Call Center Data Analysis

pwc

Agent

All

Topic

All

01-01-2021   31-03-2021
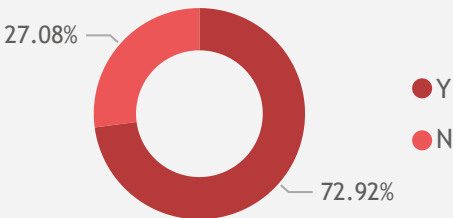
Average Satisfaction

0   2.76   4.5   5

Answered

18.92%

81.08%

- Y
- N

Resolved

27.08%

72.92%

- Y
- N

Average Speed of Answer (s)

54.75
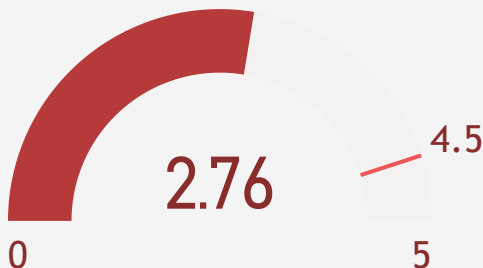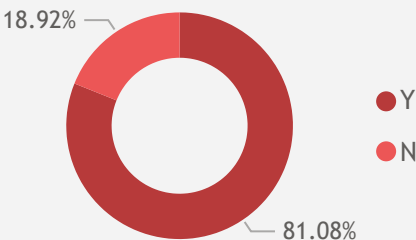
No. of Calls per Month

Answered ● N ● Y

Month	Y	N
January	1455	317
February	1298	318
March	1301	311
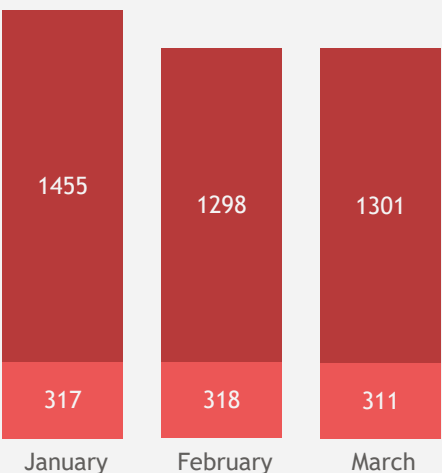
Agents Statistics

Agent	# of answered	# of resolved	Avg of Satisfaction rating	Avg of Speed of answer in sec
Diane	501	452	2.70	52.45
Jim	536	485	2.73	53.39
Becky	517	462	2.76	53.53
Stewart	477	424	2.79	54.24
Greg	502	455	2.74	55.06
Dan	523	471	2.85	55.59
Martha	514	461	2.80	55.98
Joe	484	436	2.72	57.94