CloudTalk - Mitsis Group Analytics

## Date range: 08/01/2024 00:00:00 - 11/01/2024 23:59:59

This report was generated on 12/01/2024 09:51:47 automatically by the Mitsis Group Business Analytics team.  
Note that all times are depicted in "seconds".

#### General Statistics

* Total Answered calls retrieved: **135**
* Total Missed calls retrieved: **239**
* Total Calls that failed to be retrieved through API: **22**
* Top agent in terms of total **answered** calls: **Ilias Papaioannou**
* Top agent/site in terms of total **unanswered** calls: **Blue Domes**
* Top hour in terms of most **unanswered** calls: **10:00**

# 1. Agent Statistics (incl. Internal Calls)

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Agent id** | **Agent name** | **Calls** | **Avg talking time** | **Avg waiting time** | **Avg total time** | **Total talking time** | **Total waiting time** | **Total time** | **Answered calls** | **Missed calls** |
| 291513 | Tasos Ftaklas | 7 | 204.29 | 12.71 | 307.0 | 1430.0 | 89.0 | 1535.0 | 6 | 1 |
| 291517 | Rosana Passaris | 14 | 171.86 | 10.57 | 206.92 | 2406.0 | 148.0 | 2690.0 | 13 | 1 |
| 291519 | Antonis Kolidakis | 9 | 135.0 | 23.22 | 192.12 | 1215.0 | 209.0 | 1537.0 | 6 | 3 |
| 291521 | Despoina Gonou | 13 | 139.77 | 11.15 | 172.0 | 1817.0 | 145.0 | 2064.0 | 12 | 1 |
| 291527 | Eleni Kastelloriziou | 1 | 0.0 | 9.0 | 9.0 | 0.0 | 9.0 | 9.0 | 0 | 1 |
| 291529 | Aristea Vrachnaki | 6 | 45.67 | 14.33 | 72.5 | 274.0 | 86.0 | 435.0 | 6 | 0 |
| 291533 | Christina Diakonikola | 4 | 174.5 | 26.0 | 220.0 | 698.0 | 104.0 | 880.0 | 3 | 1 |
| 291535 | Maria Fegkou | 2 | 202.0 | 12.5 | 233.5 | 404.0 | 25.0 | 467.0 | 2 | 0 |
| 291537 | Maria Grigoriou | 1 | 249.0 | 28.0 | 277.0 | 249.0 | 28.0 | 277.0 | 1 | 0 |
| 291543 | Christina Vereraki | 19 | 126.89 | 13.68 | 192.57 | 2411.0 | 260.0 | 2696.0 | 11 | 8 |
| 291549 | Giorgos Mandalakis | 5 | 134.4 | 10.0 | 187.5 | 672.0 | 50.0 | 750.0 | 4 | 1 |
| 291551 | Kostas Drakopoulos | 4 | 153.5 | 16.5 | 323.0 | 614.0 | 66.0 | 646.0 | 4 | 0 |
| 298513 | Tsampika Spanou | 12 | 140.83 | 16.0 | 189.56 | 1690.0 | 192.0 | 1706.0 | 10 | 2 |
| 298523 | Ilias Papaioannou | 49 | 207.82 | 15.8 | 203.43 | 10183.0 | 774.0 | 7120.0 | 45 | 4 |
| 298983 | Christina Karagianni | 1 | 73.0 | 8.0 | 103.0 | 73.0 | 8.0 | 103.0 | 1 | 0 |
| 298985 | Alexandros Chruysikopoulos | 15 | 85.4 | 15.87 | 161.67 | 1281.0 | 238.0 | 1455.0 | 11 | 4 |
| 999 | Alila | 7 | 0.0 | 26.57 | 26.57 | 0.0 | 186.0 | 186.0 | 0 | 7 |
| 999 | Blue Domes | 54 | 0.0 | 2.43 | 12.25 | 0.0 | 131.0 | 625.0 | 0 | 54 |
| 999 | Cretan Village | 2 | 0.0 | 20.0 | 20.0 | 0.0 | 40.0 | 40.0 | 0 | 2 |
| 999 | Faliraki | 1 | 0.0 | 20.0 | 20.0 | 0.0 | 20.0 | 20.0 | 0 | 1 |
| 999 | Grand Hotel | 14 | 0.0 | 22.86 | 22.86 | 0.0 | 320.0 | 320.0 | 0 | 14 |
| 999 | HR | 5 | 0.0 | 20.0 | 20.0 | 0.0 | 100.0 | 100.0 | 0 | 5 |
| 999 | La Vita | 1 | 0.0 | 0.0 | nan | 0.0 | 0.0 | 0.0 | 0 | 1 |
| 999 | Laguna | 39 | 1.05 | 15.77 | 35.79 | 41.0 | 615.0 | 1360.0 | 2 | 37 |
| 999 | Lindos Memories | 2 | 0.0 | 0.0 | 28.0 | 0.0 | 0.0 | 28.0 | 0 | 2 |
| 999 | Other (Airport Reps) | 34 | 0.0 | 28.26 | 29.12 | 0.0 | 961.0 | 961.0 | 0 | 34 |
| 999 | Petit Palais | 4 | 0.0 | 0.0 | 21.67 | 0.0 | 0.0 | 65.0 | 0 | 4 |
| 999 | Ramira | 11 | 0.0 | 13.18 | 18.12 | 0.0 | 145.0 | 145.0 | 0 | 11 |
| 999 | Reservations | 1 | 0.0 | 0.0 | nan | 0.0 | 0.0 | 0.0 | 0 | 1 |
| 999 | Rinela | 9 | 0.0 | 23.33 | 23.33 | 0.0 | 210.0 | 210.0 | 0 | 9 |
| 999 | Rodos Maris | 13 | 0.0 | 14.23 | 18.5 | 0.0 | 185.0 | 185.0 | 0 | 13 |
| 999 | Rodos Village | 6 | 0.0 | 15.83 | 15.83 | 0.0 | 95.0 | 95.0 | 0 | 6 |
| 999 | Royal Mare | 4 | 0.0 | 13.75 | 18.33 | 0.0 | 55.0 | 55.0 | 0 | 4 |
| 999 | Summer Palace | 1 | 0.0 | 30.0 | 30.0 | 0.0 | 30.0 | 30.0 | 0 | 1 |
| 999 | Warehouse | 4 | 0.0 | 0.0 | nan | 0.0 | 0.0 | 0.0 | 0 | 4 |

