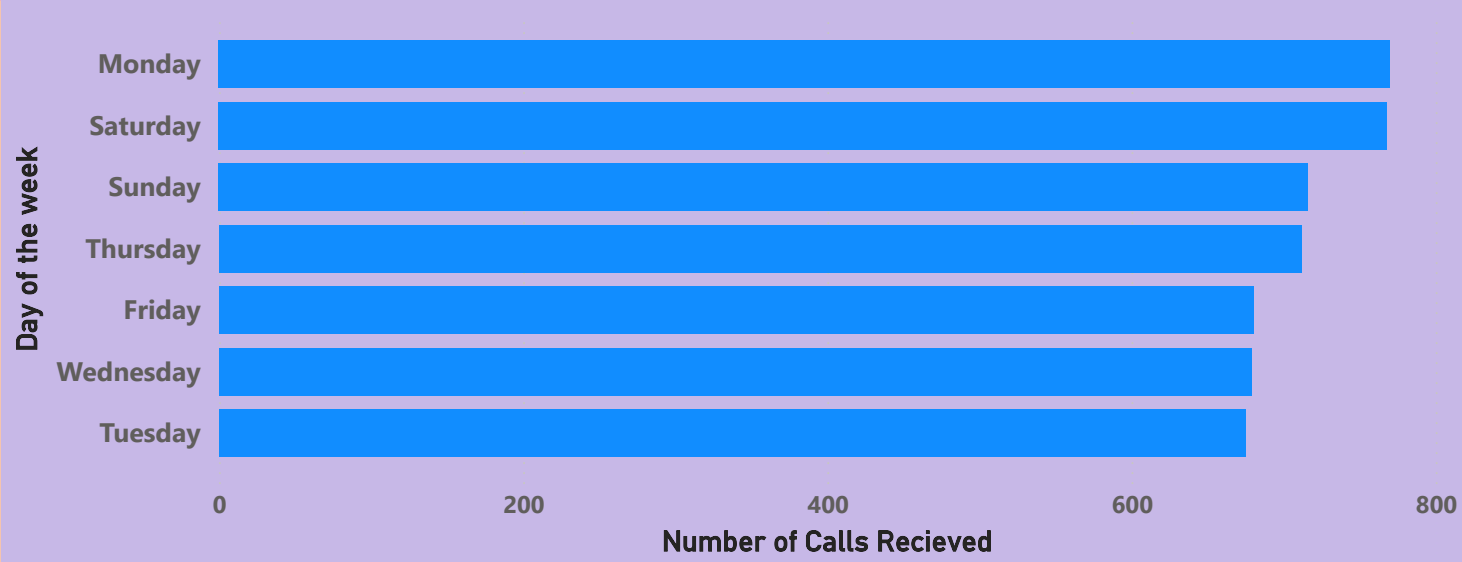
Number of calls per hour



Most common Topic

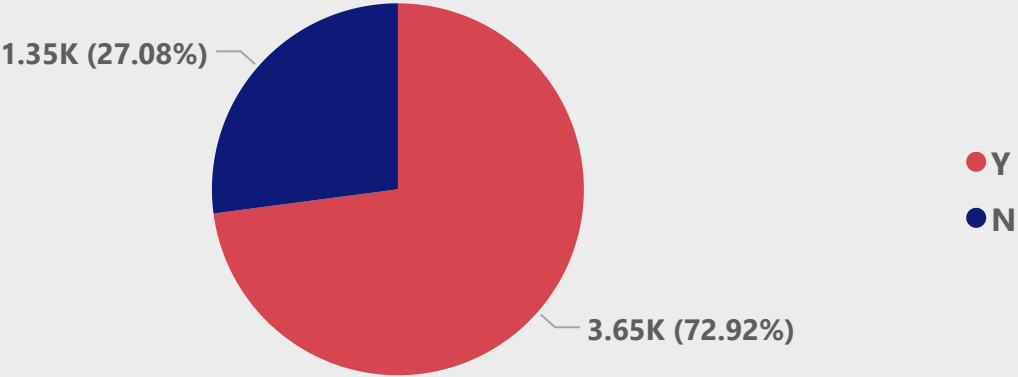


Call volume by week day



# Call Quality

Percentage of issues that get resolved



Busiest Day of the week

Friday

Total calls answered

