

Customer Satisfaction Analysis

Total Calls

5000

Most Issue Resolved

Jim

Most Rated

Martha

Most Calls Missed

Diane

Agents

All

Months

All

Dates

01-01-2021

31-03-2021

Calls Answered

4054

Issue Resolved

3646

Agents

8

Avg. Answer Speed

67.52

Count of Calls by Topic

Count of Calls by Topic

130

124

110

132

114

122

109

105

536

514

523

501

517

502

484

477

Jim

Martha

Dan

Diane

Becky

Greg

Joe

Stewart

Performance Quadrant

Agent	Total Calls	Calls Answered	Issue Resolved	Rating	Response Time
Martha	638	514	461	★ 3.47	35717
Dan	633	523	471	★ 3.45	35189
Diane	633	501	452	★ 3.41	33200
Greg	624	502	455	★ 3.40	34359
Stewart	582	477	424	★ 3.40	31570
Jim	666	536	485	★ 3.39	35560
Becky	631	517	462	★ 3.37	33776
Joe	593	484	436	★ 3.33	34358

Count of Calls by Topic

Count of Calls by Topic

Streaming

Technical Support

Payment related

Admin Support

Contract related

Overall Customer Satisfaction rating

3.40

0.00

5.00

Count of Call Id by Answered (Y/N)

Count of Call Id by Answered (Y/N)

Y

N

Count of Call Id by Month and Day

Count of Call Id by Month and Day

January

Day