Call Centre Trends Analysis

Total Calls

5000

Answered Calls

4054

Unanswered calls

946

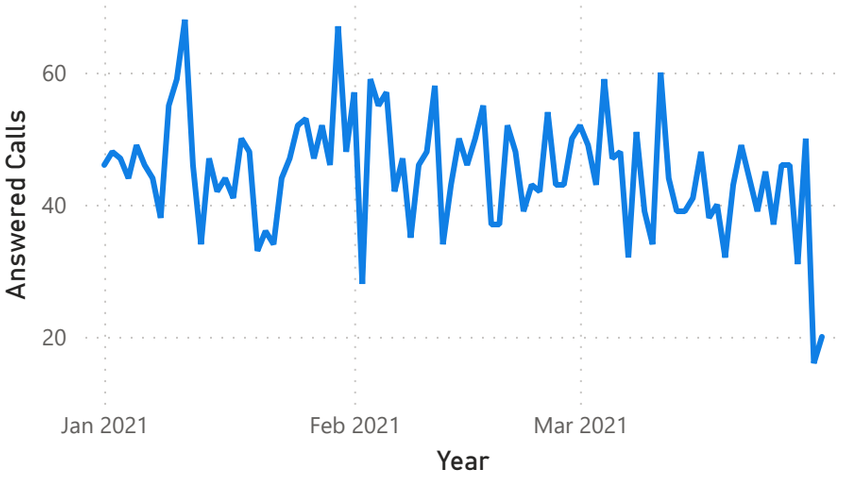
Overall Customer Satisfaction

40.46

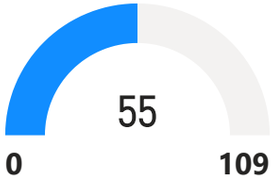
Calls Distributions per Agent

Agent	Total Calls	Answered Calls	Unaswered Calls	Resolved Calls	Unresolved	Rating(Satisfaction)
Jim	666	536	130	485	181	★★★☆☆
Dan	633	523	110	471	162	★★★☆☆
Becky	631	517	114	462	169	★★★☆☆
Martha	638	514	124	461	177	★★★☆☆
Greg	624	502	122	455	169	★★★☆☆
Diane	633	501	132	452	181	★★★☆☆
Joe	593	484	109	436	157	★★★☆☆
Stewart	582	477	105	424	158	★★★☆☆
Total	**5000**	**4054**	**946**	**3646**	**1354**	★★★★☆

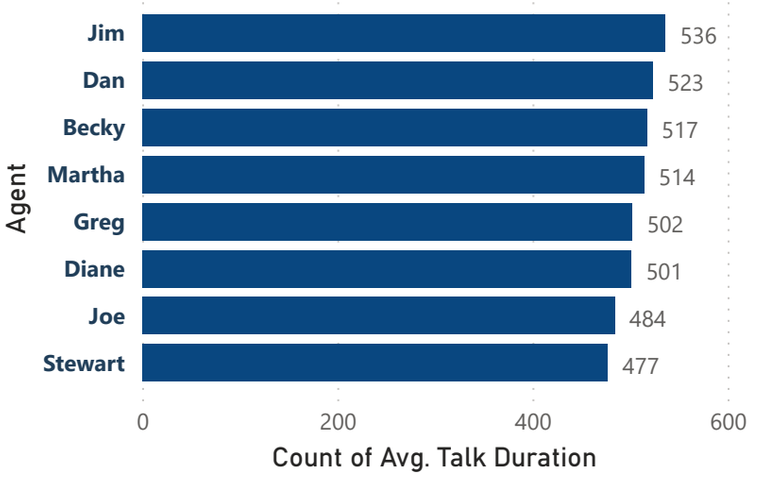
Answered Calls by Year, Month and Day



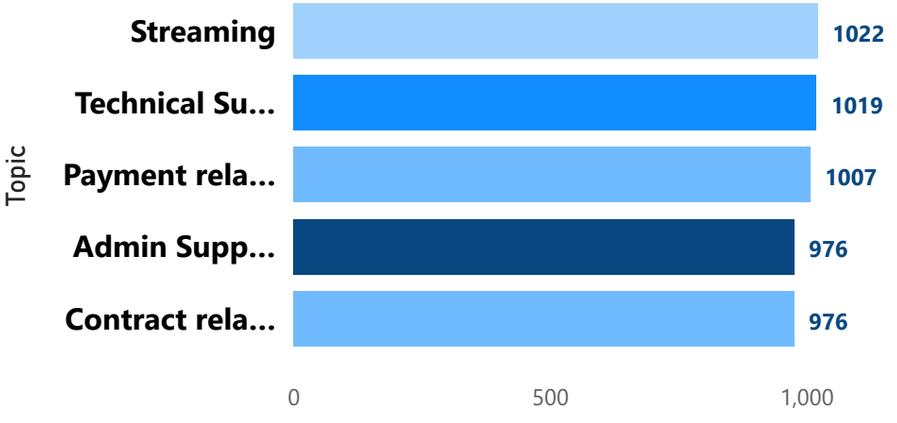
Avg. of Speed of answer in seconds



Avg. Talk Duration in seconds by Agent



Total calls by Topic



Resolved?

No | Yes

Topic

All

Day

All

Agent

All