



# Call Center Data Analysis

Total Calls

5000

Total Answered

4054

Issue Resolved

3646

Total Agent

8

Avg. Answer Speed(s)

67.52

Avg. Call Duration(s)

224.92

Agent

All

Month

All

Date

All

Most Issue  
Resolved

Jim

Most Rated

Martha

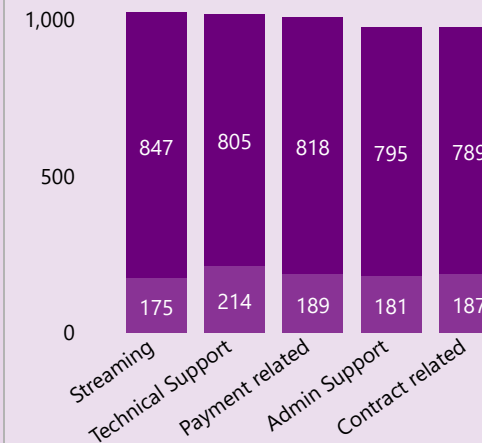
Most Calls  
Missed

Diane

## Agent Performance Quadrant

Agent	Total Calls	CallsAnswered	IssueResolved	Avg. Handle Time	ACSR	%TotalCallsAnswered
Becky	631	517	462	220.01	3.37	81.93%
Dan	633	523	471	231.19	3.45	82.62%
Diane	633	501	452	218.95	3.41	79.15%
Greg	624	502	455	226.80	3.40	80.45%
Jim	666	536	485	228.11	3.39	80.48%
Joe	593	484	436	224.10	3.33	81.62%
Martha	638	514	461	223.73	3.47	80.56%
Stewart	582	477	424	226.21	3.40	81.96%

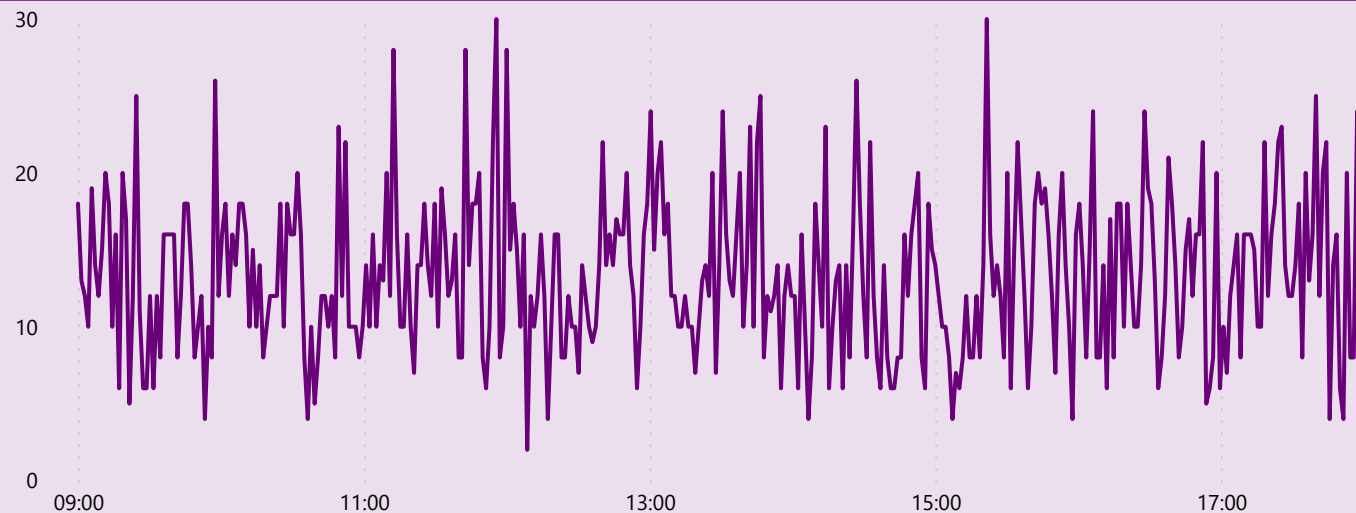
## Count of Calls by Topic



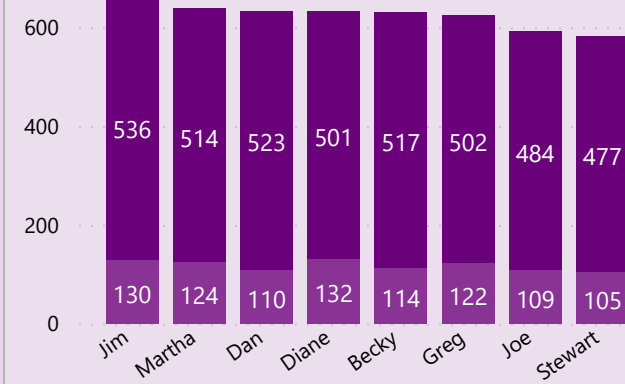
## Overall Customer Satisfaction rating



## Count by Time



## Count of Calls by Agents



## Call Distribution

