



Call Center Trends

01/01/2021



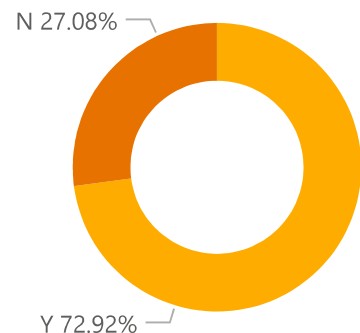
31/03/2021



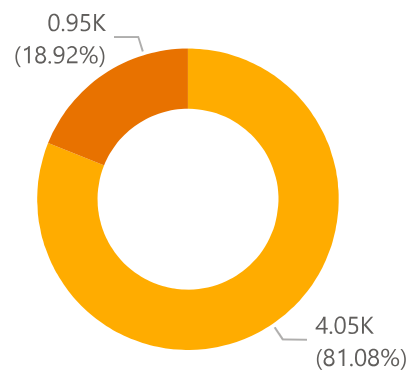
Total Calls

5K

Resolved

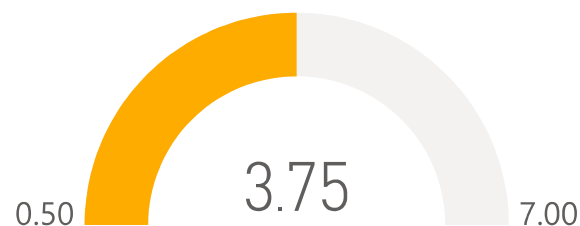


Answered

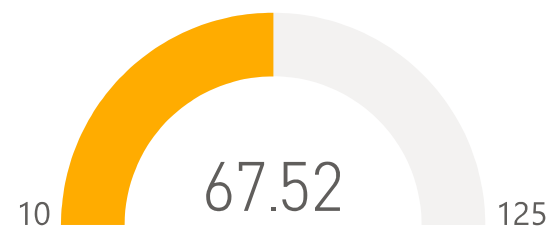


Agent	Count of Call Id	Average of Waiting time	Average of call Duration	Average of Satisfaction rating
Jim	666	66.34	3.80	3.39
Martha	638	69.49	3.73	3.47
Dan	633	67.28	3.85	3.45
Diane	633	66.27	3.65	3.41
Becky	631	65.33	3.67	3.37
Greg	624	68.44	3.78	3.40
Joe	593	70.99	3.74	3.33
Stewart	582	66.18	3.77	3.40

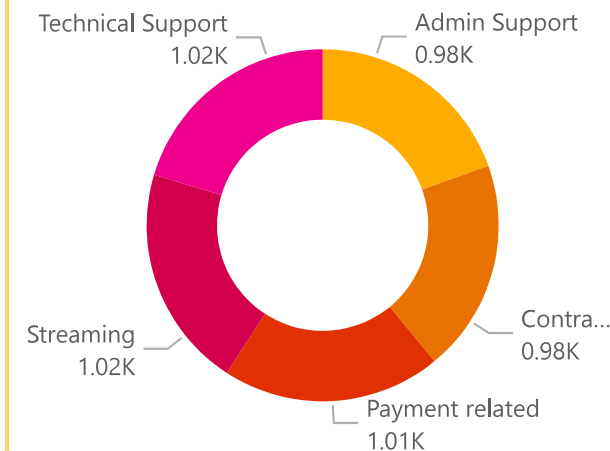
Average of call Duration



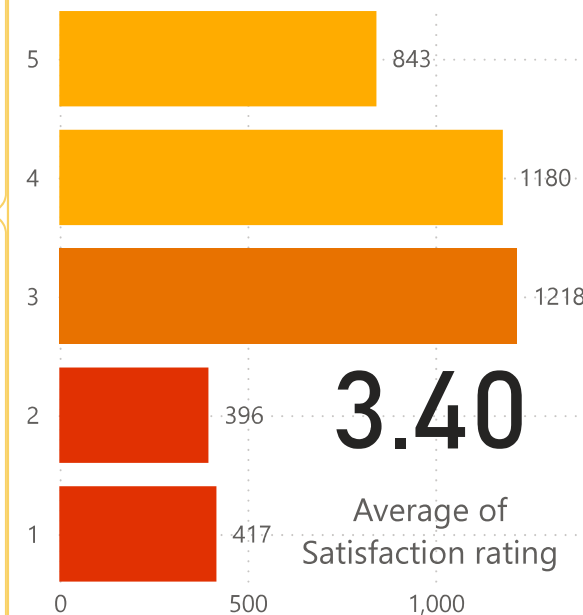
Average of Waiting time



calls by Topic



Satisfaction rating



Calls by Time