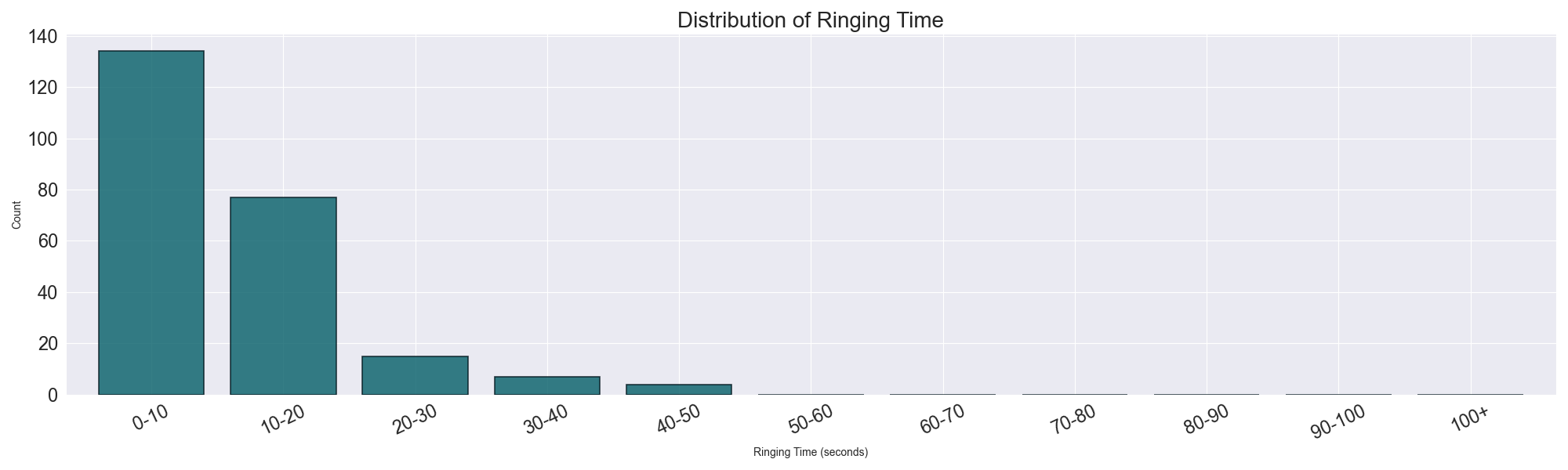
# 2. Agent Statistics (excl. Internal Calls)

