

# Call Center Trends - Overview

Harsh Pimpalkar



Virtual Case Experience

Filters Pane

Topic

All

Agent Name

All

Months

All



5000

Call Volume



40.46%

CSAT



81.08%

Answered Calls



18.92%

Calls Abounded



54.75

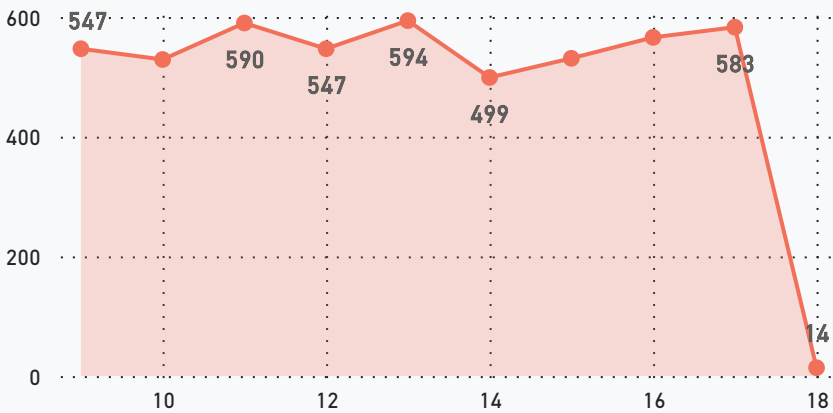
Speed Of Ans



224.92

Call Duration

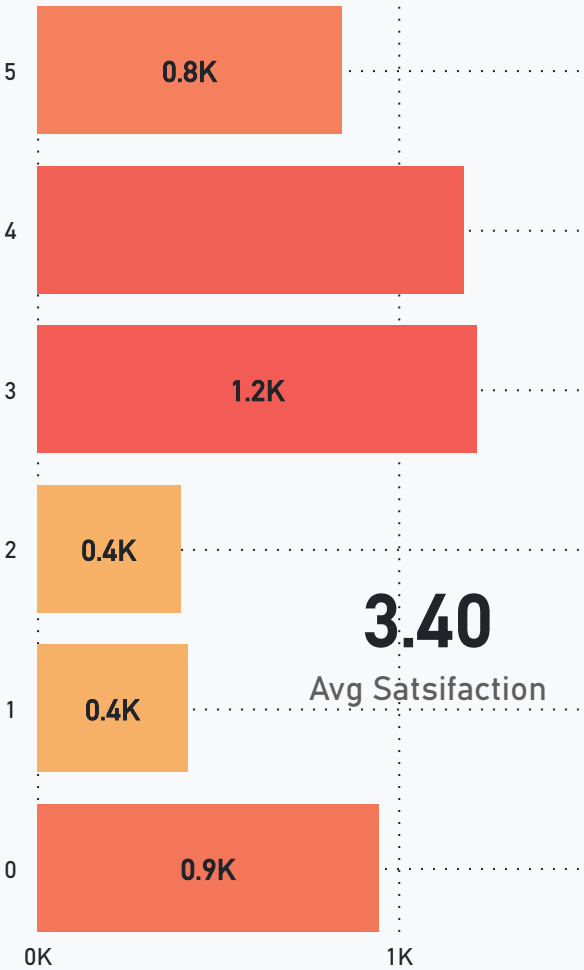
Calls By Time



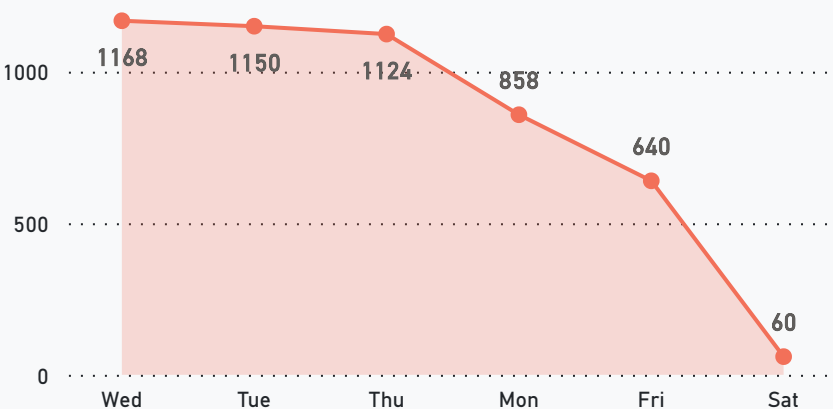
Agent Performance

Agent	Total Calls	Not Ans.	Speed Of Ans,	Calls Resolved	CSAT
Jim	666	130	53.39	485	40.24%
Martha	638	124	55.98	461	42.48%
Dan	633	110	55.59	471	41.23%
Diane	633	132	52.45	452	38.86%
Becky	631	114	53.53	462	41.36%
Greg	624	122	55.06	455	38.62%
Joe	593	109	57.94	436	38.79%
Stewart	582	105	54.24	424	42.10%

