

Total Number of Calls

5000

Avg. Daily Number of Calls

55.56

Agents

8

Avg. Answering Time (Seconds)

67.52

Average Talking Time

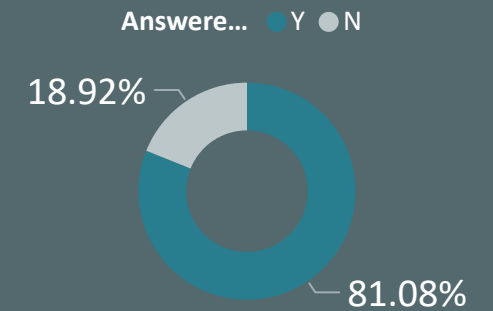
00:03:45

Call Type/Topic

- ☒ Admin Support
- ☒ Contract related
- ☒ Payment related
- ☒ Streaming
- ☒ Technical Support

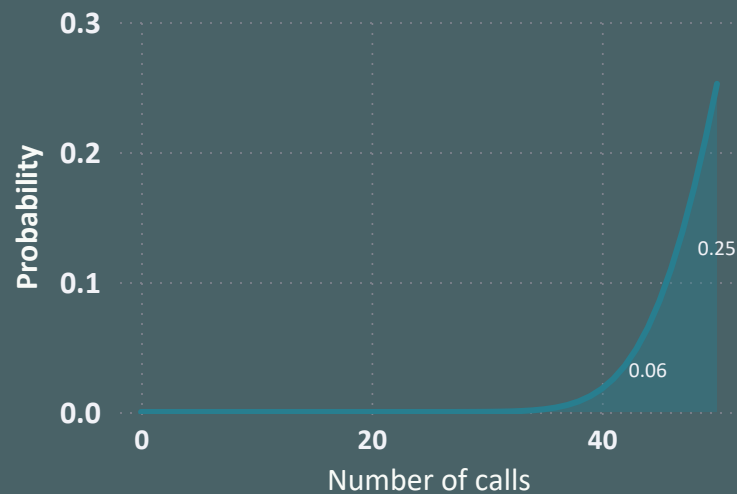
Call Center Performance 2021 - Q1

Answered and Lost Calls

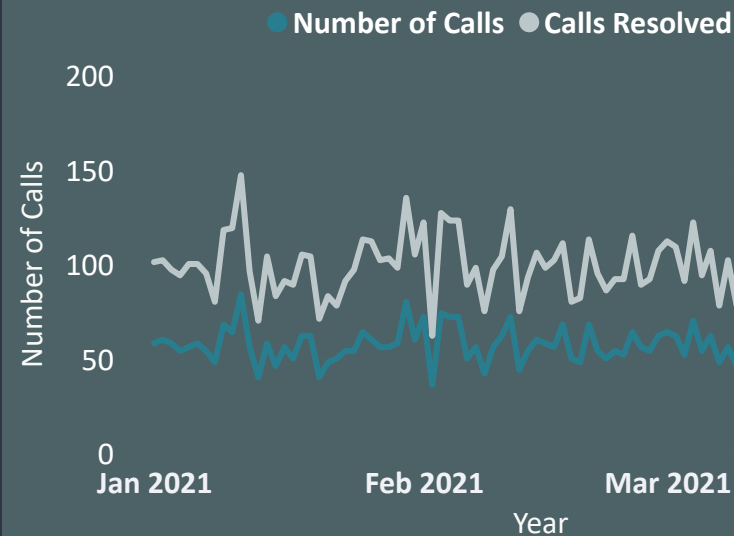


Probability 50 or less calls per day.

Poisson Distr. Cumulative



Total Calls vs Calls Resolved



Customer Satisfaction rating

