

# CALL CENTER TRENDS

Average Answering  
Speed (in Seconds)

67.52

Overall Customer  
Satisfaction (Out of 5)

3.4

Agent With Max  
Satisfactory rating

Martha

Agent With Min  
Satisfactory rating

Joe



5000

Total Calls Received

4054

Calls Answered

18.92%

Abandon Rate

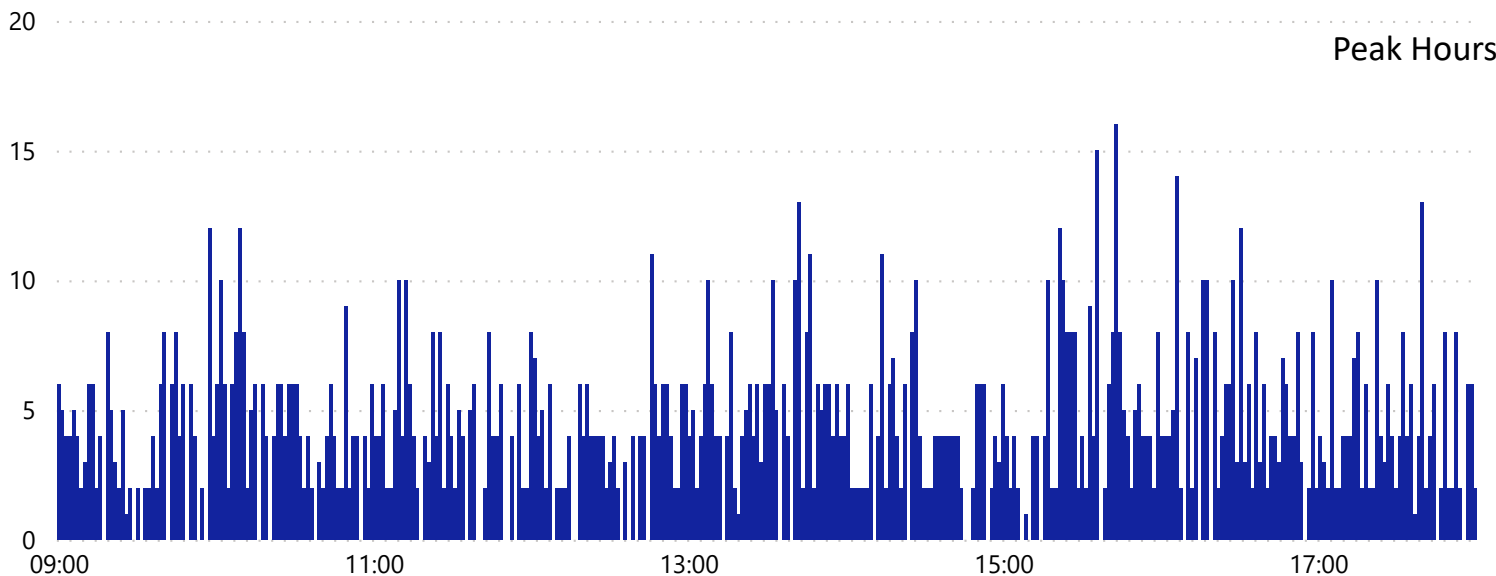
89.94%

Resolved Calls Rate

10.06%

Unresolve Rate

Call Traffic (Last 30 Days)



Top Agents

Agent	Calls Answered	Average Call Duration
Becky	517	00:03:40
Dan	523	00:03:51
Diane	501	00:03:39
Greg	502	00:03:47
Jim	536	00:03:48
Joe	484	00:03:44
Martha	514	00:03:44
Stewart	477	00:03:46
<b>Total</b>	<b>4054</b>	<b>00:03:45</b>

Unresolved Calls by Agent

Becky	Stewart	Jim	Joe
13.48%	12.99%	12.50%	11.76%
Martha	Dan	Diane	Greg
12.99%	12.75%	12.01%	11.52%

Unresolved Calls by Topic

Streaming	Payment related	Contract related	Admin Support	Technical Support
24.02%	21.81%	19.61%	17.65%	16.91%