

Call Centre Trends



Agent

All

Topic

All

946

CallsAbandoned

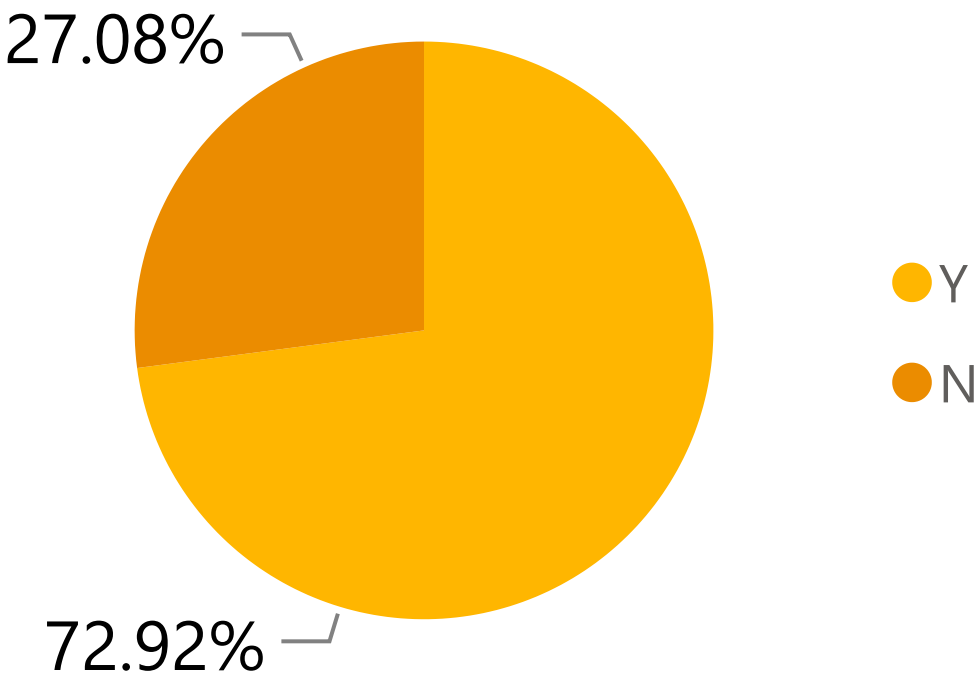
4054

Calls Answwed

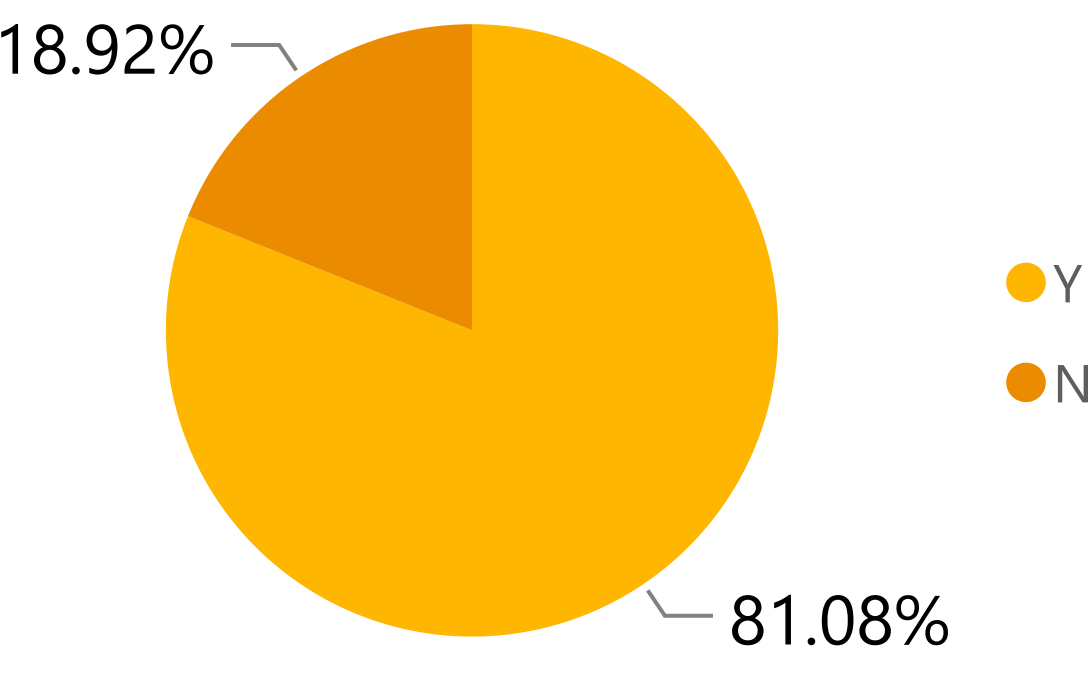
67.52

Avgerage Answwed Speed

Resolved

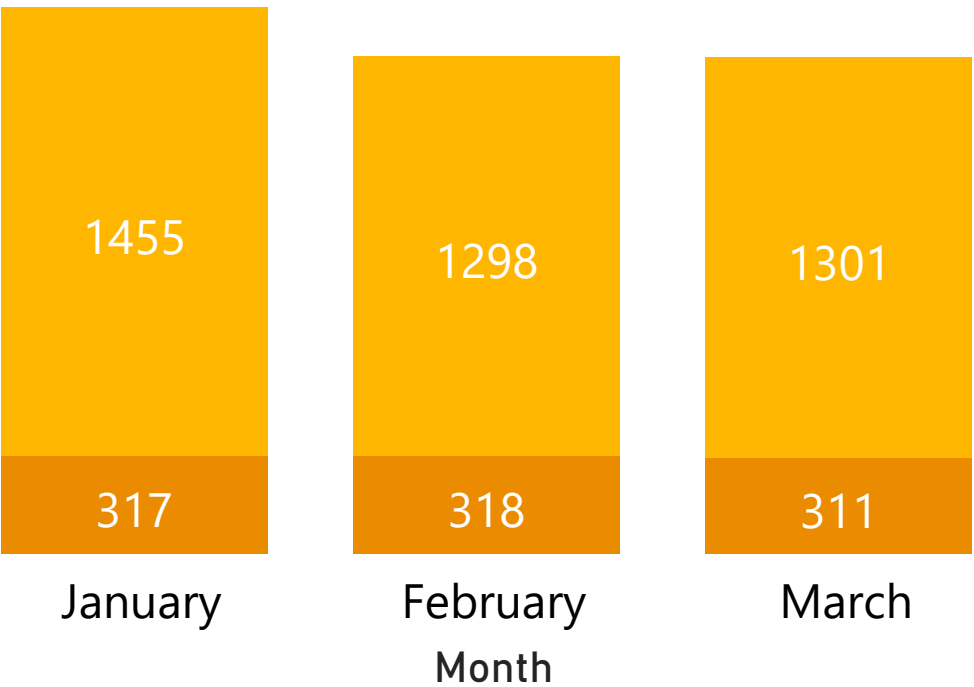


Answered

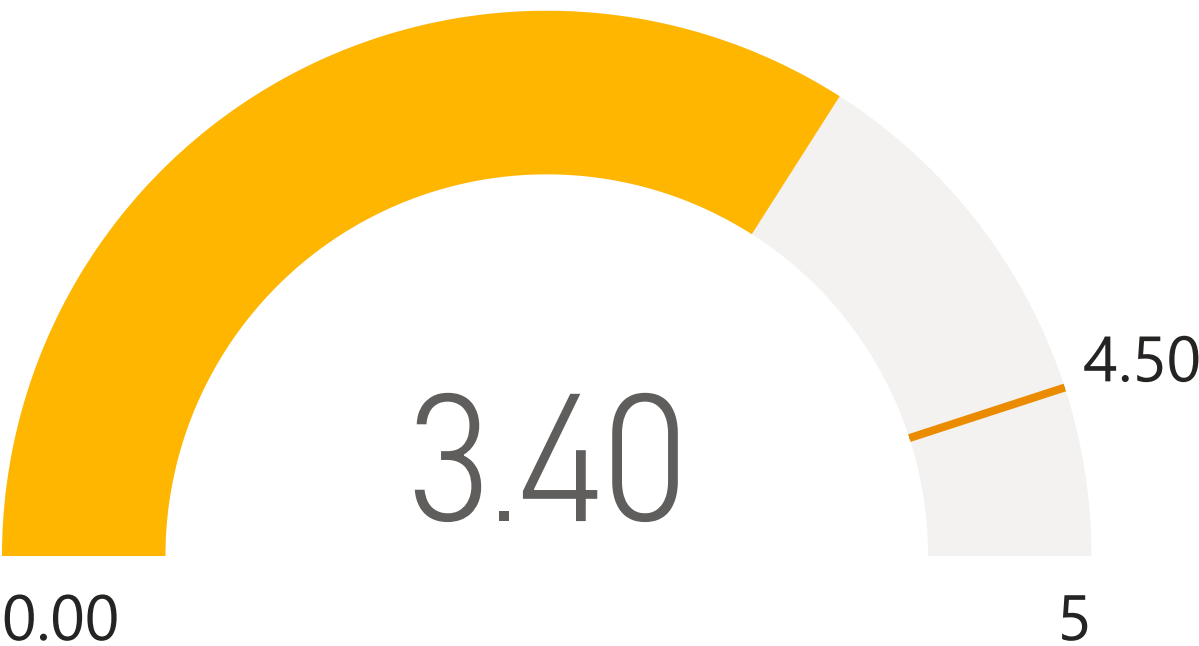


Number of Calls by Month

Answered ● N ● Y



Average Satisfaction



Agent Statistics

Agent	Calls Answwed	# of Resolved	Average of Satisfaction rating	Avgerage Answwed Speed
Becky	517	462	3.37	65.33
Dan	523	471	3.45	67.28
Diane	501	452	3.41	66.27
Greg	502	455	3.40	68.44
Jim	536	485	3.39	66.34

Date

1/1/2021



3/31/2021

