



CALL CENTER TRENDS

From January 1st, 2021 to March 31st, 2021

Overview

Trends

Date

1/1/2021



3/31/2021



Agent

All

5000

Total Calls

67.52

Average Speed of Answer (s)

3646

Total Resolved

Topic

☐ Admin Support

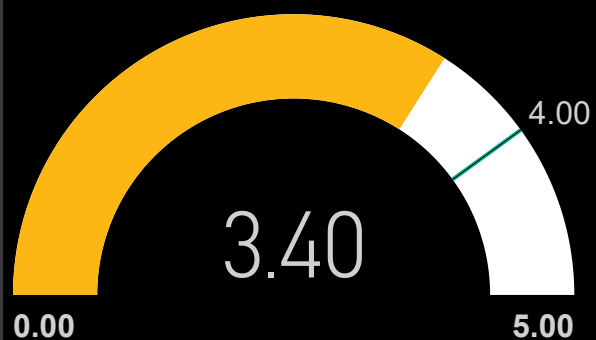
☐ Contract related

☐ Payment related

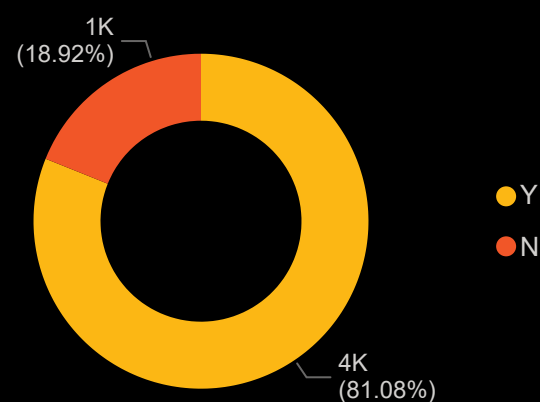
☐ Streaming

☐ Technical Support

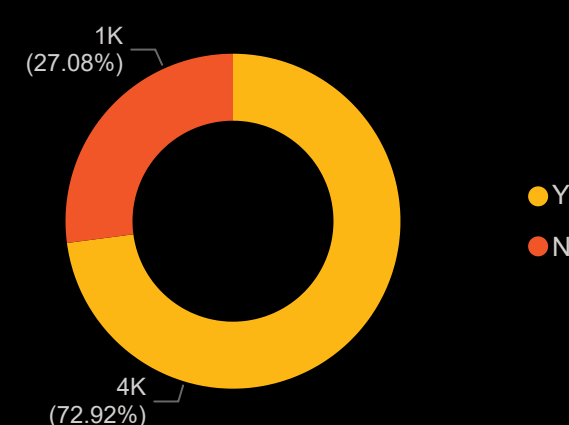
Satisfaction Rating



Total Calls by Answered (Y/N)

