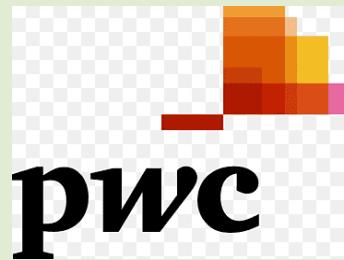




CALL CENTER PERFORMANCE REPORT



Total Calls

5000

Total Calls
Answered

4054

Total Calls
Abandoned

946

Total Resolved
cases

3646

Avg speed of
answering calls

67.52

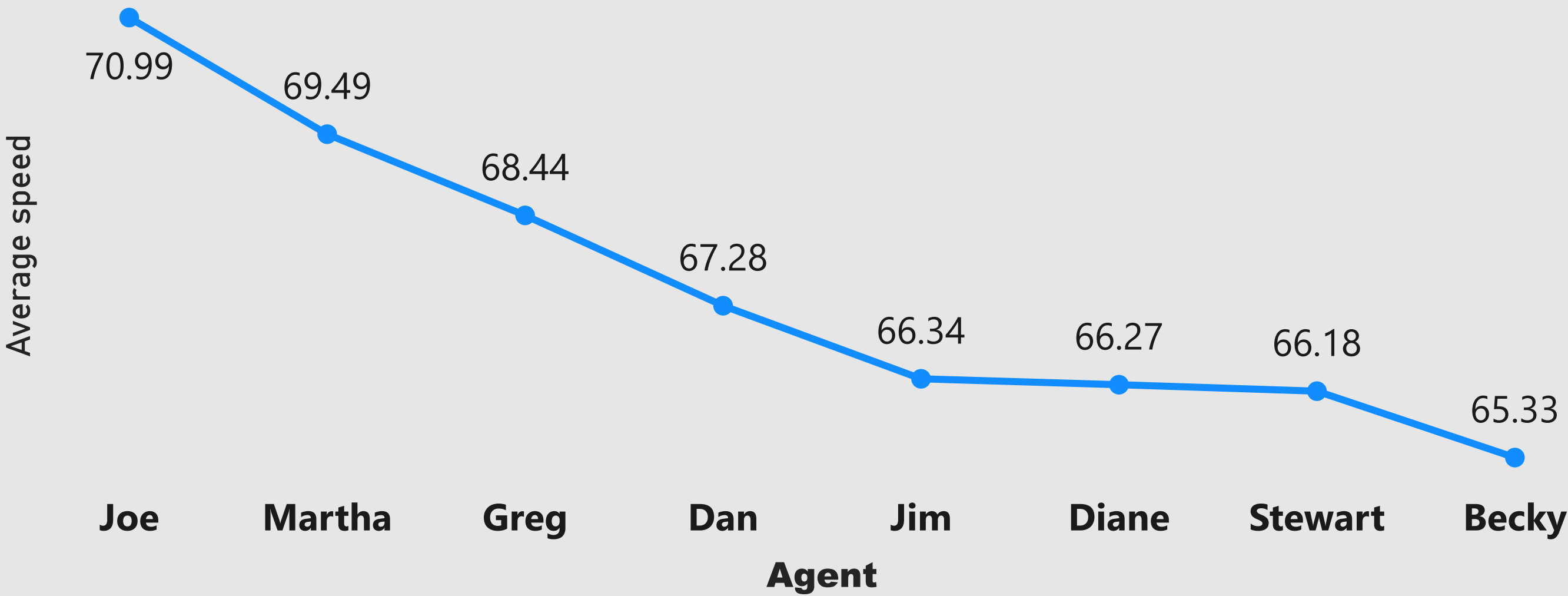
Average
satisfaction rate

3.40

Topic Wise Report

Topic	Total Calls	Total Resolved cases	Total un-Resolved cases
Streaming	1022	749	273
Technical Support	1019	736	283
Payment related	1007	729	278
Admin Support	976	723	253
Contract related	976	709	267

Avg Speed of answering calls by Agents in secs



Agent Wise Report

Name of Agents	Total calls answered	Total calls not answered	Total Resolved cases	Avg Satisfaction rate	Average of Speed of answering calls(sec)
Diane	501	132	452	3.41	66.27
Jim	536	130	485	3.39	66.34
Martha	514	124	461	3.47	69.49
Greg	502	122	455	3.40	68.44
Becky	517	114	462	3.37	65.33
Dan	523	110	471	3.45	67.28
Joe	484	109	436	3.33	70.99
Stewart	477	105	424	3.40	66.18

Percentage distribution of Topic

