



CALL CENTRE TRENDS ANALYSIS

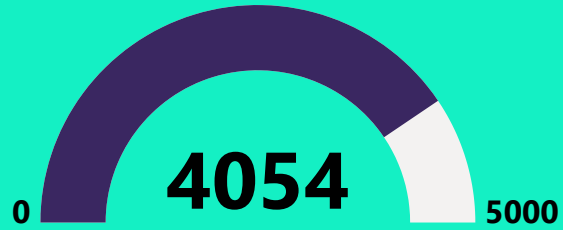
67.52

Average of Speed of answer (sec)

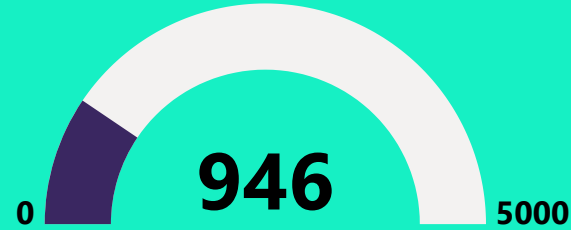
Agent

All

Total No.of.calls Answered



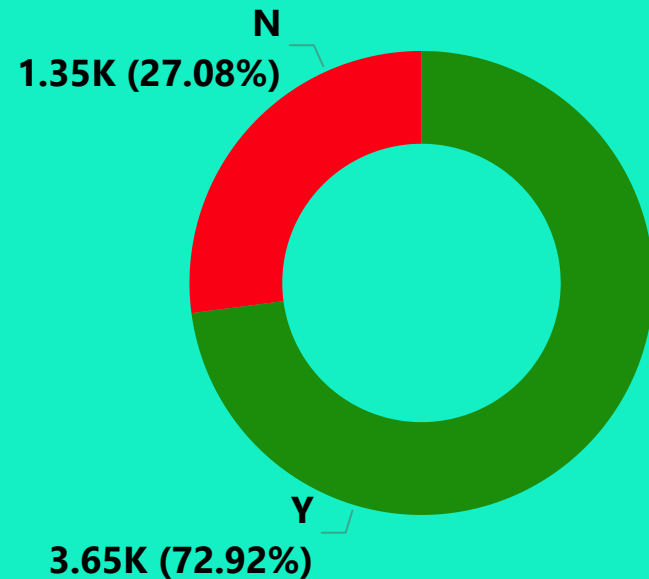
Total No.of.calls Abandoned



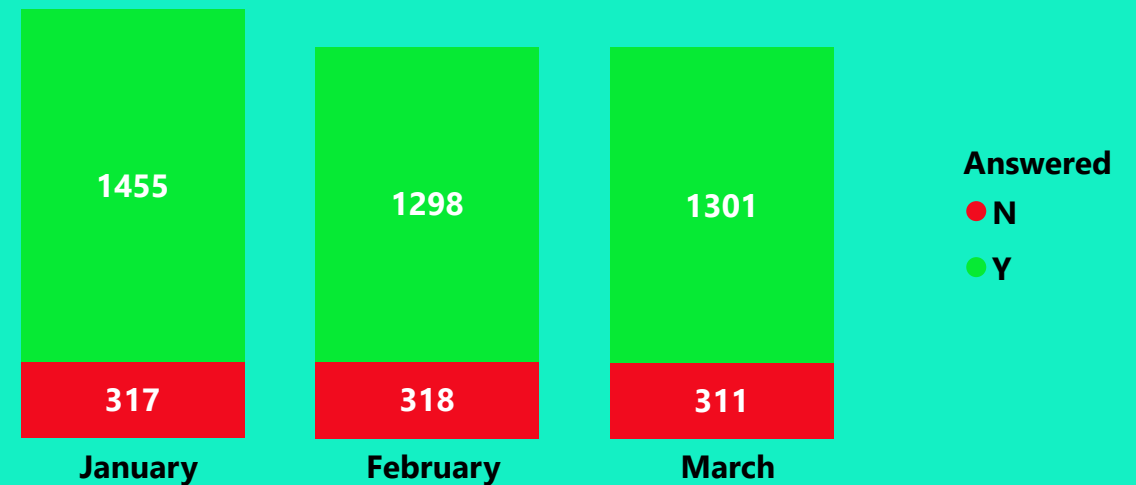
Over All Satisfaction Rating



Resolved Call Status



Total No.of.calls Answered And Abandoned by Month-Wise



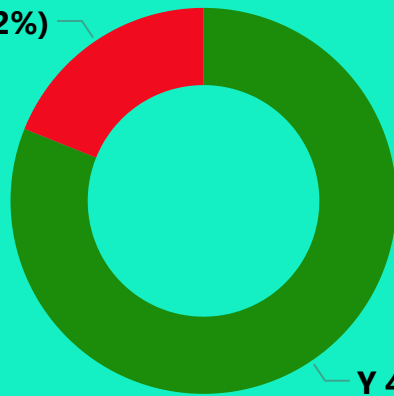


CALL CENTRE TRENDS ANALYSIS

| Agent | Answered | Resolved(Y) | Average of Satisfaction rating | Average of Speed of answer in seconds |
|---------|----------|-------------|--------------------------------|---------------------------------------|
| Joe | 484 | 436 | 3.33 | 70.99 |
| Martha | 514 | 461 | 3.47 | 69.49 |
| Greg | 502 | 455 | 3.40 | 68.44 |
| Dan | 523 | 471 | 3.45 | 67.28 |
| Jim | 536 | 485 | 3.39 | 66.34 |
| Diane | 501 | 452 | 3.41 | 66.27 |
| Stewart | 477 | 424 | 3.40 | 66.18 |
| Becky | 517 | 462 | 3.37 | 65.33 |
| Total | 4054 | 3646 | 3.40 | 67.52 |

Over All Call Status Answered/Abandoned

N 0.95K (18.92%)



Y 4.05K (81.08%)

10

Min of Speed of answer (sec)

125

Max of Speed of answer (sec)

Categories

Admin Support

Streaming

Contract related

Technical Support

Payment related

392

Count of AvgTalkDuration