



Call Center Trends

843

Five Star Rating

3.40

Average Rating

5000

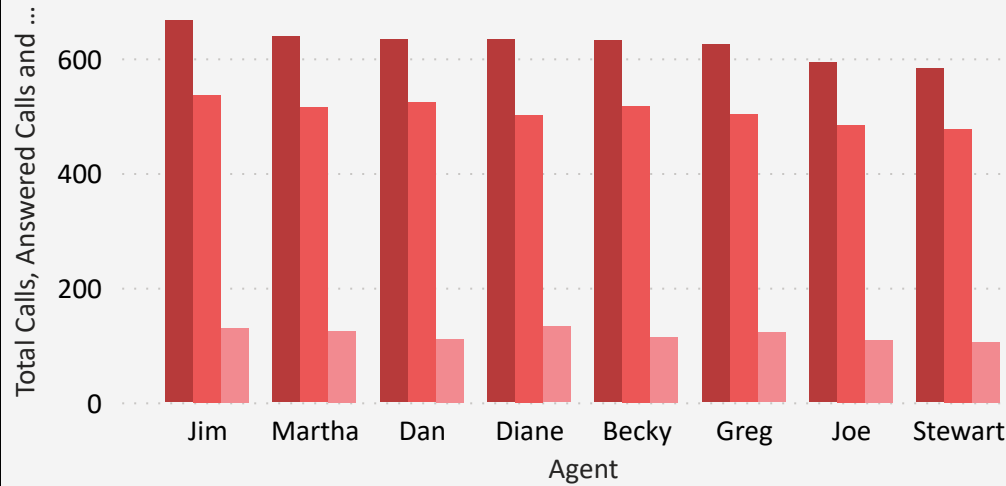
Total Calls

67.52

Average Speed of Answer

Total, Answered and Unanswered Calls by Agent

● Total Calls ● Answered Calls ● Unanswered Calls



