

CALL CENTRE PERFORMANCE REPORT

Total Call Calls Answered Calls Rejected

5000 4054 946

Date

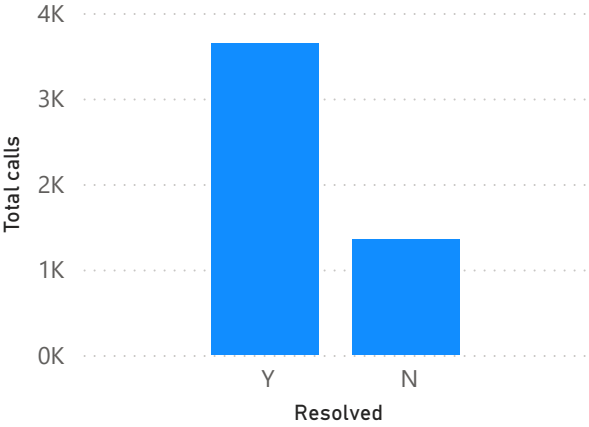
1/1/2021

3/31/2021

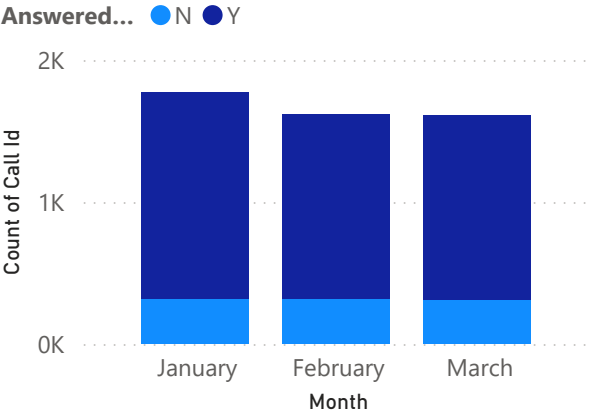
Topic

All

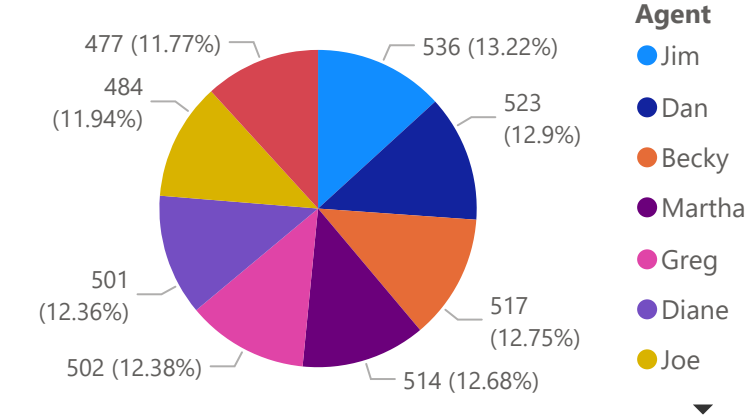
Total Calls Resolved Yes vs No



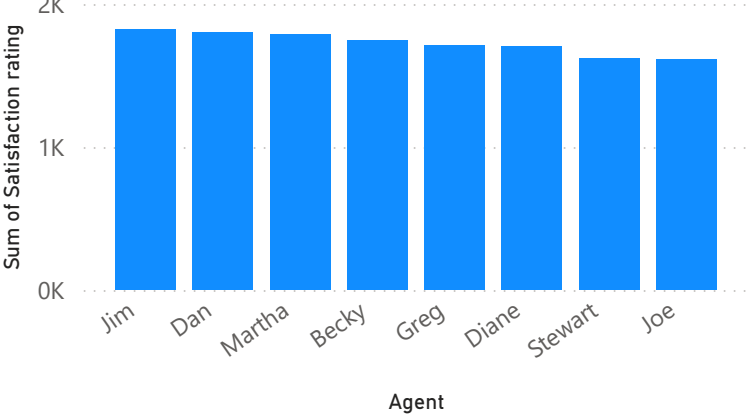
Call Per Month



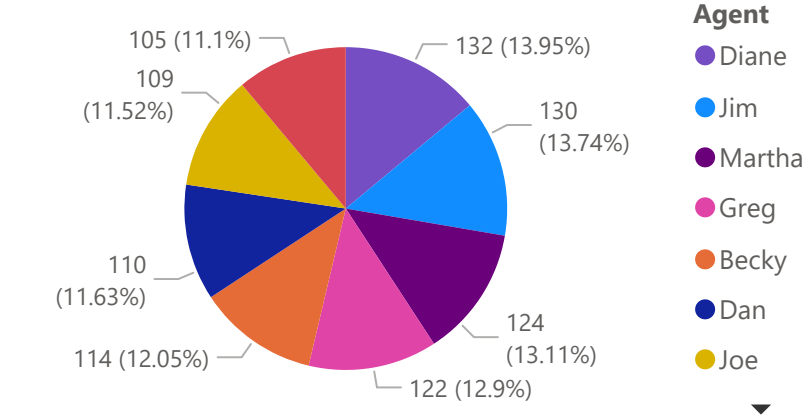
Call Answered by Agent



Sum of Satisfaction rating by Agent



Call Rejected by Agent



Total calls by Topic

