

CALL - CENTER PERFORMANCE REPORT

Total Calls

5000

Total Agents

8

Total calls answered

4054

Total calls rejected

946

% calls answered

81.1...

% calls rejected

18.9%

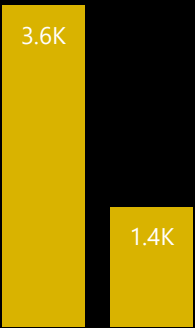
01-01-2021



31-03-2021

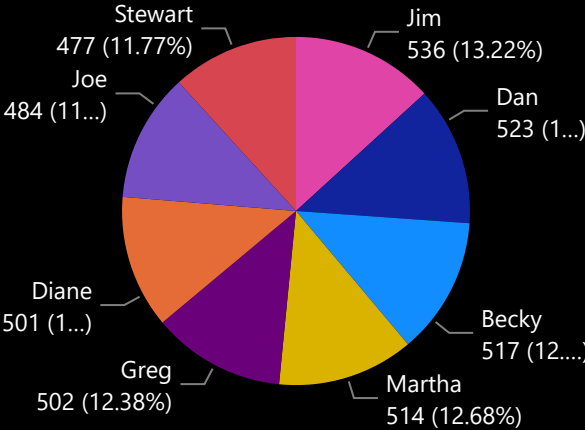


Total calls by Resolution

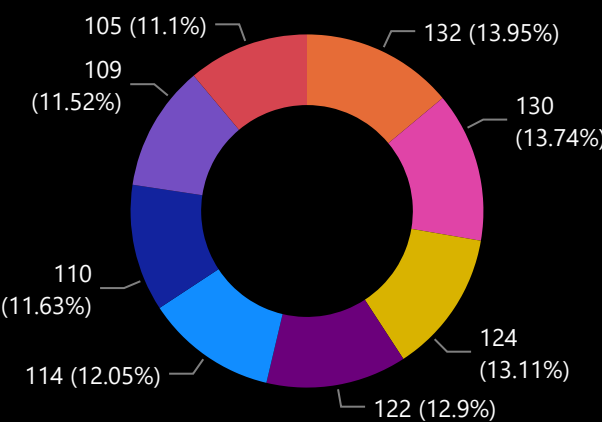


Resolved
Not Resolved

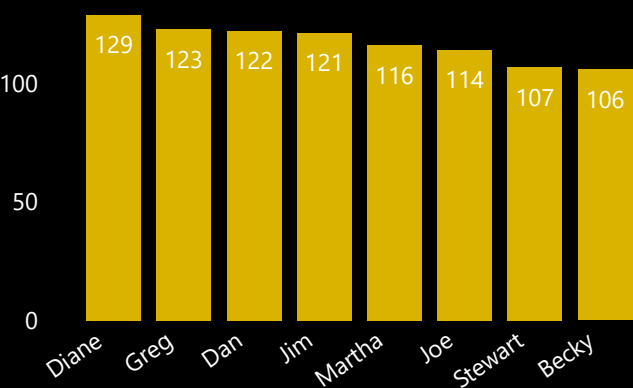
Sum of Calls Answered by Agent



Sum of Calls Rejected by Agent



Sum of Duration over calls by Agent



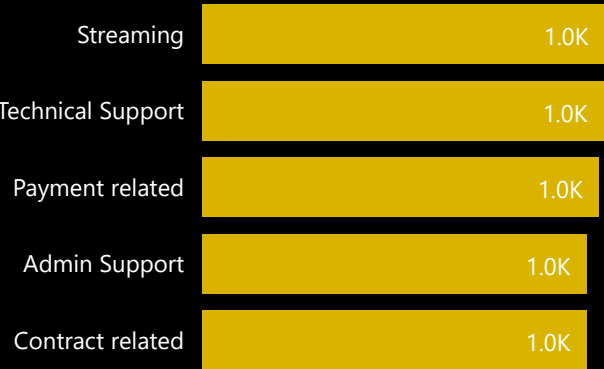
Highest calls answered

Jim

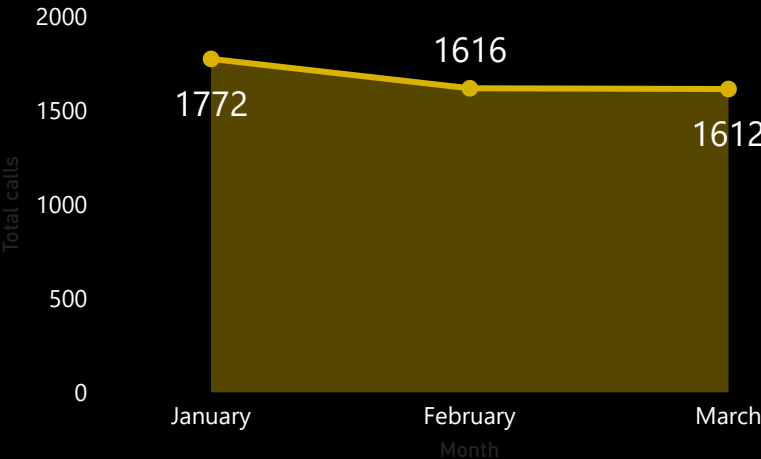
Average Satisfaction
rate

Dan

Total calls by Topic



Total calls by Month



Months

