

98975

Total Number of Calls

87297

Total Number of Calls Within SLA

11678

Total Number of Calls Outside SLA

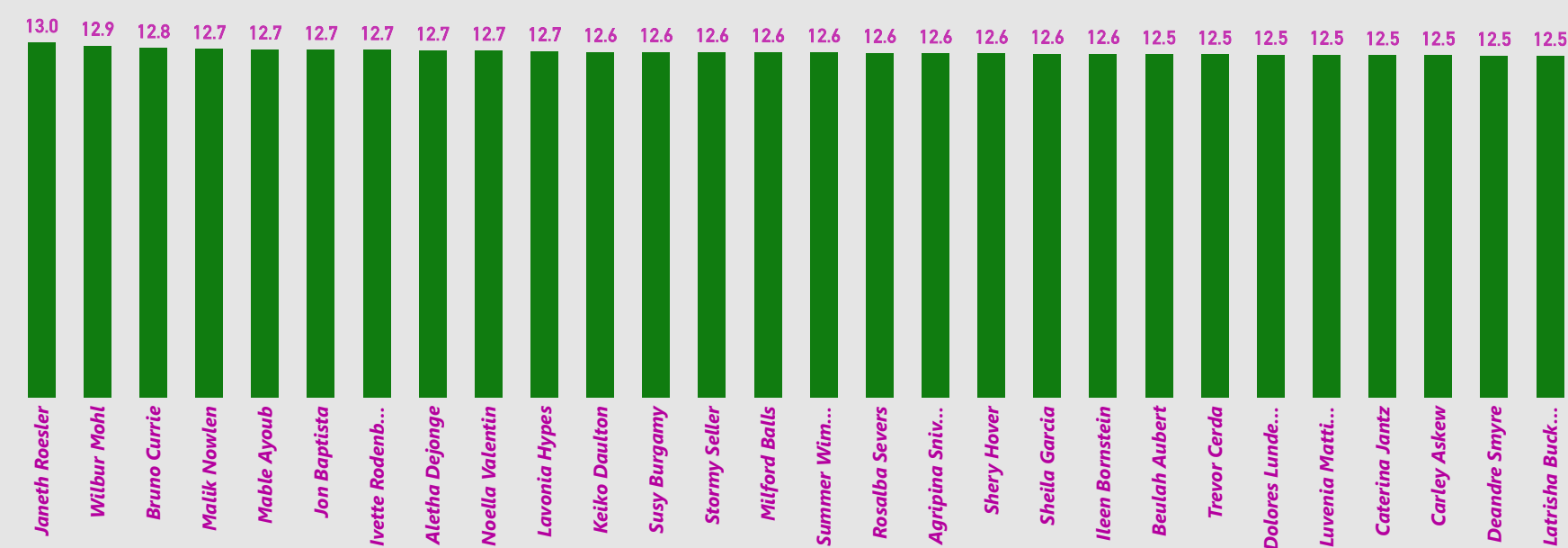
88.20%

Percentage of Calls Within SLA

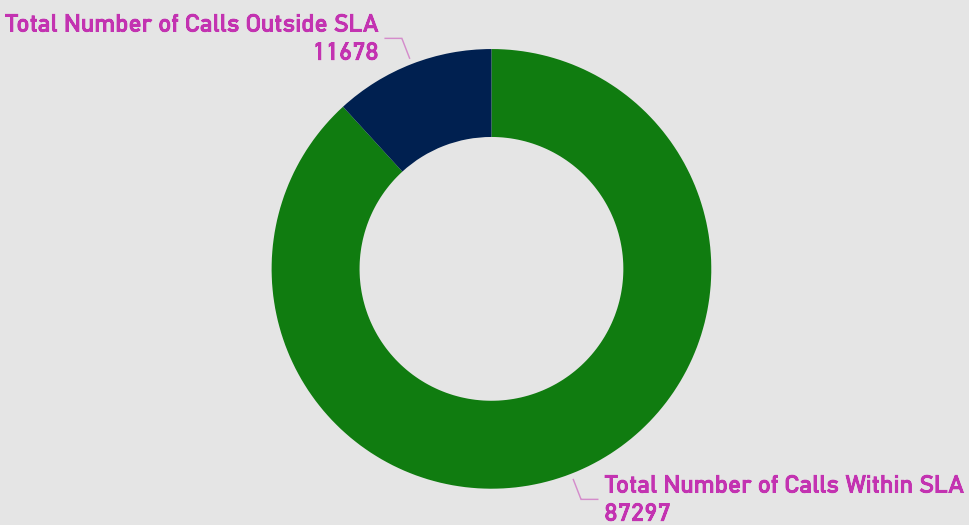
