

18:00:00

Peak Period

00:03:02

Average Talking Time

2.76

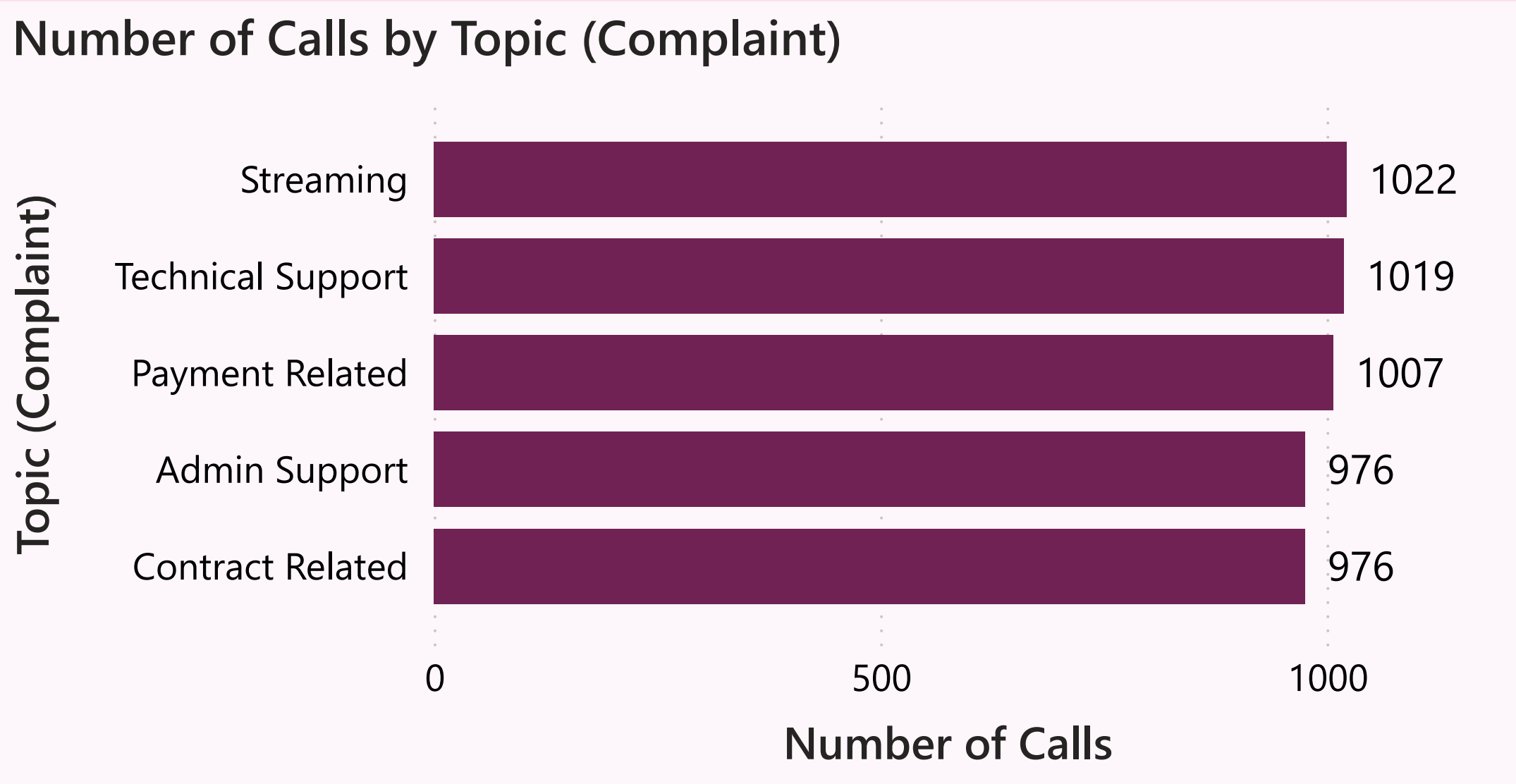
Avg Satisfaction Rating

5000

Number of Calls

73%

Resolution Rate

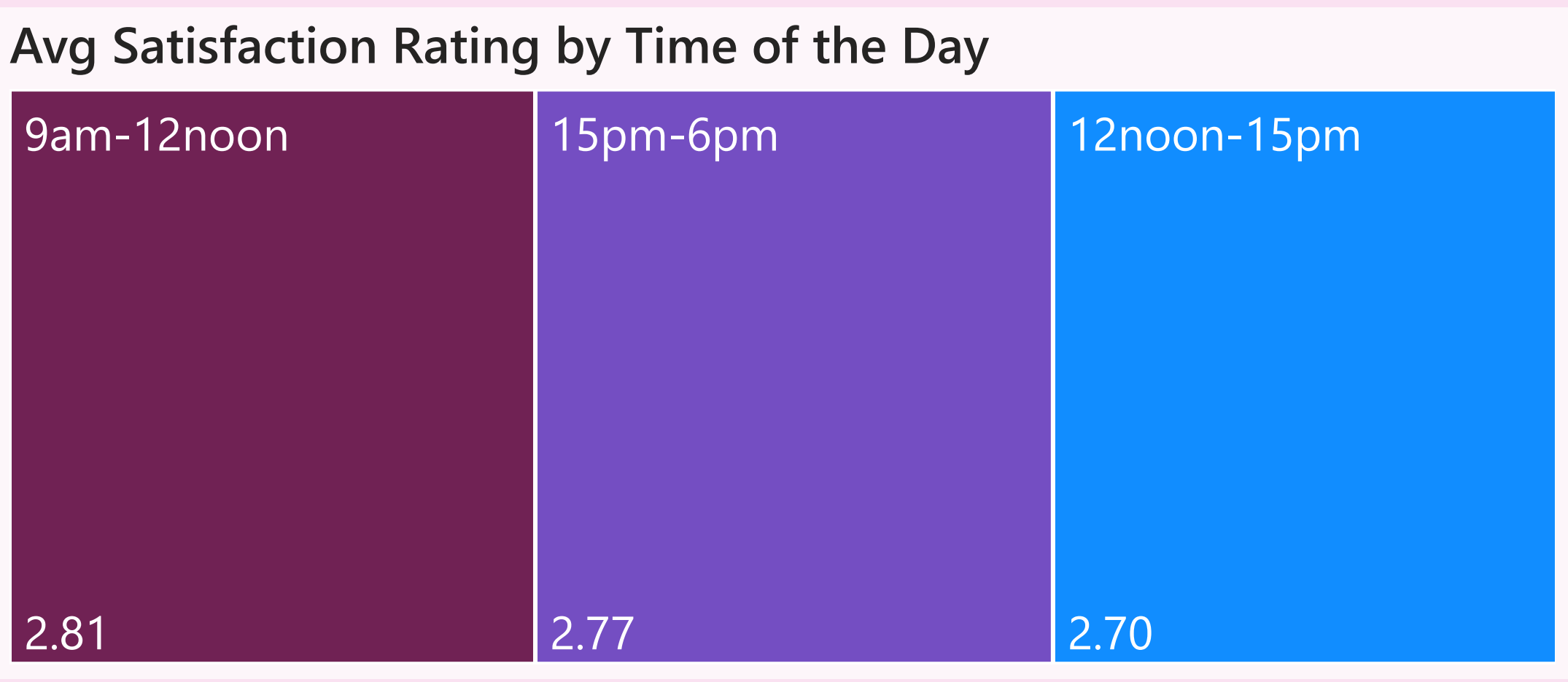


81%

Call Answer Rate

8

No of Agents



Pick Up Time (sec)	Number of Calls
90 - 120	1056
60 - 90	1026
30 - 60	1076
0	946
> 120	176
< 30	720
Total	5000

55

Avg Pick Up Time (s)