Number of Calls by Satisfaction rating

● Increase ● Decrease ● Total



Topic

All

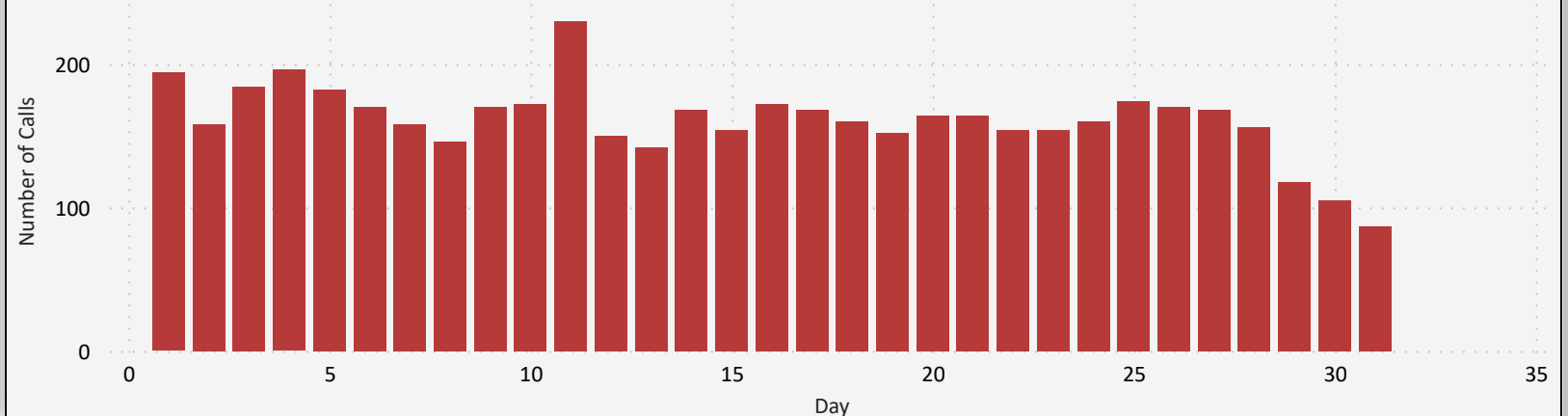
Agent

☐ Becky
☐ Dan
☐ Diane
☐ Greg
☐ Jim
☐ Joe
☐ Martha
☐ Stewart

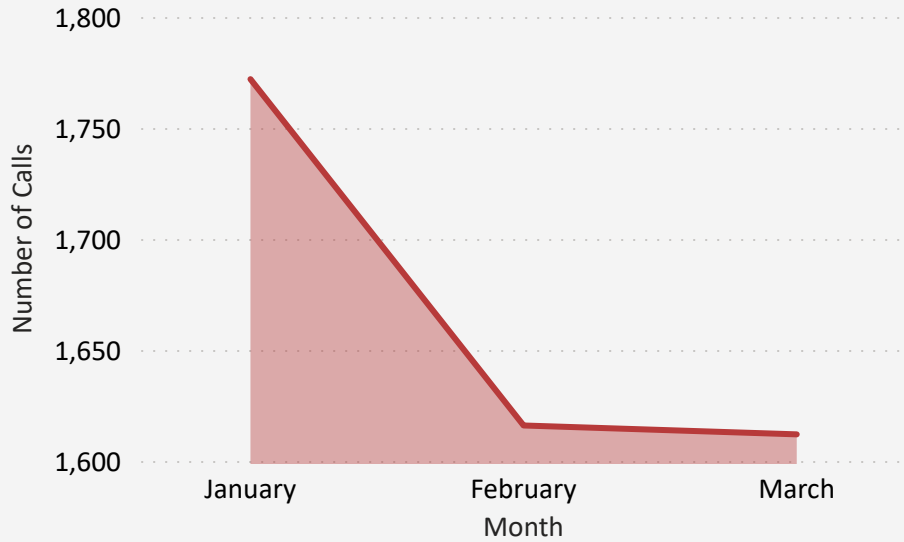