11.80%

Percentage of Calls Outside SLA

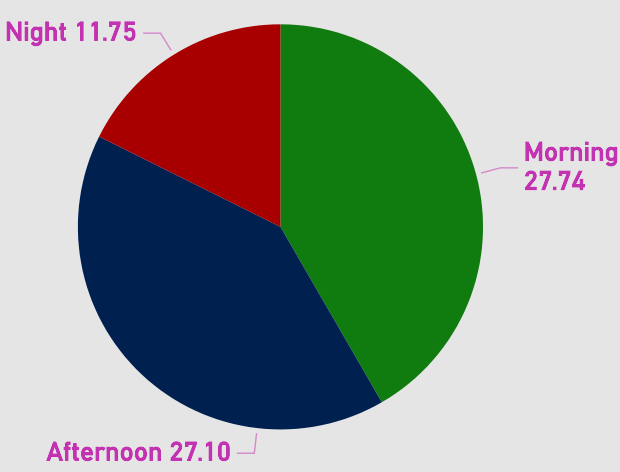
Average Call Time by Employee Name



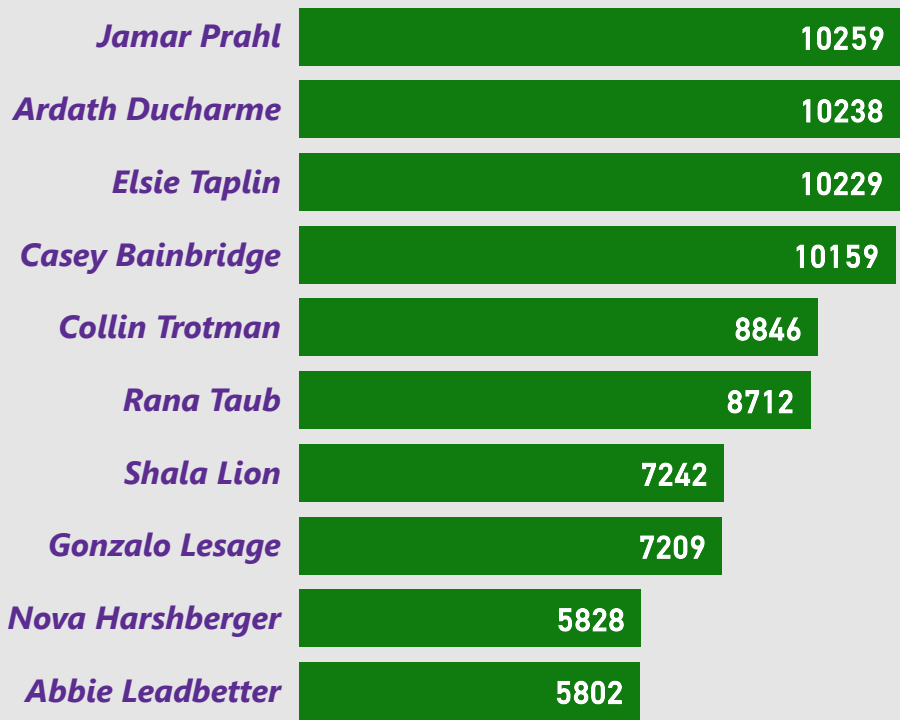
Total Number of Calls Within SLA and Total Number of Calls Outside SLA



