

Call Centre Trends



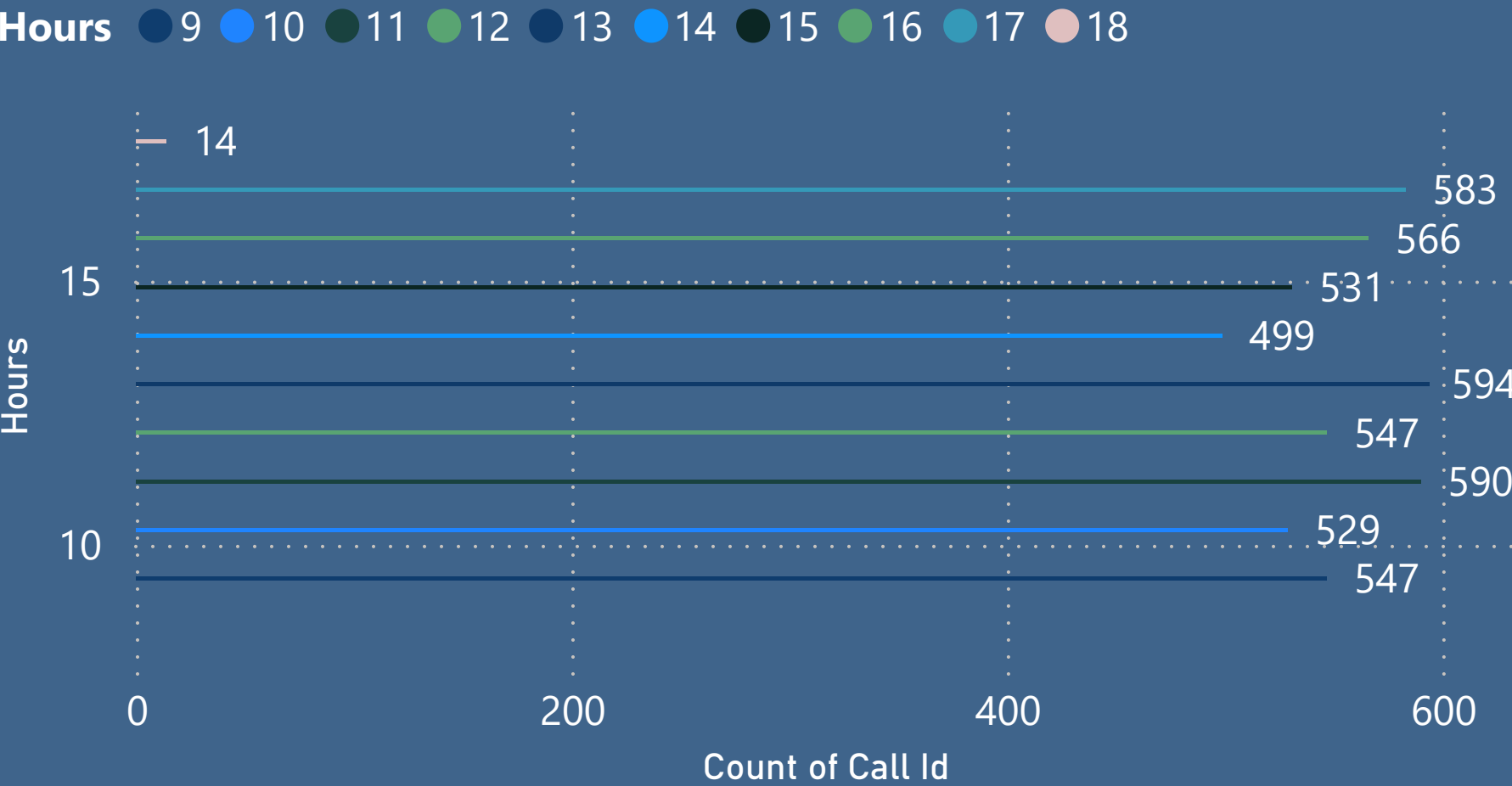
67.52

Average of Speed of answer in seconds

Overall customers satisfaction



Calls by Time



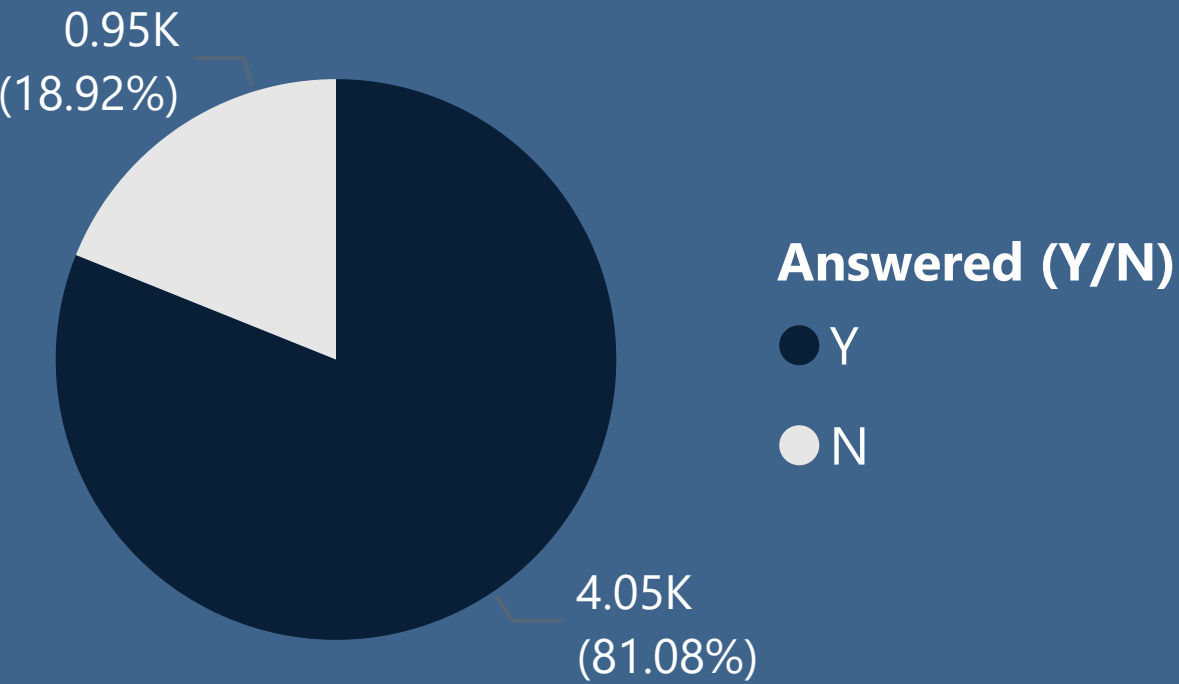
Resolved

N
Y

Date

1/1/2021 3/31/2021

Overall calls answered/abandoned



Count of answered/abandoned calls by agents

| | | | | |
|--------|-------|-------|-------|---------|
| Jim | | Diane | | Joe |
| Y 536 | N ... | Y 501 | N ... | Y 484 |
| Martha | | Becky | | Stewart |
| Y 514 | N ... | Y 517 | N... | Y 477 |
| Dan | | Greg | | |
| Y 523 | N... | Y 502 | N ... | |

Average speed of answer