5K

Average time to arrive at answer

54.75

Department most issues resolved

Admin Support

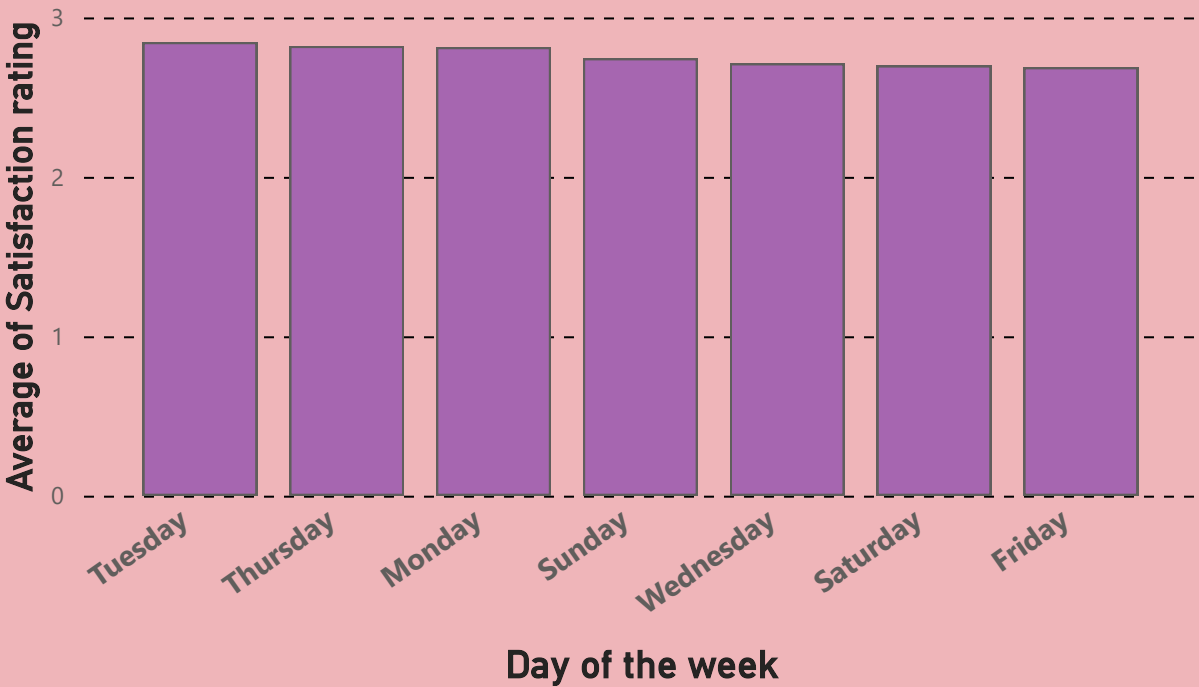
Average call duration

182.37

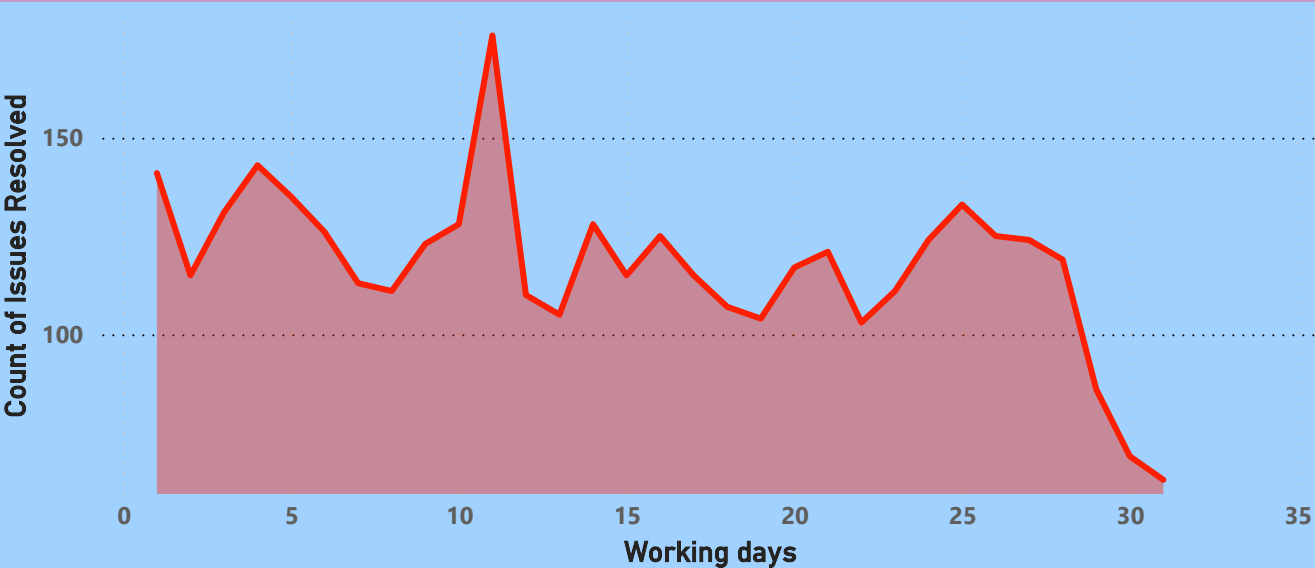
Average call rating

2.76

Which day of the week has best rating ?