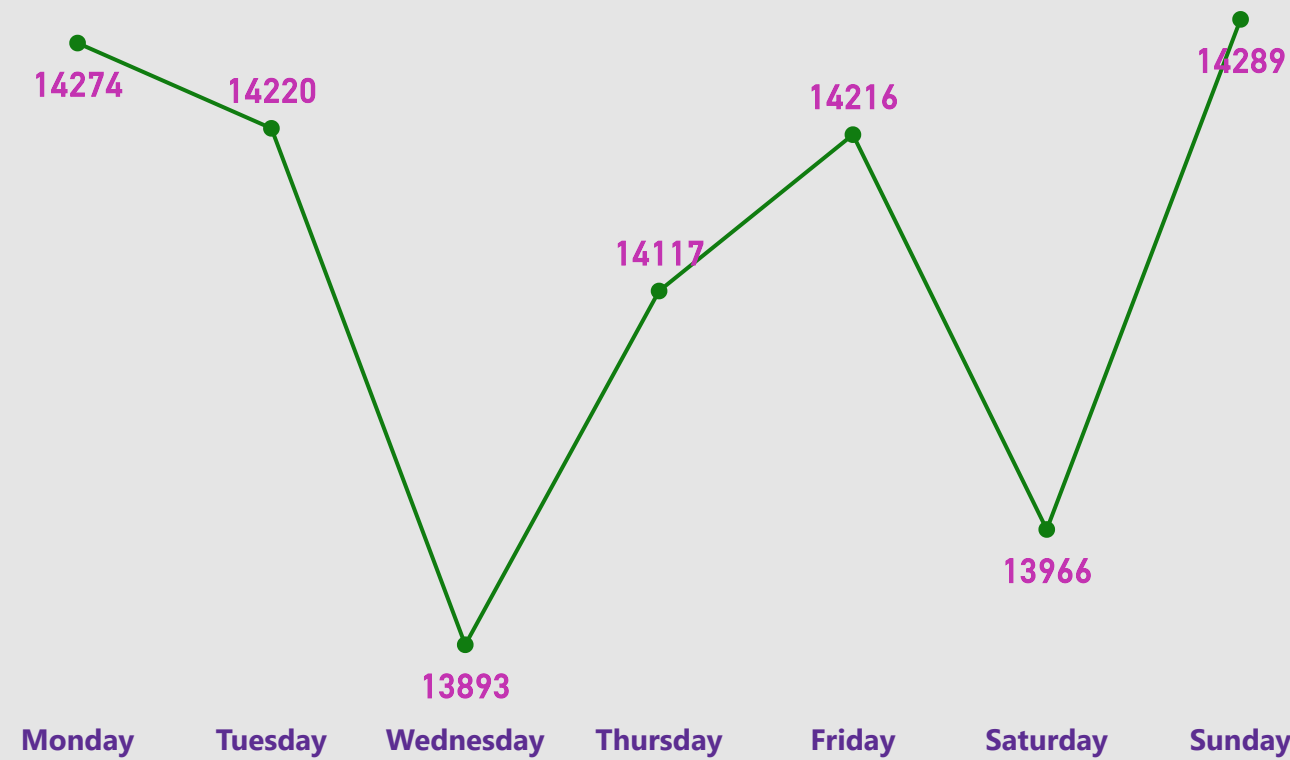
Average Waiting Time by Time Classification



