



pwc

Call Centre Data Analysis



5000
Call Volume



Agent Analysis



Last call received

2021-03-31 17:39:50

Agent

All

Topic

All

Month

All

Week Day

All



Clear Filters

Call Centre Trends - Overview



68.07%

CSAT



89.94%

Call Resolved %



18.92%

Call Abandoned %



(In Sec)

67.52

Speed of Answer



(In Sec)

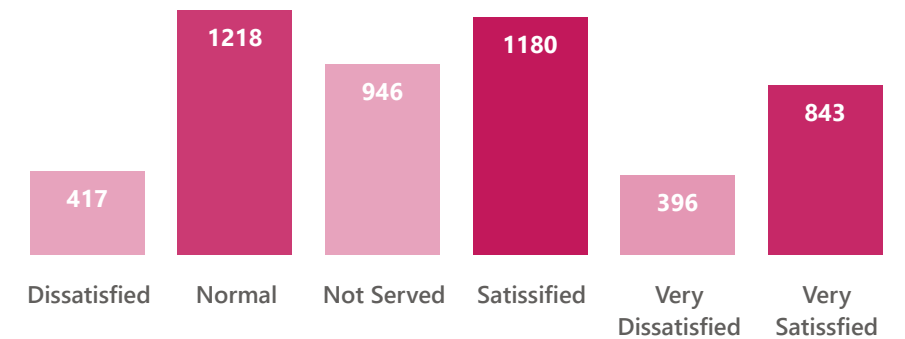
224.92

Avg Call Handling Time

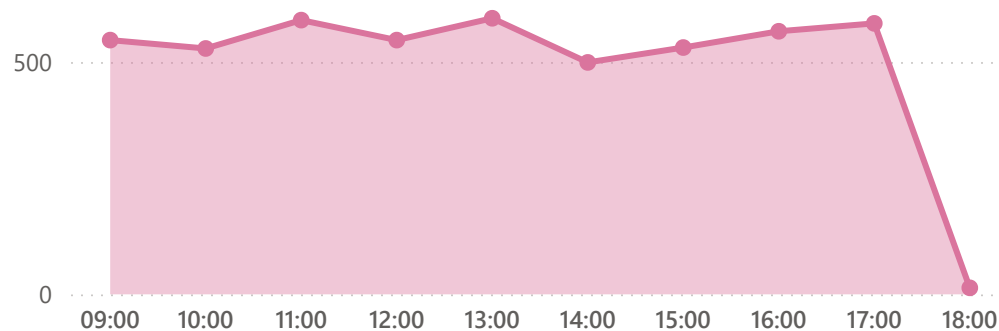
Agent Performance

Agent	Total calls	Call Abandoned %	Speed of Answer	Call Resolved %	CSAT
Joe	593	18.38%	70.99	90.08%	66.61%
Becky	631	18.07%	65.33	89.36%	67.43%
Jim	666	19.52%	66.34	90.49%	67.87%
Stewart	582	18.04%	66.18	88.89%	68.01%
Greg	624	19.55%	68.44	90.64%	68.09%
Diane	633	20.85%	66.27	90.22%	68.10%
Dan	633	17.38%	67.28	90.06%	68.95%
Martha	638	19.44%	69.49	89.69%	69.42%

Count of Calls by Satisfaction Levels



Call Volume by Hour



Call Volume by Days