Weekday

All

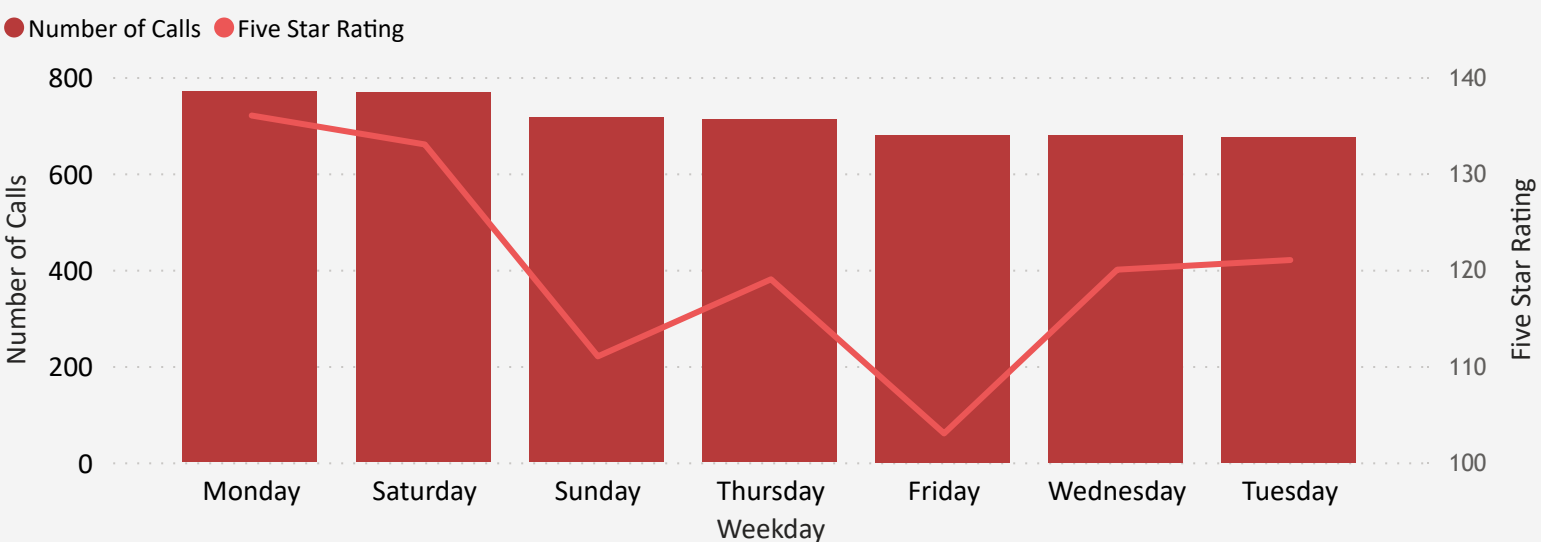
Number of Calls by Day



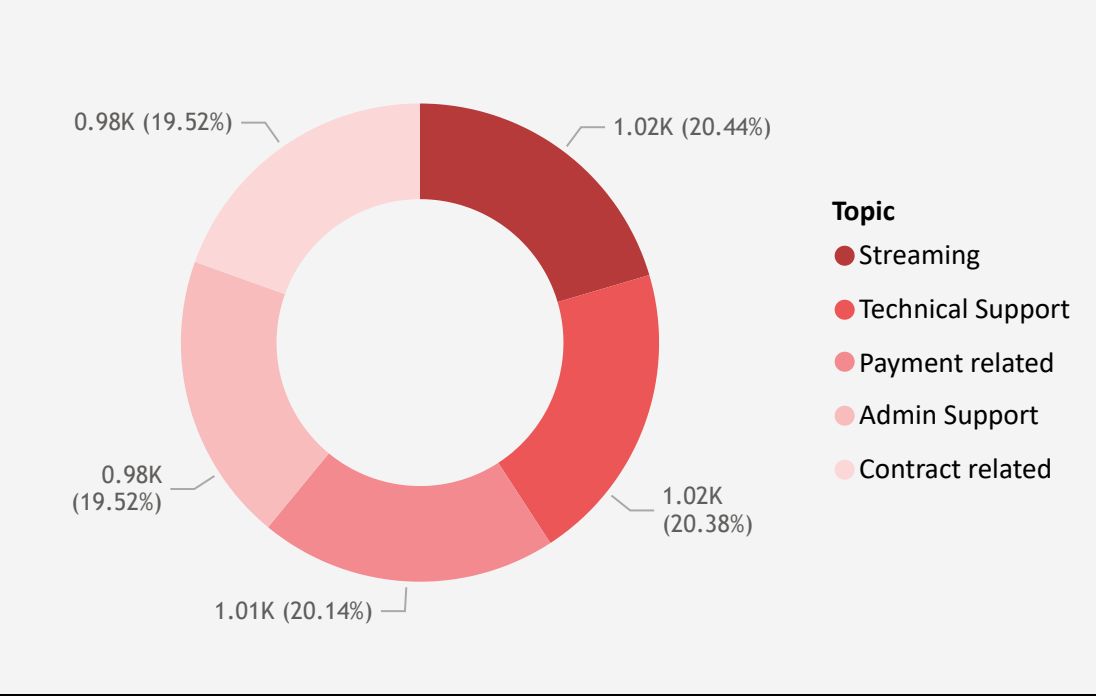
Number of Calls by Month



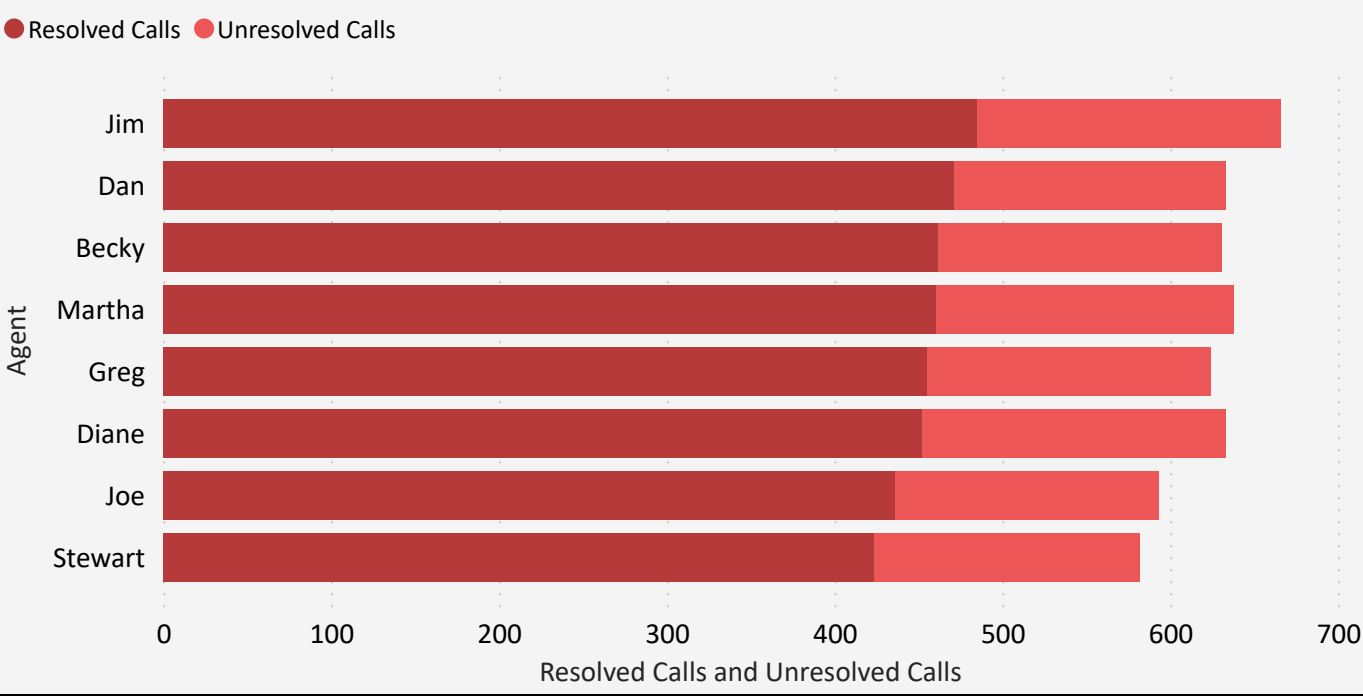
Number of Calls and Five Star Rating by Weekday