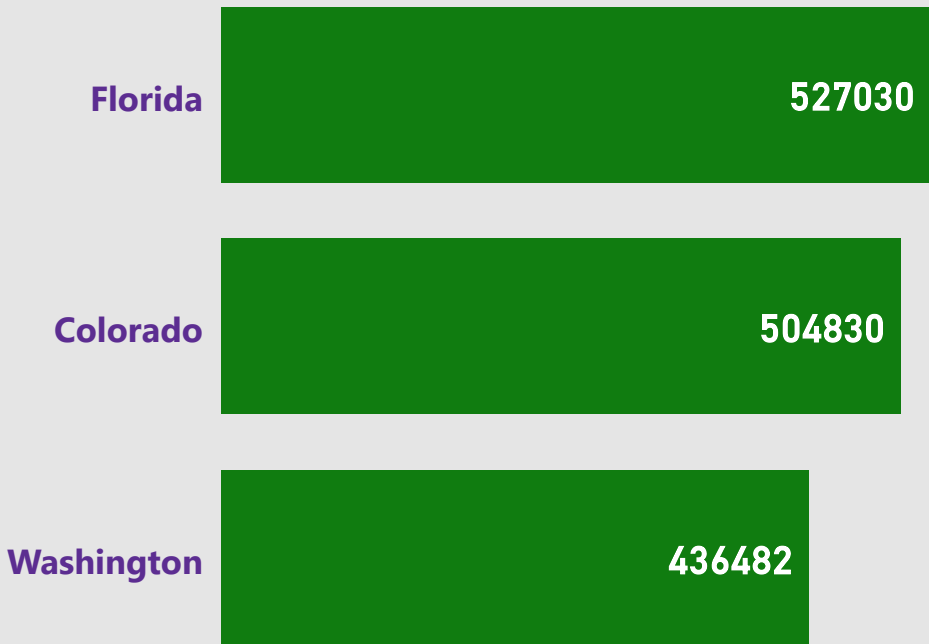
Manager's Team who answered most calls



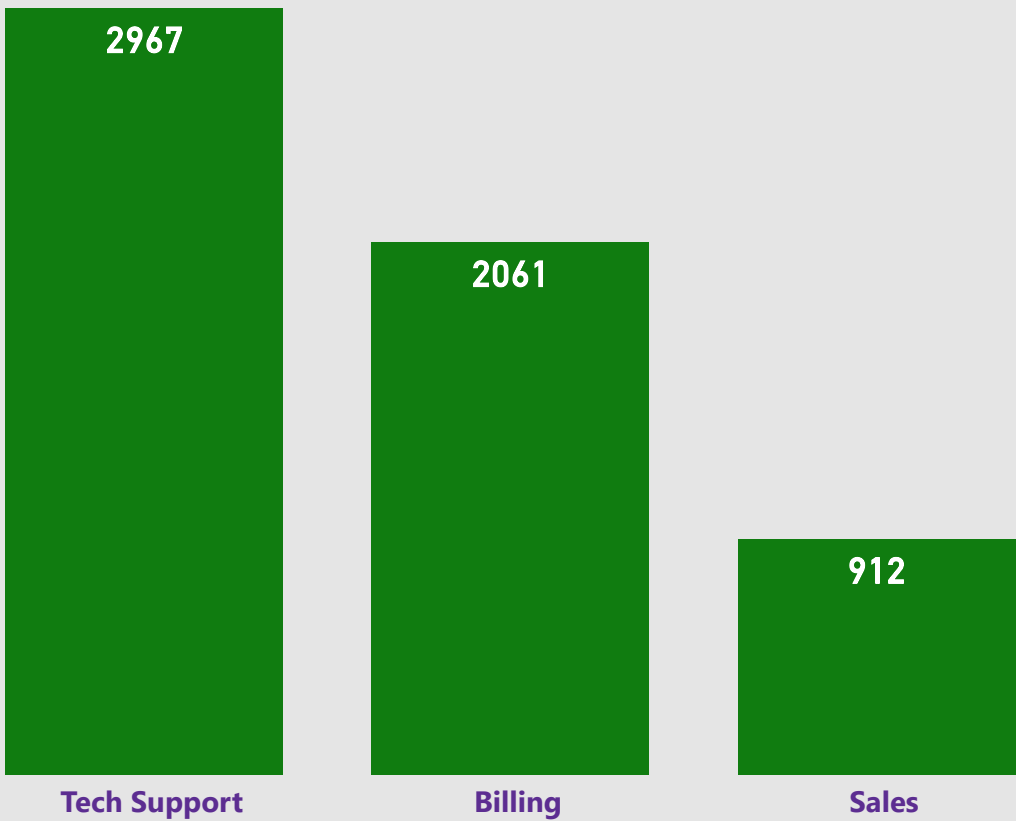
Total Number of Calls by Week Day



Revenue Generated by each State



Calls Abandoned by Call Type



Percentage of calls answered Within SLA by each Employee



Average Waiting Time before Call Aband...

Call Type ●Billing ●Sales ●Tech Support

