

Call Center Trends

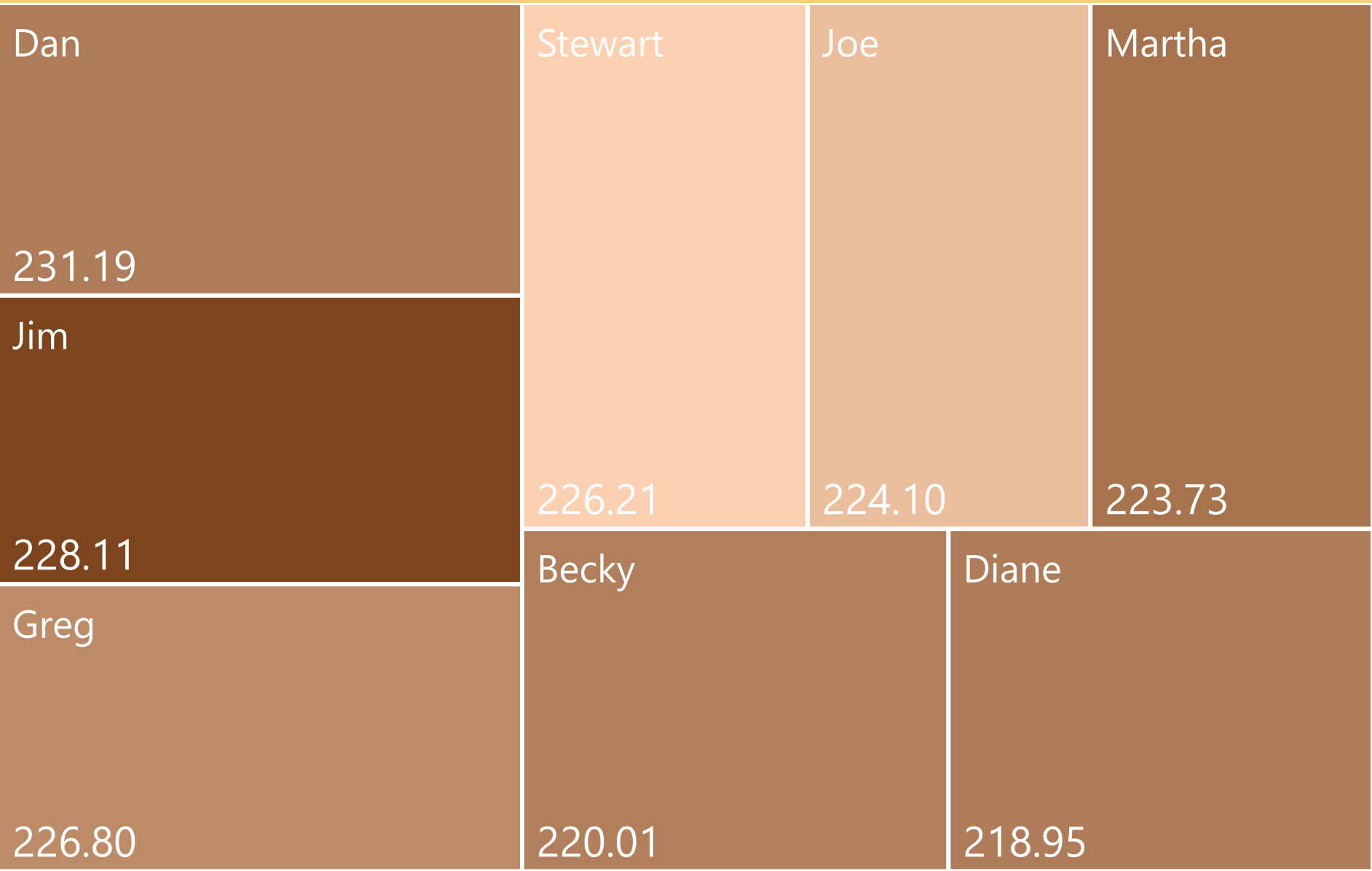
3.40

Average of Satisfaction Rating