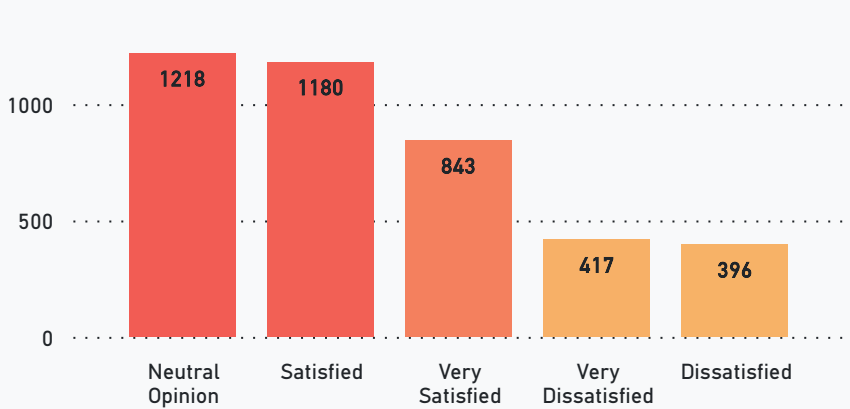
Total Calls by Satisfaction rating



Calls By Time



Customers Count By Different Impressions



Clear all  
slicers

# Call Center Trends - Agent Analysis

Harsh Pimpalkar



Virtual Case Experience

Filters Pane

Topic

All

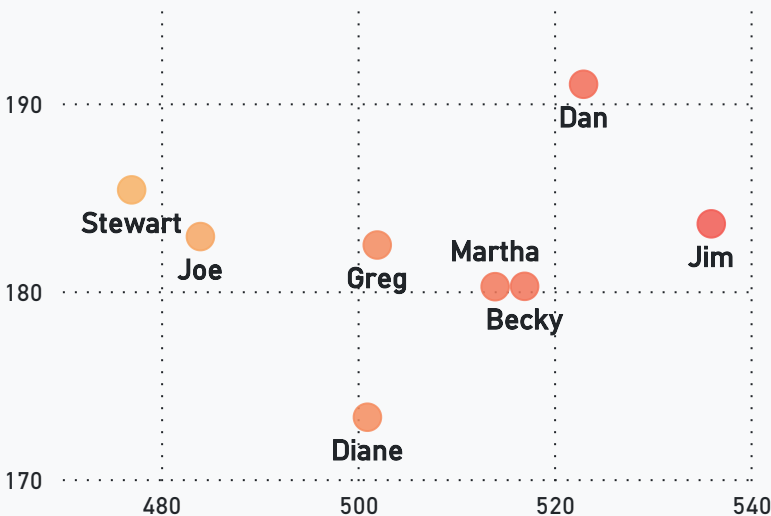
Agent Name

All

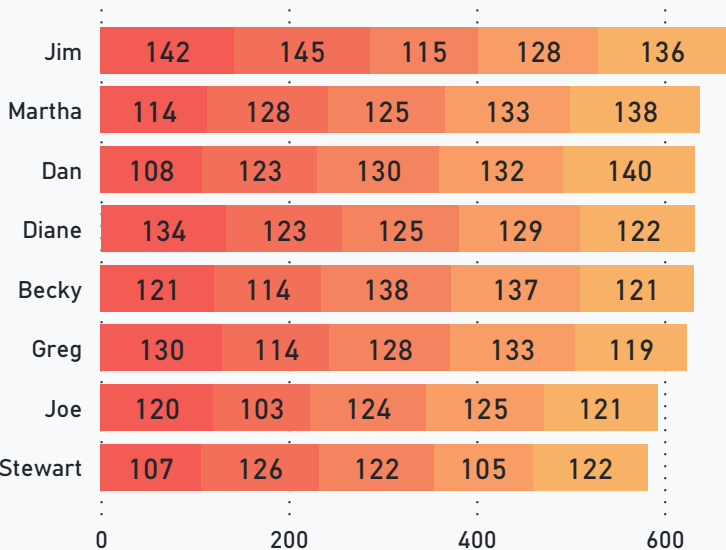
Months

All