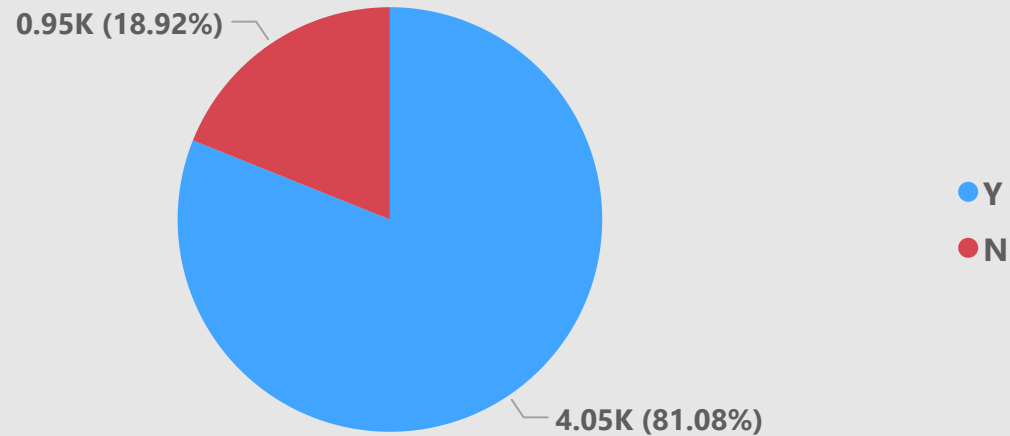


Number of Issues Resolved by day



# Agent Analysis

## Percentage of calls answered



## Agent taking most calls

Becky

## Department with most calls

Admin Support

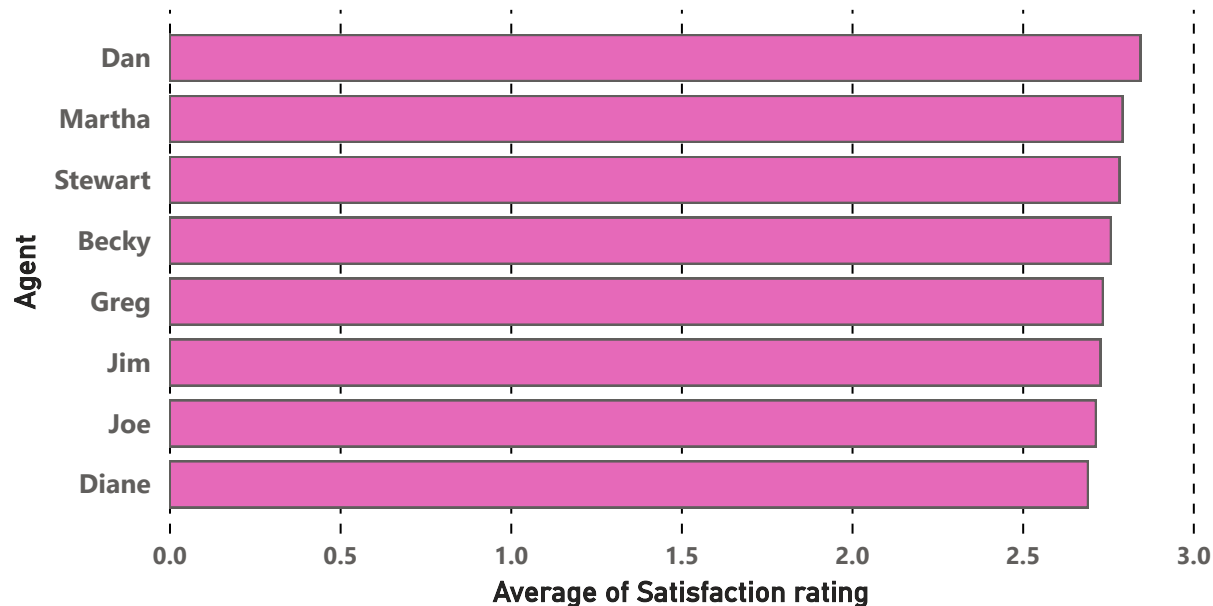
## Total Agents

8

## Agent who solves the fastest

Stewart

## Agent with highest satisfaction Rating



## Agent Performance Quadrant