67.52

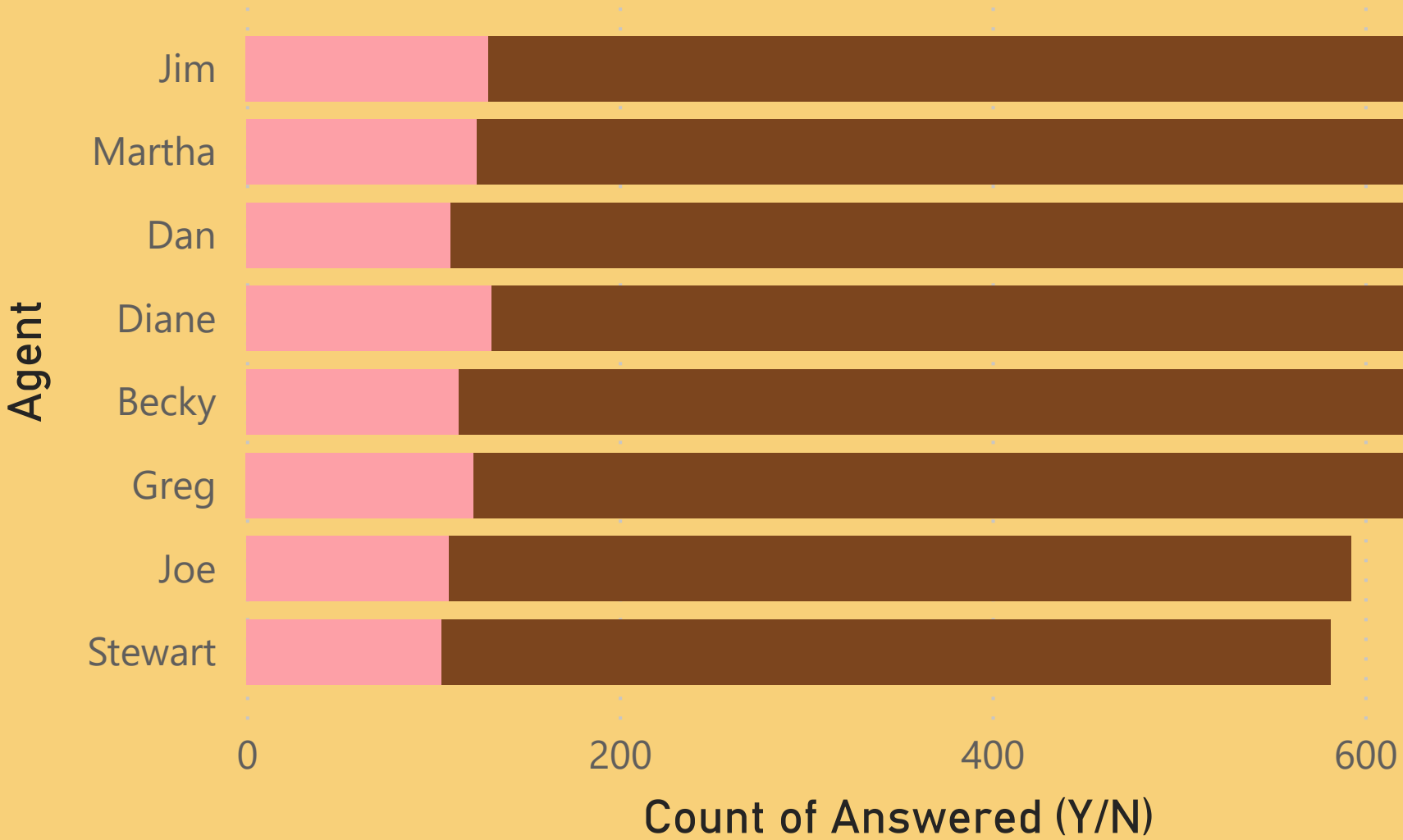
Average of Speed of Answer(sec)