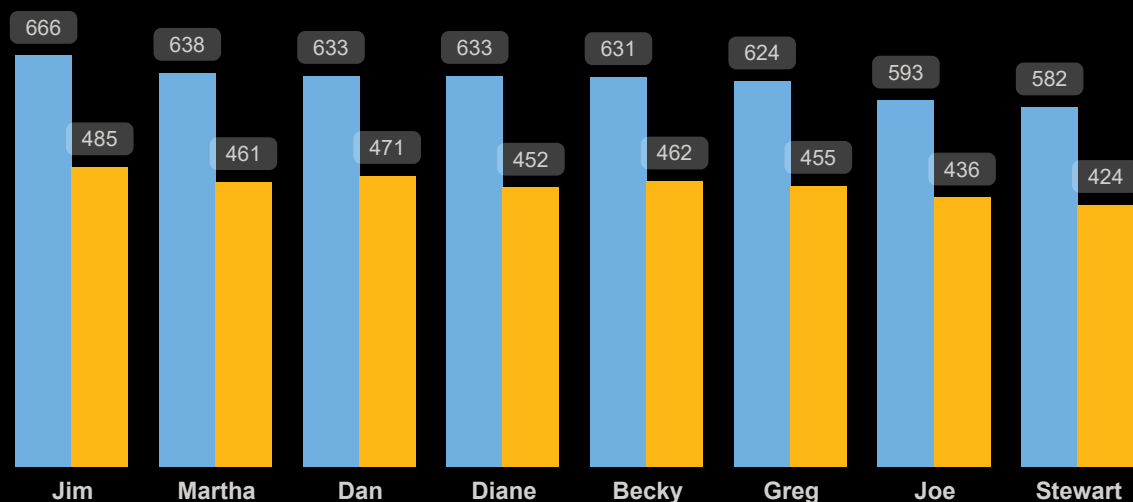


Total Calls by Resolved

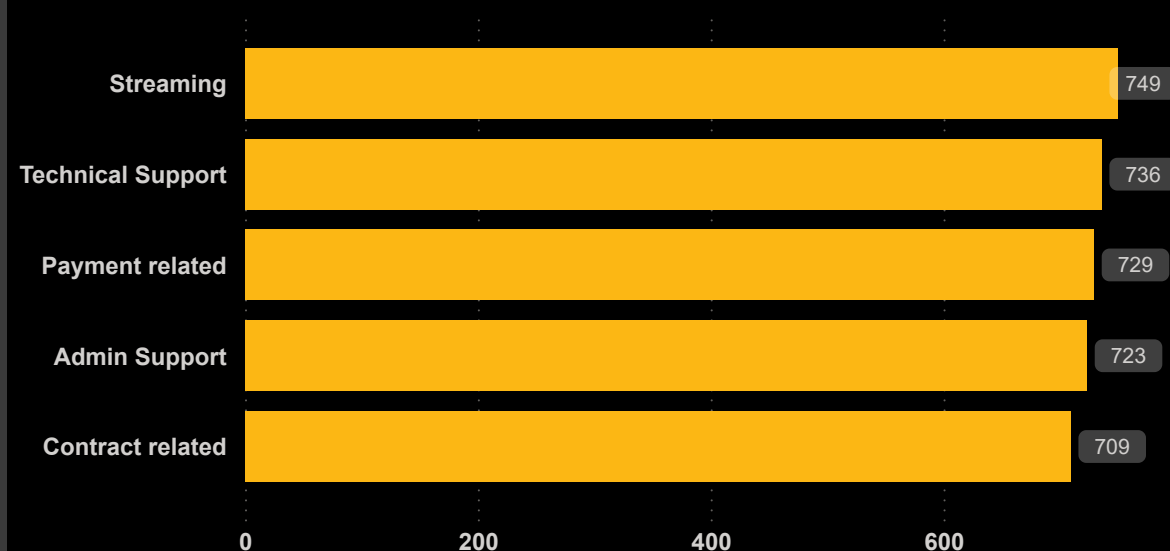


Total Calls and Total Resolved Calls by Agent

Total Calls Total Resolved



Total Resolved Calls by Topic





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1/1/2021 3/31/2021

0 100

Agent

All

Topic

☐ Admin Support

☐ Contract related

