



Year

All

Month

All

Agent

All

Topic

All

Resolved

All

Reset

Call Centre Trends

Total Calls

5000

Total Calls Answered

4054

Total Calls Unanswered

946

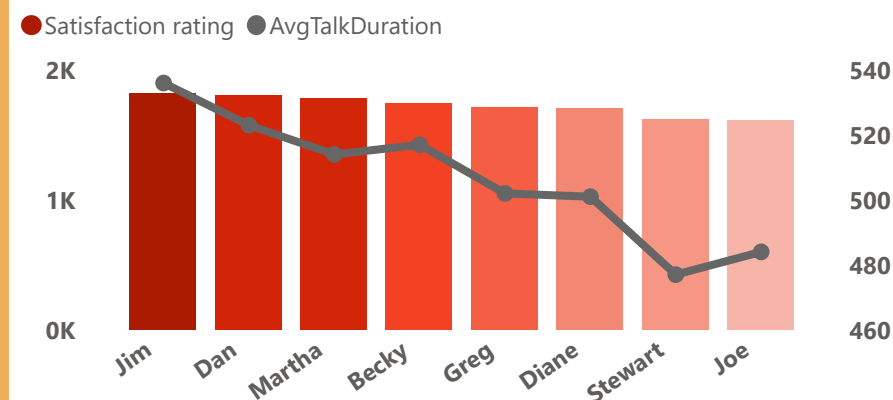
Average speed of calls

54.75

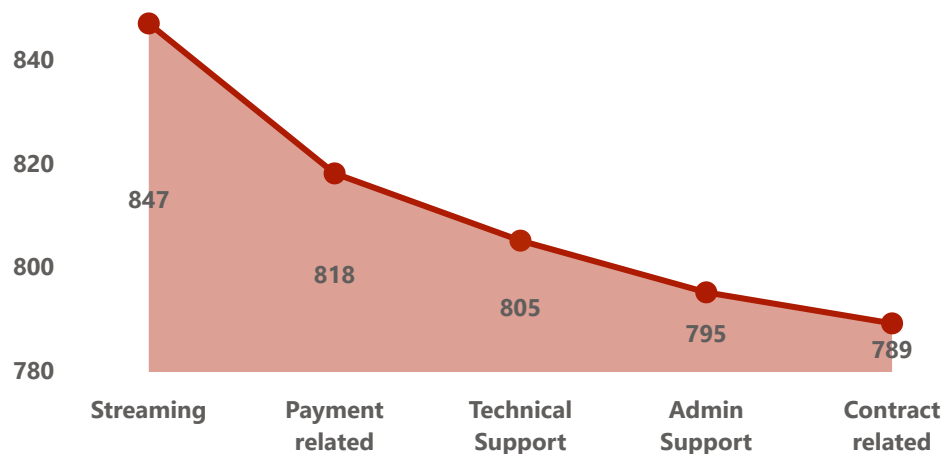
Agents Performance

Answered (Y/N)	Becky	Dan	Diane	Greg	Jim	Joe	Martha	Stewart
<input type="checkbox"/> Call Answered	517	523	501	502	536	484	514	477
Queries Resolved	462	471	452	455	485	436	461	424
Queries Unresolved	55	52	49	47	51	48	53	53
<input checked="" type="checkbox"/> Calls Abandoned	114	110	132	122	130	109	124	105
Total	631	633	633	624	666	593	638	582

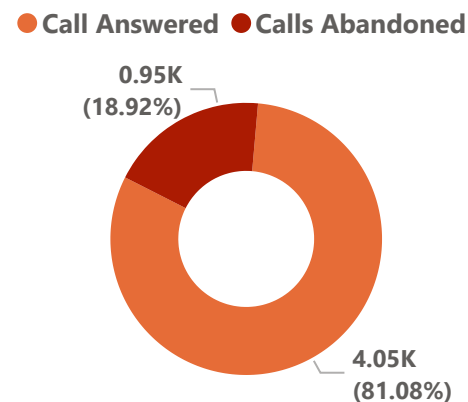
Satisfaction rating based on Call Duration



Average Talk Duration By Topic



Calls Answered Vs Calls Abandoned



Overall Customer Satisfaction

