



# Call Center Trends Analysis

01-01-2021



31-03-2021



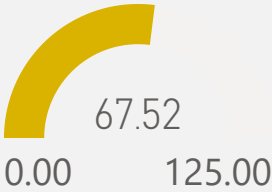
Topic



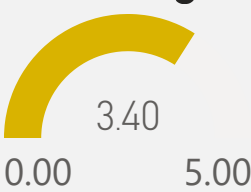
All



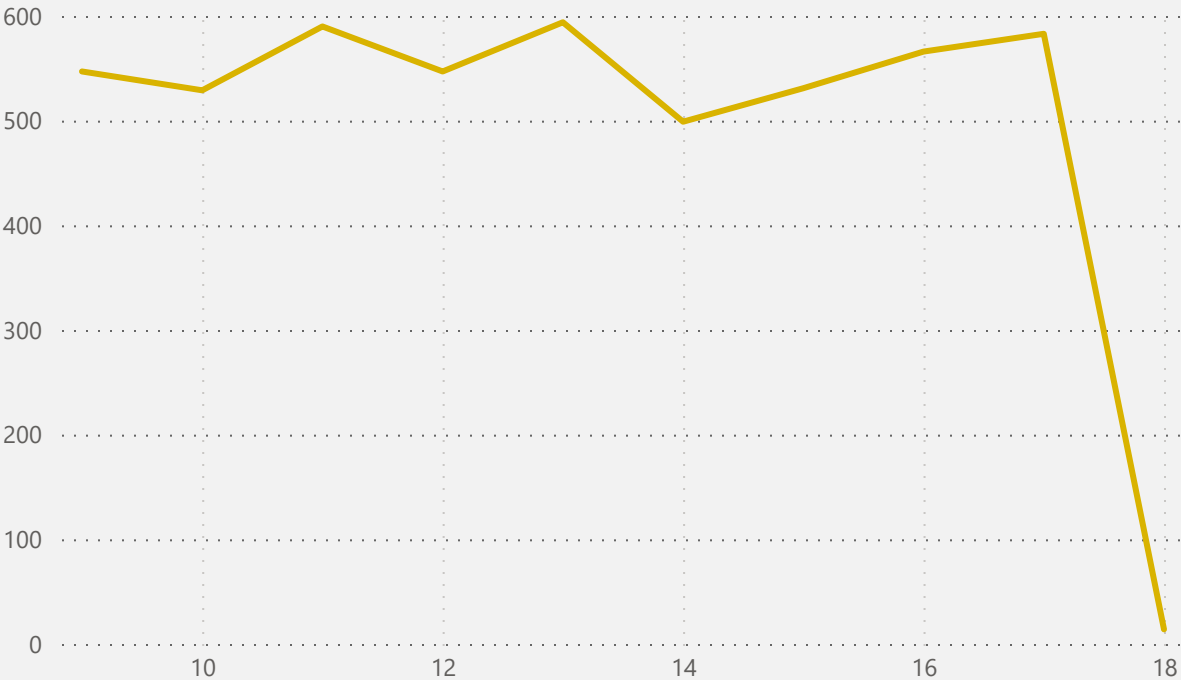
Average  
Answer Speed  
(Sec)



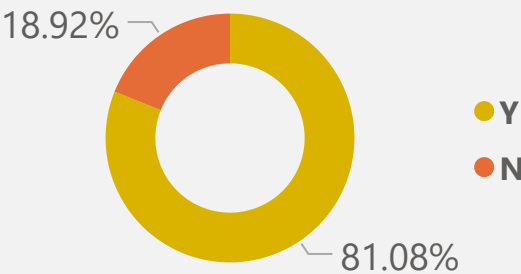
Average  
Satisfaction  
Rating



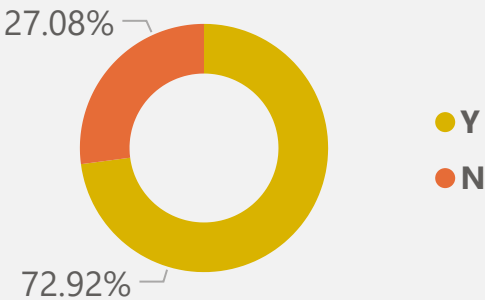
Number of Calls During Operation Hours



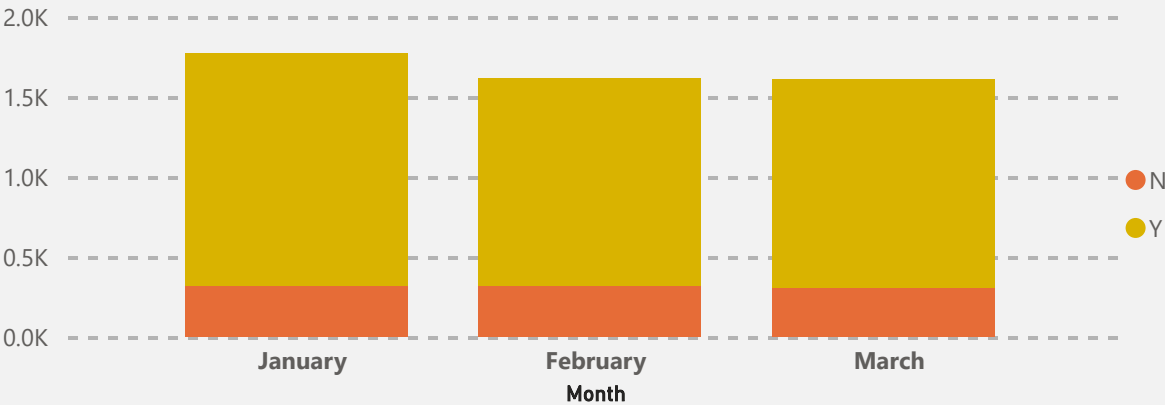
Calls Answered



Calls Resolved



Calls Per Month



Agent Statistics

Agent	CountYes	ResolvedYes	Average Satisfaction Rating	Average Speed of Answer(Seconds)
Martha	514	461	3.47	69.49
Dan	523	471	3.45	67.28
Diane	501	452	3.41	66.27
Greg	502	455	3.40	68.44
Stewart	477	424	3.40	66.18
Jim	536	485	3.39	66.34
Becky	517	462	3.37	65.33
Joe	484	436	3.33	70.99