



# PHONENOW TRENDS DASHBOARD

Overall calls answered

4054

Percentage resolved rating answered calls

72.92

Overall Calls Unanswered

946

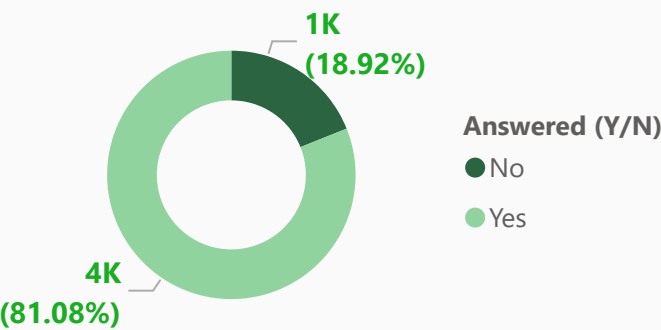
Total customer satisfaction

55.19

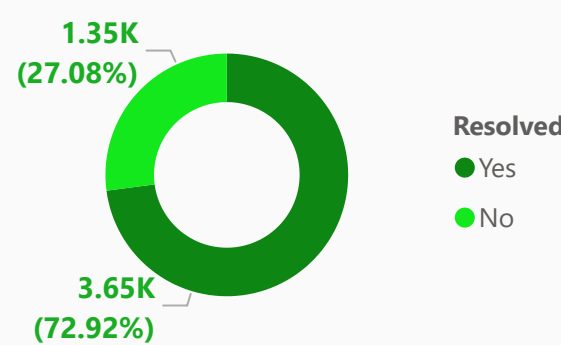
Average call speed

54.75

