

CALL CENTRE INSIGHTS



Total Calls by Time

9:00 AM	9:01 AM
9:02 AM	9:04 AM
9:05 AM	9:07 AM

5000

Total Calls



4054

Calls Answered



946

Calls Rejected



3646

Calls Resolved



1354

Calls
Unresolved

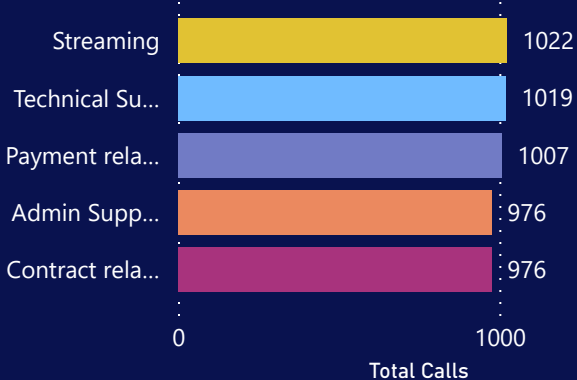
Total By Month

All

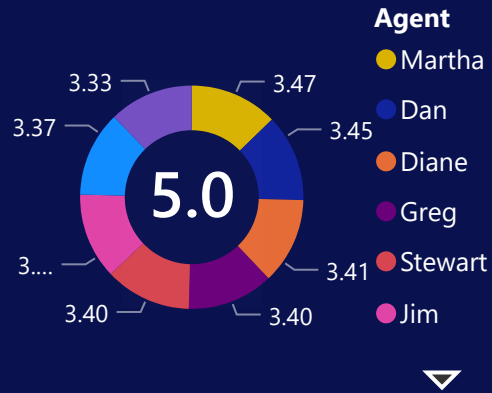
Average Speed of answer

67.52

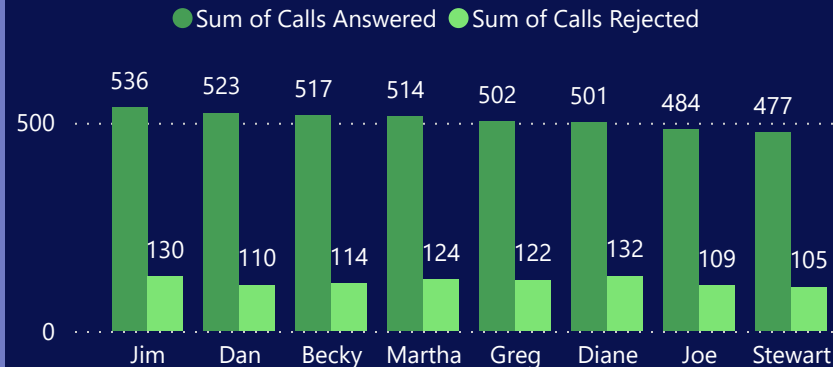
Total Calls by Topic



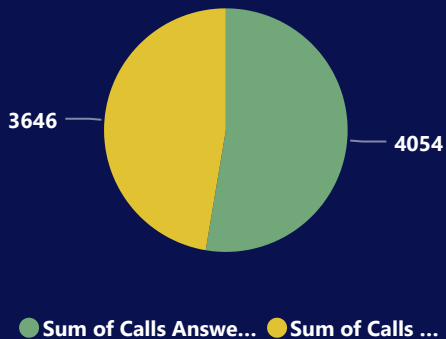
Customer's Satisfaction rating by Agent



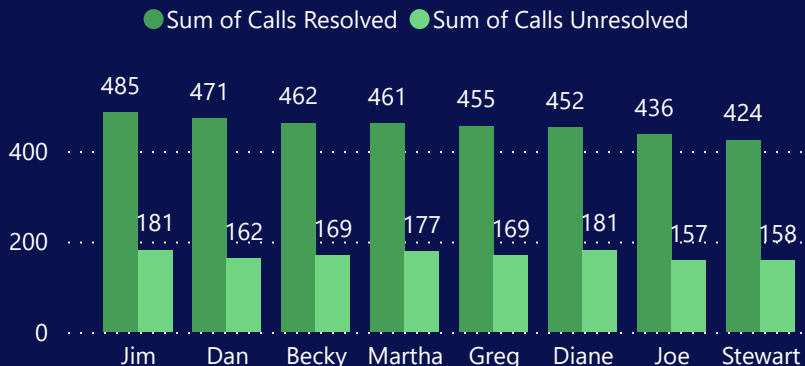
Calls Answered and Calls Rejected by Agent



Calls Answered and Calls Resolved



Calls Resolved and Calls Unresolved by Agent



Agent	Total Calls
Becky	631
Dan	633
Diane	633
Greg	624
Jim	666
Joe	593
Martha	638
Stewart	582

Calls Answered and Calls Rejected by Topic