Average Duration Calls in Seconds by Agent

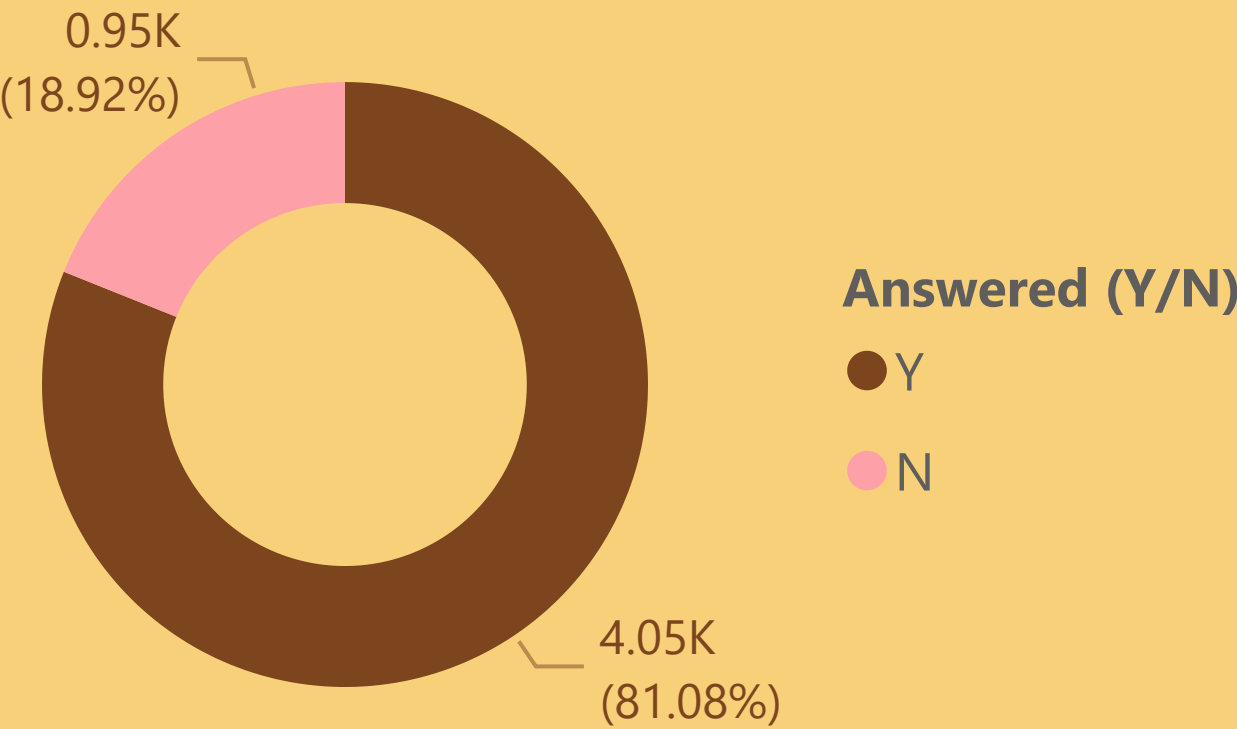


Number of Answered Calls by Agent and Answered (Y/N)

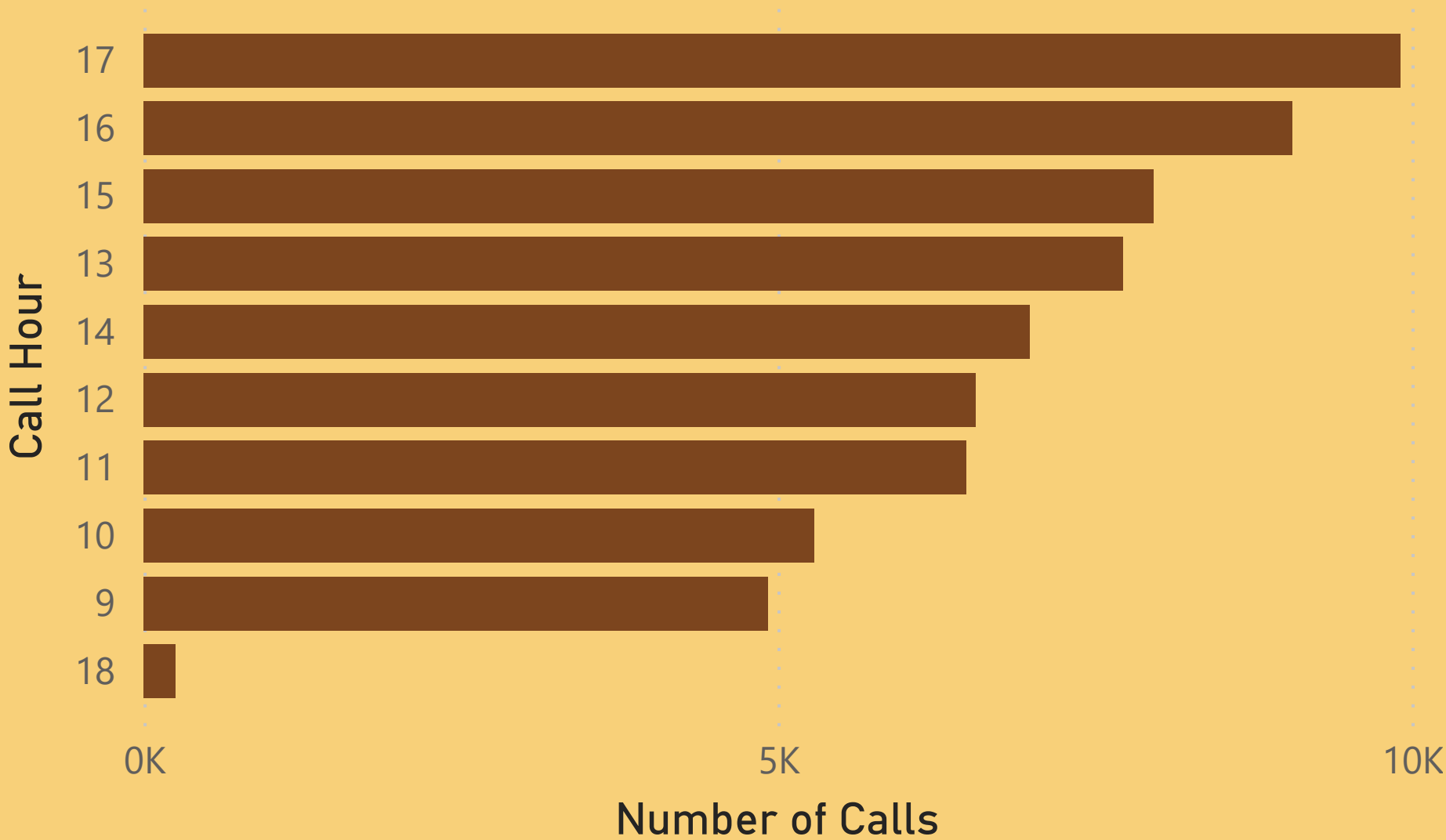
Answered (Y/N) ● N ● Y



Answered Calls



Number of Calls by Time



Resolved Versus Non Resolved Issues

