

# PWC CALL CENTRE

Max Sat\_Rating

5

Min Sat\_Rating

1

February

January

March

Total Calls

5000

Answered

4054

Abandoned

946

% Answered

81.08%

% Abandoned

18.92%

Avg Speed

Answered

67.52

Becky

Diane

Jim

Martha

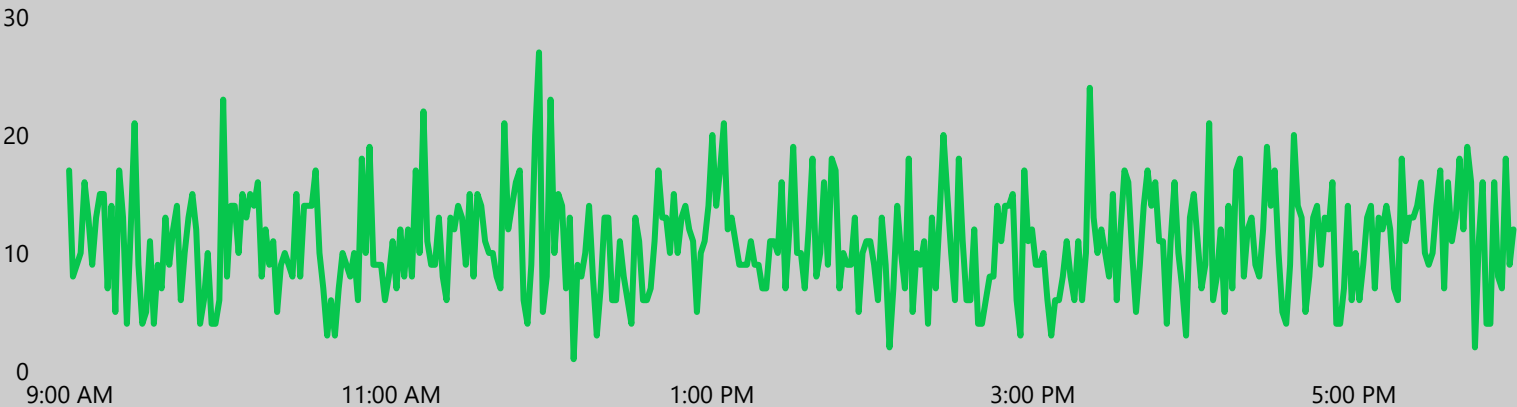
Dan

Greg

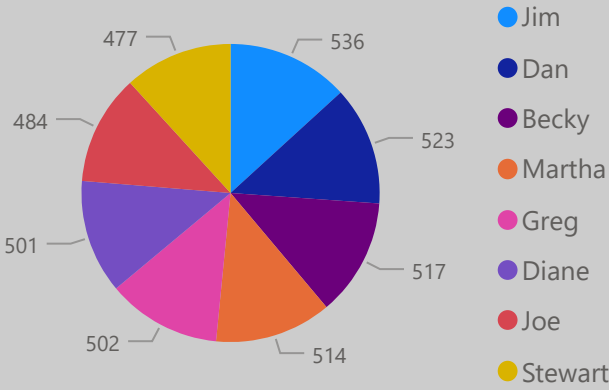
Joe

Stewart

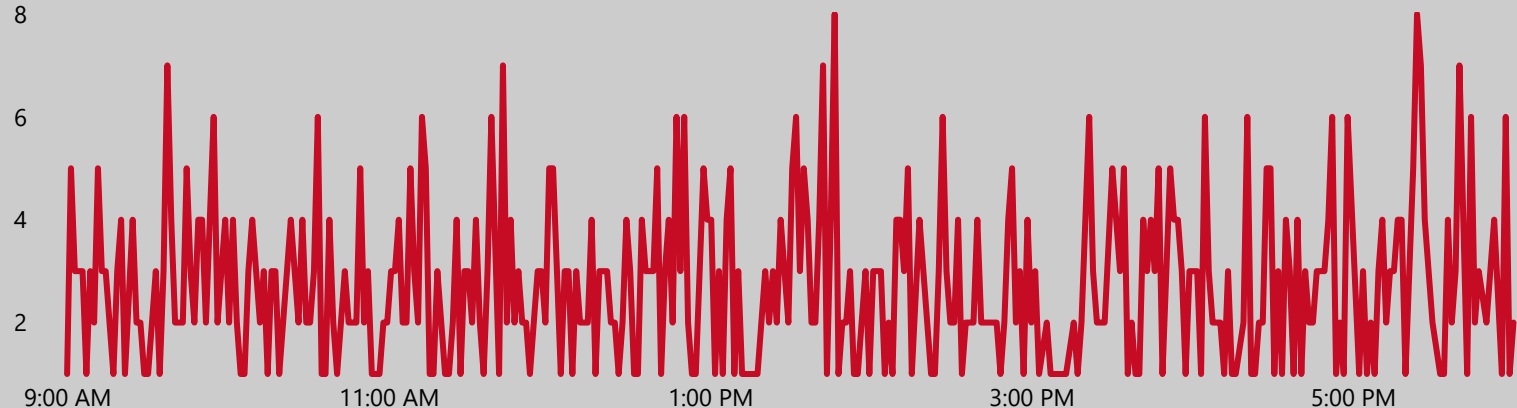
Total Call Answered/Hour



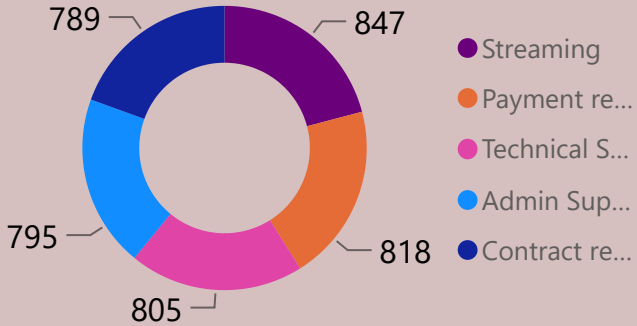
Total Answered by Agent



Total Call Abandoned/Hour



