

Call Center Analytics

Topic

All

Agent

All

01-01-2021

31-03-2021

5000

Total Calls

81.08%

% of calls answered

67.5

Avg. Answer Speed(sec)

224.9

Avg. handle time (seconds)

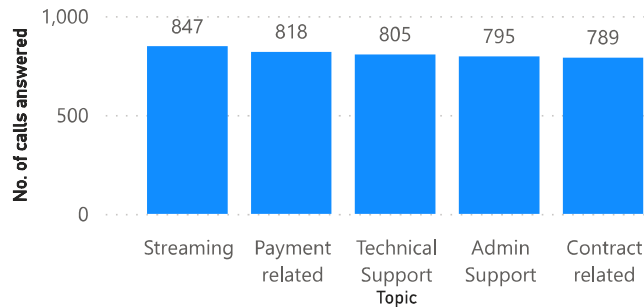
3.40

Avg. Satisfaction rating

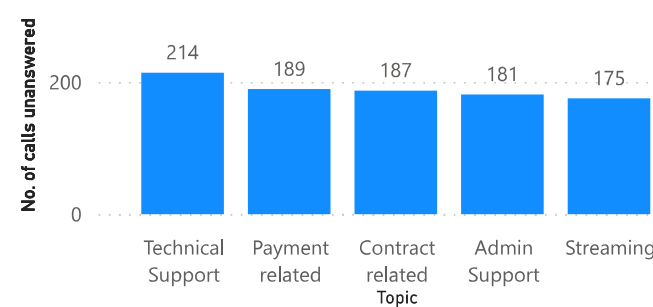
89.94%

Res. Rate(on calls answered)

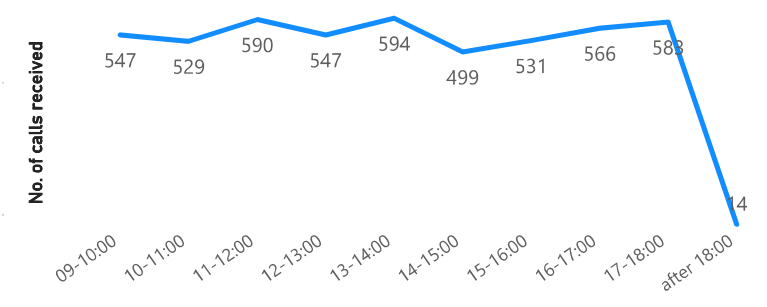
Calls answered in each topic



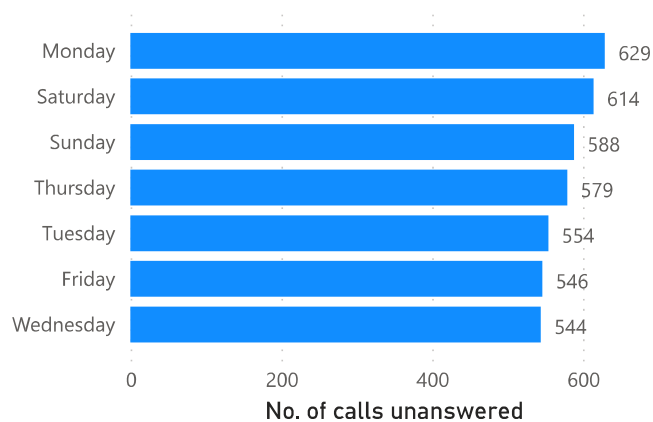
Calls unanswered in each topic



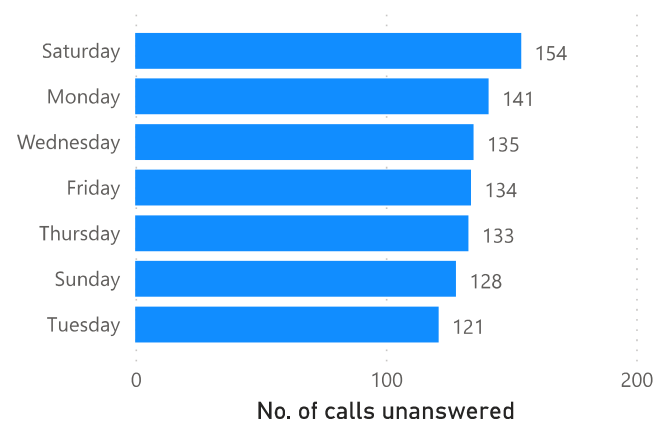
Calls by time of day



Calls answered by day



Calls unanswered by day



Agent	# of answered	# of resolved	Avg. Satisfaction rate	Avg. Speed of answer(secs)
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
Joe	484	436	3.33	70.99
Martha	514	461	3.47	69.49
Stewart	477	424	3.40	66.18