☐ Payment related

☐ Streaming

☐ Technical Support

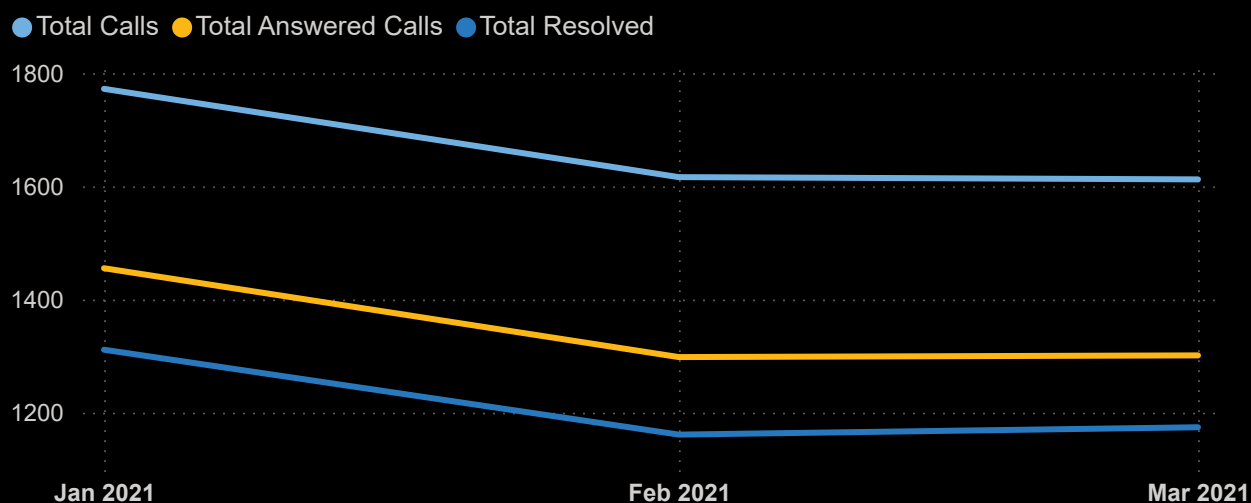
The Best Agent

Jim

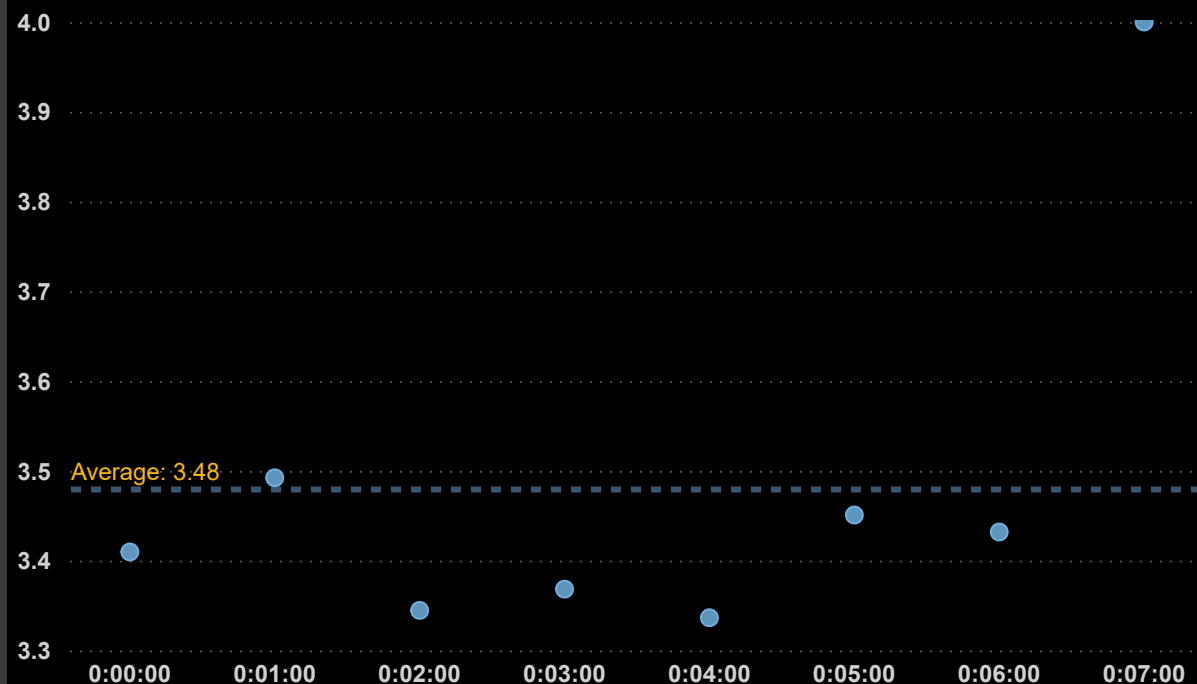
The Worst Agent

Stewart

Total Calls, Total Answered Calls and Total Resolved by Year, Quarter and Month



Satisfaction Rating by Average Talk Duration



Total Calls, Total Answered Calls and Total Resolved

