

Call Centre Trends - phoneNow

Total Incoming Calls

5000

Overall Calls Answered

4054

Total Call Duration
(in Hours)

219

Average Call Duration
(in minutes)

3.2

Average speed of answer
(in sec)

67.5

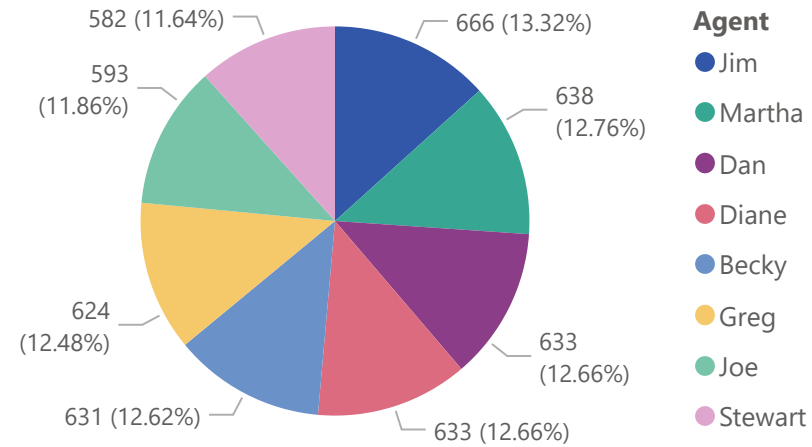
Overall Calls Abandoned

946

Overall Satisfaction Score

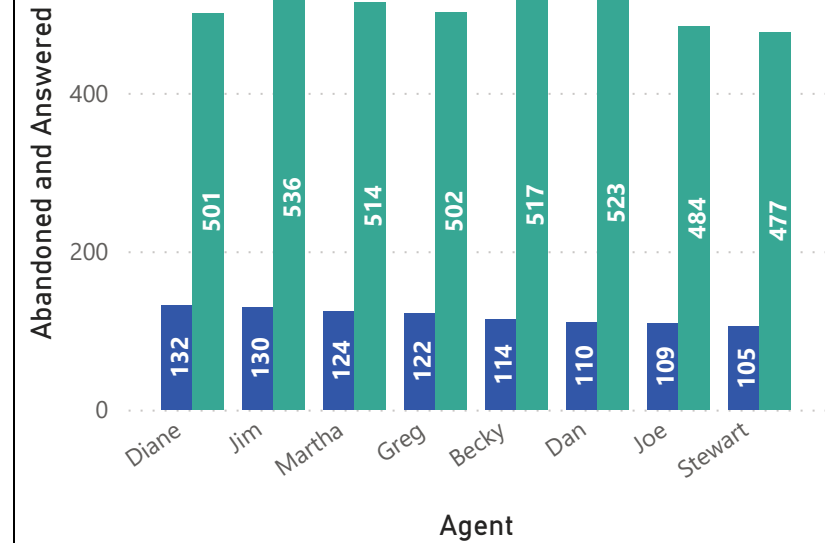


Total Calls by Agent



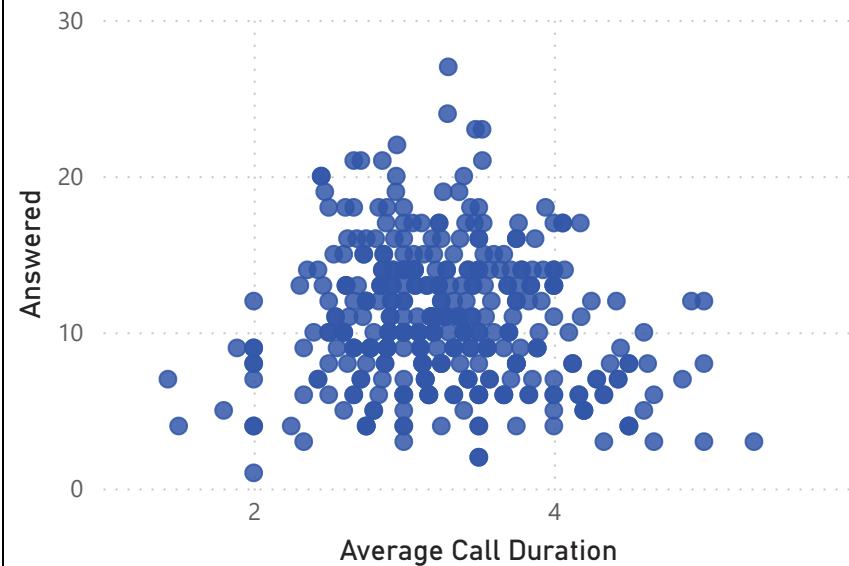
Abandoned and Answered by Agent

Abandoned Answered



Agent's performance quadrant

Average Call Duration and Answered by Time



Answered and Abandoned by Topic

Answered Abandoned