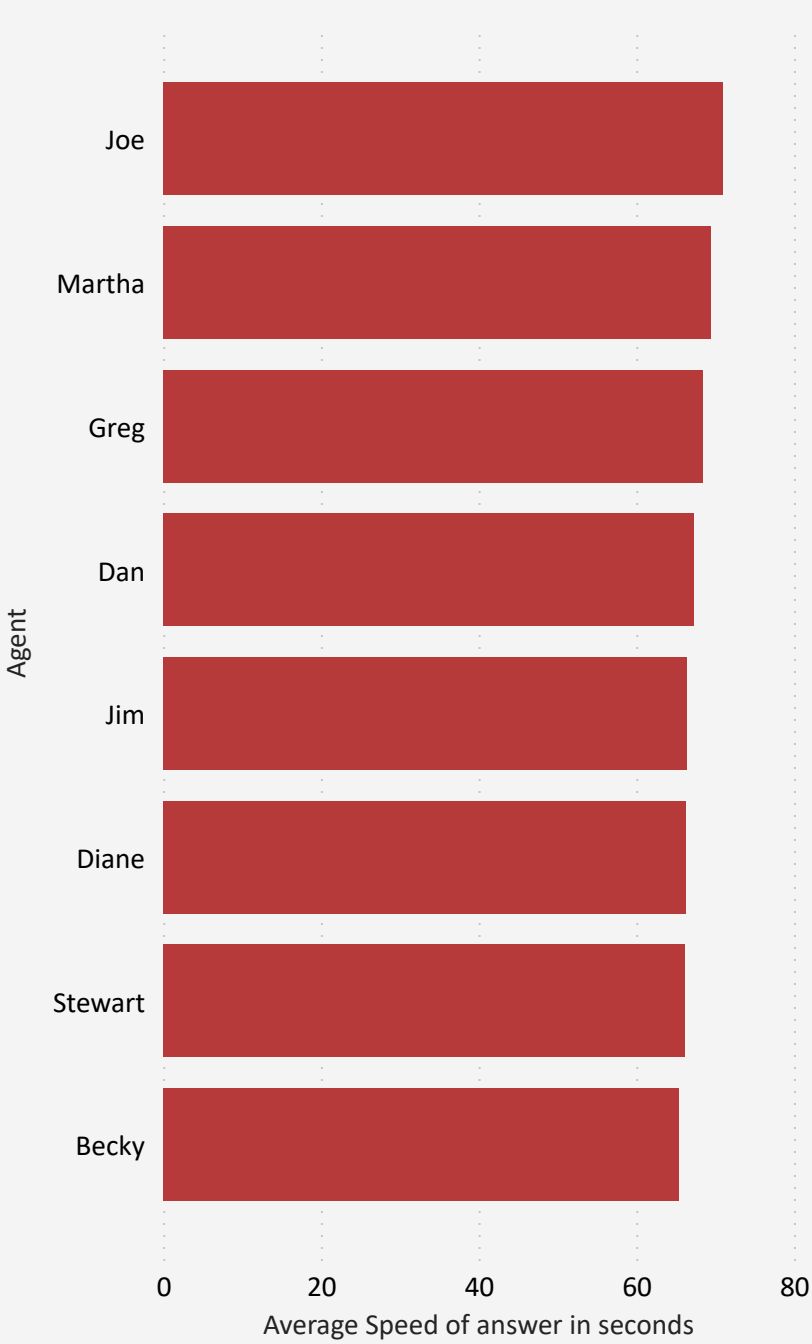
Number of Calls by Topic



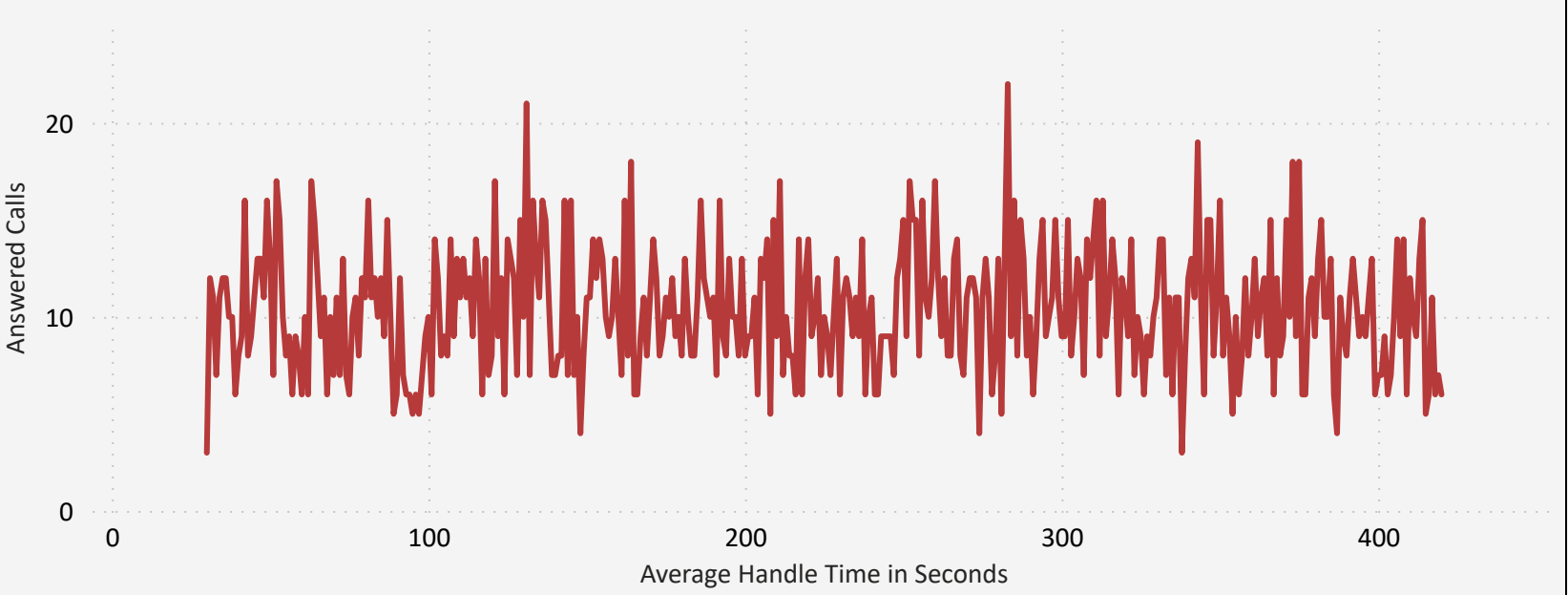
Resolved and Unresolved Calls by Agent



Average Speed of answer in seconds by Agent



Answered Calls by Average Handle Time in Seconds



Answered Calls and Average handle time in Seconds by Agent