### Agent Performance (Handle Time Vs. Call Answered)



### Total Calls by Agent and Topic

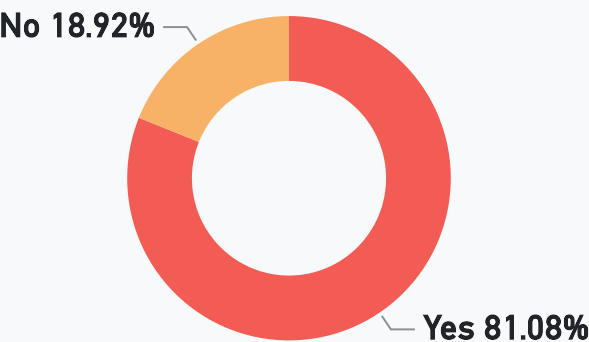


Answer

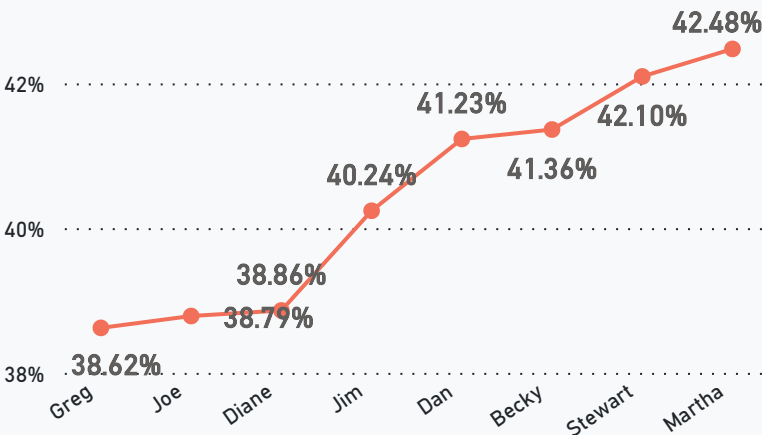


Resolve

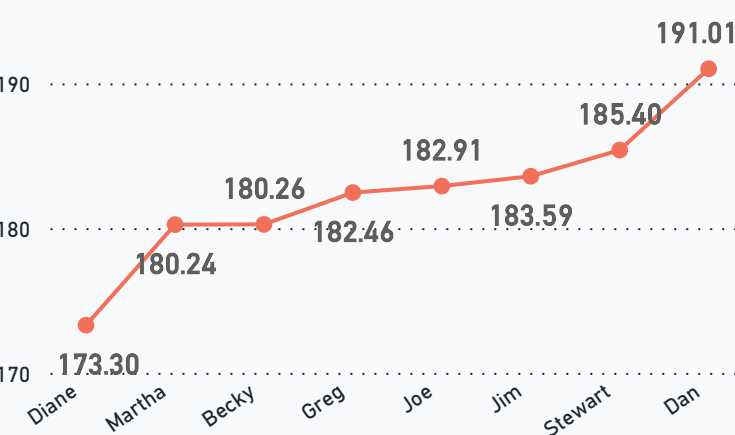
### Calls Answered



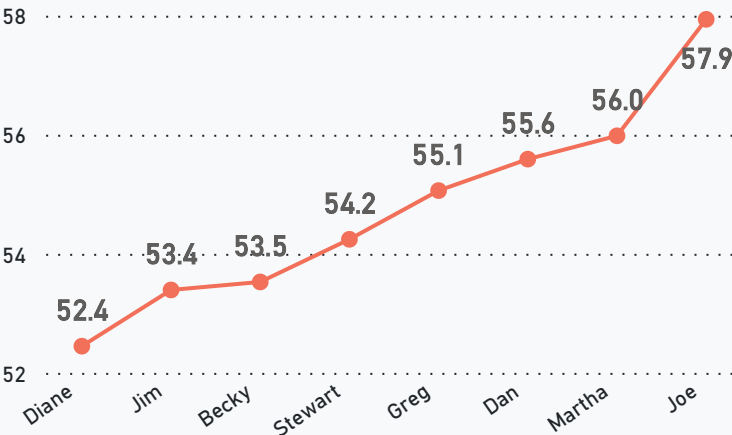
### CSAT by Agent



### Average Speed Of Answers (In Secs)



### Average Call Handle Time (In Secs)



Clear all  
slicers