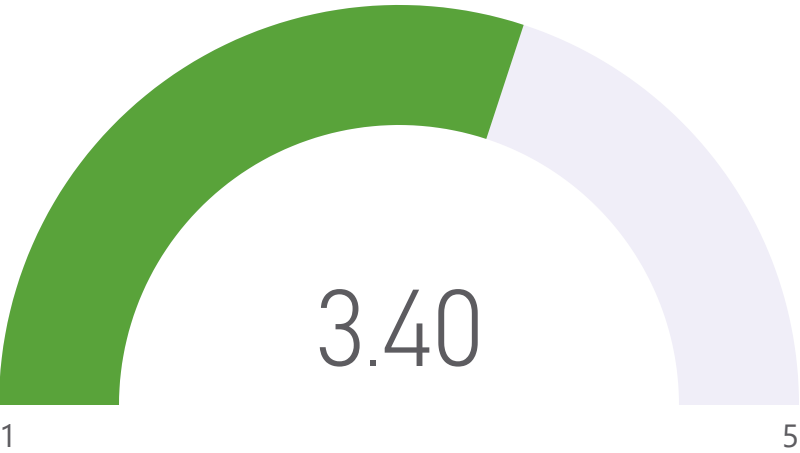


Call Centre Trends

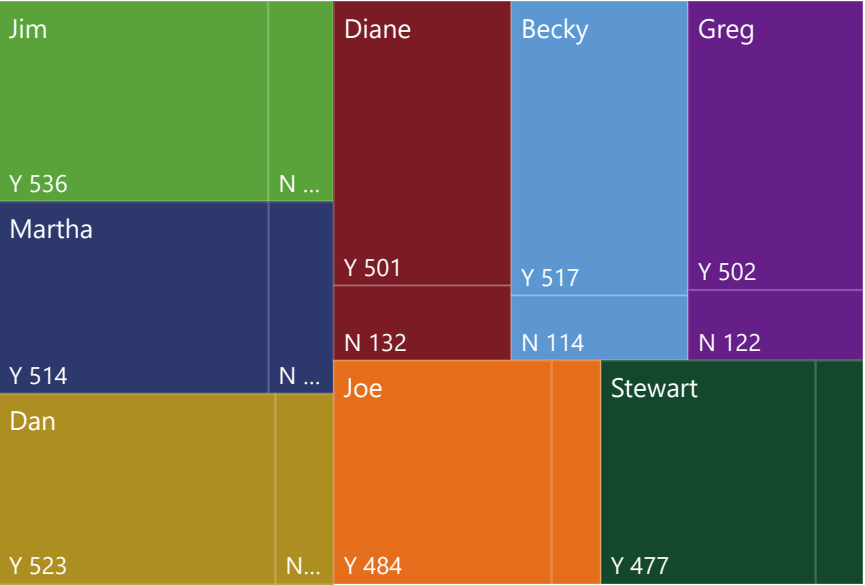
67.52

Average of Speed of answer in seconds

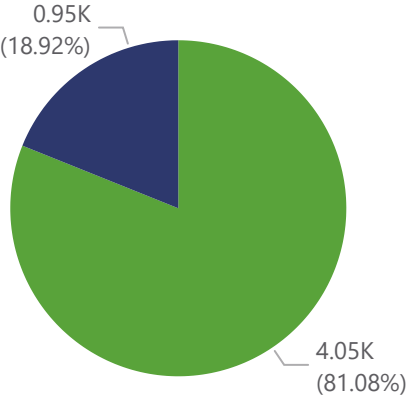
Overall customers satisfaction



Count of answered/abandoned calls by agents



Overall calls answered/abandoned

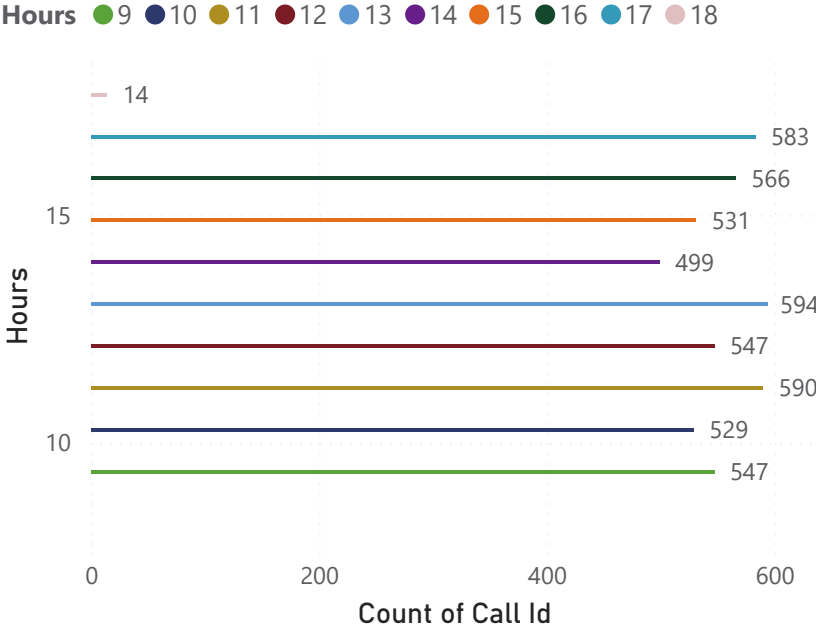


Answered (Y/N)

Y

N

Calls by Time



Average speed of answer