Total Answered by Topic



# PWC CALL CENTRE

Max Sat\_Rating

5

Min Sat\_Rating

1

February

January

March

Cases

5000

Resolved

3646

Not Resolved

1354

% Resolved

72.92%

%Not Resolved

27.08%

Avg Speed  
Answered

67.52

Becky

Diane

Jim

Martha

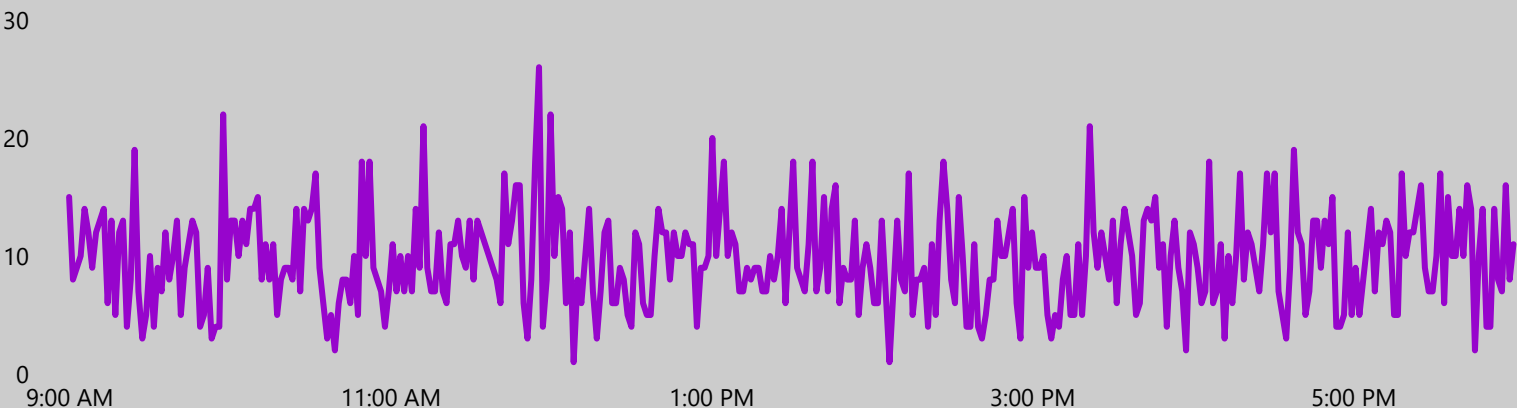
Dan

Greg

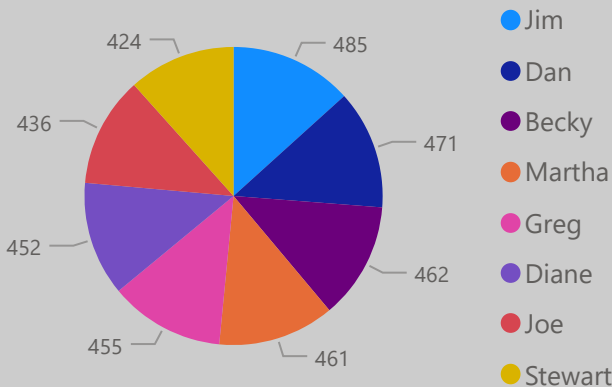
Joe

Stewart

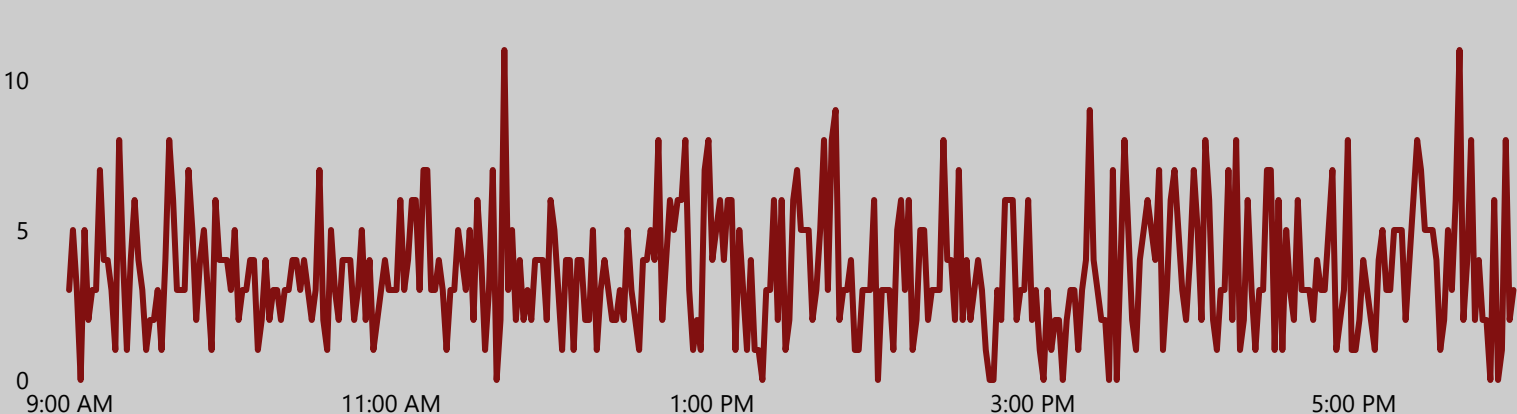
Resolved Cases/Hour



Total Resolved Cases by Agent



Not Resolved Cases/Hour



Total Resolved Cases by Topic