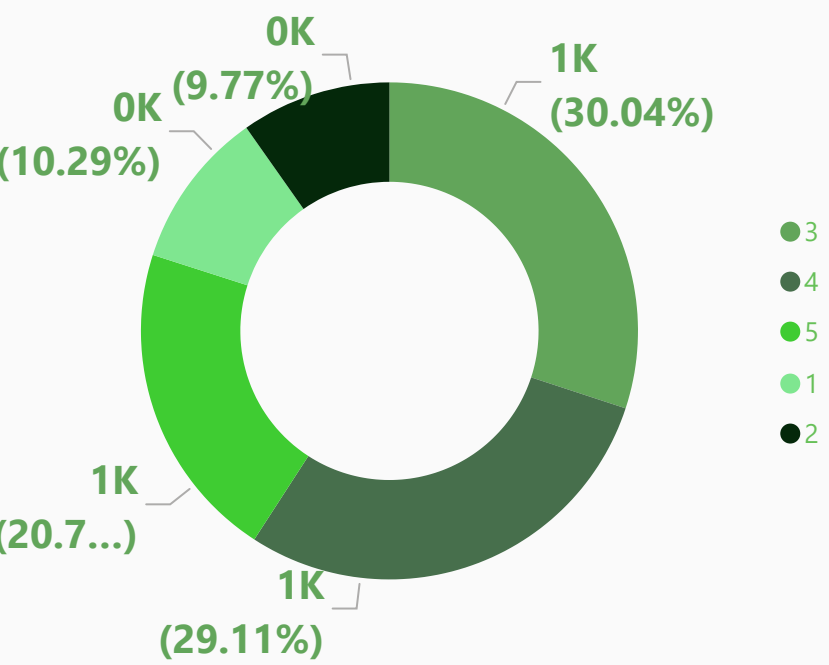
% Answered calls



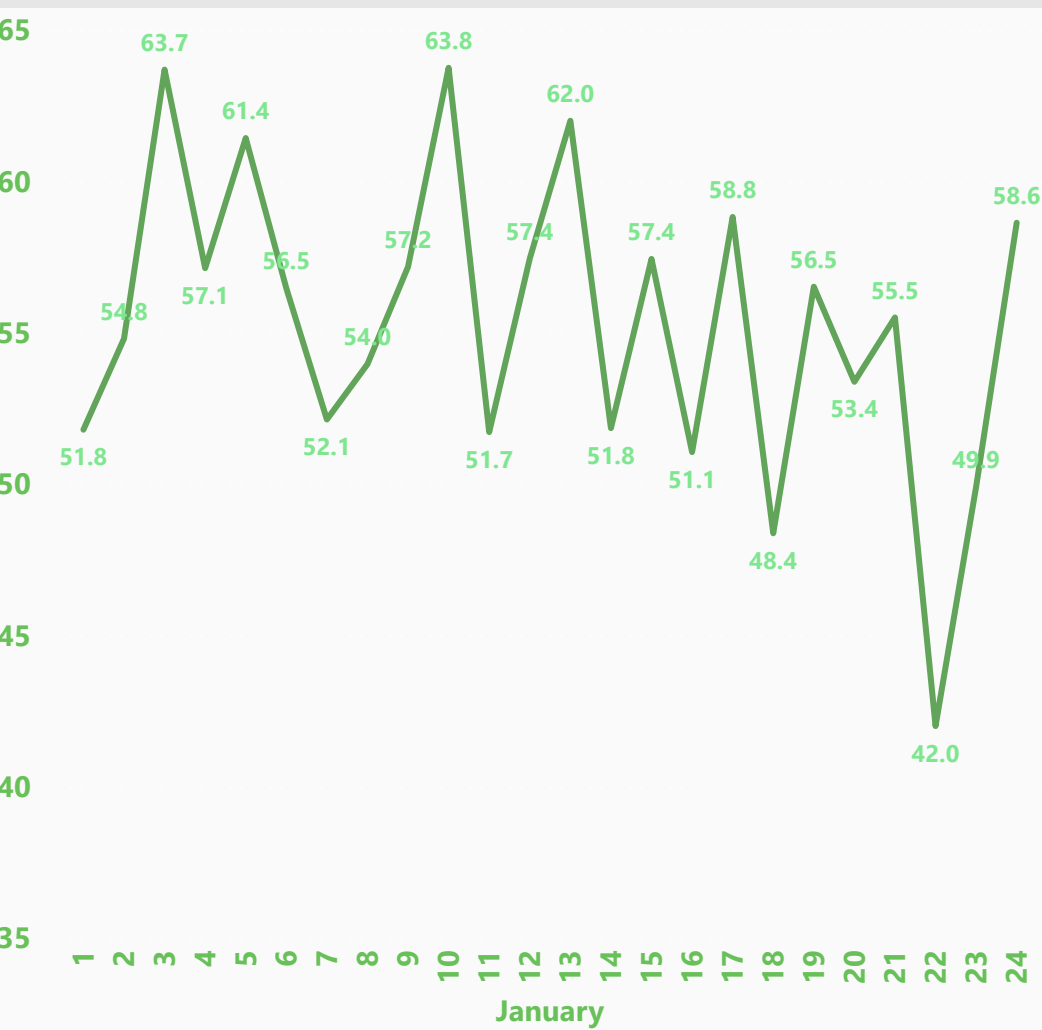
% resolved rating



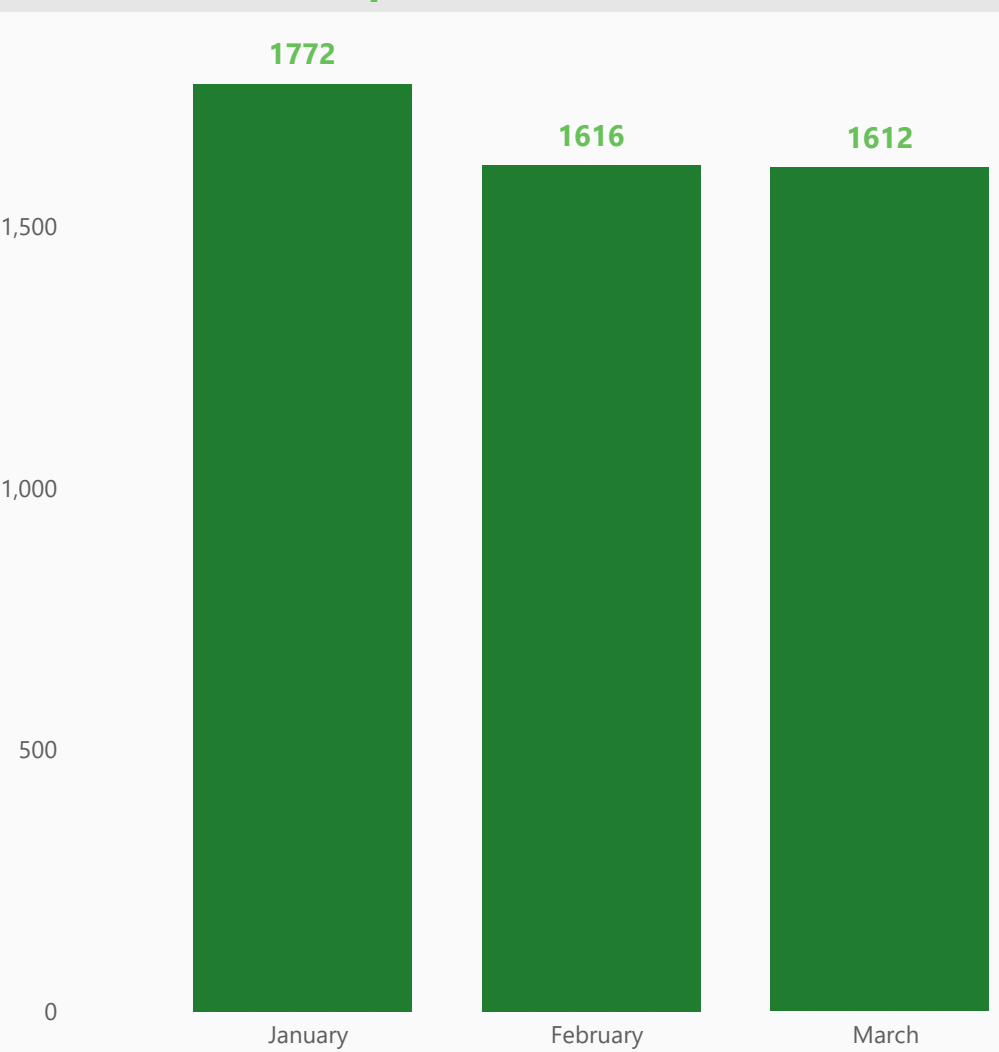
Satisfaction rating by answered calls



Average call speed by month and day



Number of calls per month



Total agent satisfaction

