

CALL CENTRE REPORT FOR Q1 2021

Total Calls

5000

Avg Speed Of
Answer in Secs

67.52

Satisfaction... ▾

☐ Dissatisfied

☐ Neutral

01/01/2021

31/03/2021

Topic: All

Admin Support

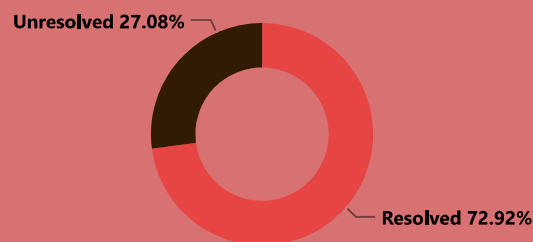
Contract Related

Payment Related

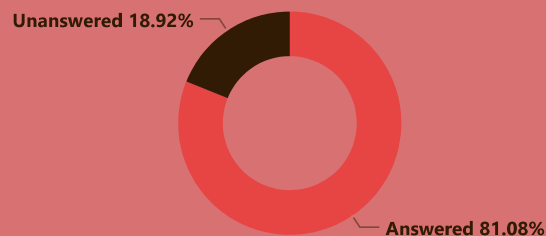
Streaming

Technical Support

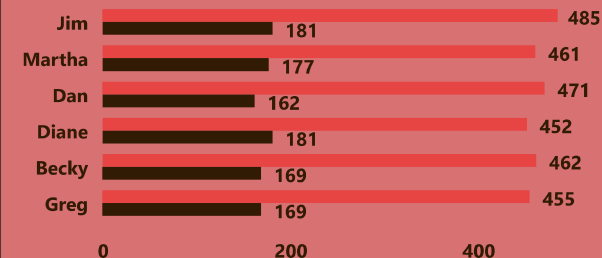
Total Calls by Resolution



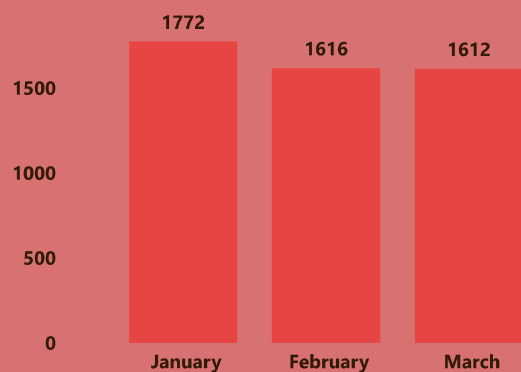
Total Calls by Response



Total Calls by Agent and Resolution Status



Total Calls by Month and Response



Agent	Answered Calls	Resolved Calls	Average of Satisfi
Martha	514	461	
Dan	523	471	
Diane	501	452	
Greg	502	455	
Stewart	477	424	
Jim	536	485	
Becky	517	462	
Joe	484	436	

Resolved Calls and Average of Speed of answer in seconds by Topic