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Agent id** | **Agent name** | **Calls** | **Avg talking time** | **Avg waiting time** | **Avg total time** | **Total talking time** | **Total waiting time** | **Total time** | **Answered calls** | **Missed calls** |
| 291513 | Tasos Ftaklas | 5 | 280.4 | 13.6 | 307.0 | 1402.0 | 68.0 | 1535.0 | 4 | 1 |
| 291517 | Rosana Passaris | 14 | 171.86 | 10.57 | 206.92 | 2406.0 | 148.0 | 2690.0 | 13 | 1 |
| 291519 | Antonis Kolidakis | 8 | 148.38 | 24.75 | 192.12 | 1187.0 | 198.0 | 1537.0 | 5 | 3 |
| 291521 | Despoina Gonou | 13 | 139.77 | 11.15 | 172.0 | 1817.0 | 145.0 | 2064.0 | 12 | 1 |
| 291527 | Eleni Kastelloriziou | 1 | 0.0 | 9.0 | 9.0 | 0.0 | 9.0 | 9.0 | 0 | 1 |
| 291529 | Aristea Vrachnaki | 6 | 45.67 | 14.33 | 72.5 | 274.0 | 86.0 | 435.0 | 6 | 0 |
| 291533 | Christina Diakonikola | 4 | 174.5 | 26.0 | 220.0 | 698.0 | 104.0 | 880.0 | 3 | 1 |
| 291535 | Maria Fegkou | 2 | 202.0 | 12.5 | 233.5 | 404.0 | 25.0 | 467.0 | 2 | 0 |
| 291537 | Maria Grigoriou | 1 | 249.0 | 28.0 | 277.0 | 249.0 | 28.0 | 277.0 | 1 | 0 |
| 291543 | Christina Vereraki | 17 | 139.18 | 14.29 | 192.57 | 2366.0 | 243.0 | 2696.0 | 10 | 7 |
| 291549 | Giorgos Mandalakis | 4 | 156.0 | 9.0 | 187.5 | 624.0 | 36.0 | 750.0 | 3 | 1 |
| 291551 | Kostas Drakopoulos | 2 | 282.0 | 11.0 | 323.0 | 564.0 | 22.0 | 646.0 | 2 | 0 |
| 298513 | Tsampika Spanou | 11 | 127.09 | 16.82 | 189.56 | 1398.0 | 185.0 | 1706.0 | 9 | 2 |
| 298523 | Ilias Papaioannou | 49 | 207.82 | 15.8 | 203.43 | 10183.0 | 774.0 | 7120.0 | 45 | 4 |
| 298983 | Christina Karagianni | 1 | 73.0 | 8.0 | 103.0 | 73.0 | 8.0 | 103.0 | 1 | 0 |
| 298985 | Alexandros Chruysikopoulos | 12 | 102.25 | 11.25 | 161.67 | 1227.0 | 135.0 | 1455.0 | 9 | 3 |
| 999 | Alila | 7 | 0.0 | 26.57 | 26.57 | 0.0 | 186.0 | 186.0 | 0 | 7 |
| 999 | Blue Domes | 54 | 0.0 | 2.43 | 12.25 | 0.0 | 131.0 | 625.0 | 0 | 54 |
| 999 | Cretan Village | 2 | 0.0 | 20.0 | 20.0 | 0.0 | 40.0 | 40.0 | 0 | 2 |
| 999 | Faliraki | 1 | 0.0 | 20.0 | 20.0 | 0.0 | 20.0 | 20.0 | 0 | 1 |
| 999 | Grand Hotel | 14 | 0.0 | 22.86 | 22.86 | 0.0 | 320.0 | 320.0 | 0 | 14 |
| 999 | HR | 5 | 0.0 | 20.0 | 20.0 | 0.0 | 100.0 | 100.0 | 0 | 5 |
| 999 | La Vita | 1 | 0.0 | 0.0 | nan | 0.0 | 0.0 | 0.0 | 0 | 1 |
| 999 | Laguna | 39 | 1.05 | 15.77 | 35.79 | 41.0 | 615.0 | 1360.0 | 2 | 37 |
| 999 | Lindos Memories | 2 | 0.0 | 0.0 | 28.0 | 0.0 | 0.0 | 28.0 | 0 | 2 |
| 999 | Other (Airport Reps) | 34 | 0.0 | 28.26 | 29.12 | 0.0 | 961.0 | 961.0 | 0 | 34 |
| 999 | Petit Palais | 4 | 0.0 | 0.0 | 21.67 | 0.0 | 0.0 | 65.0 | 0 | 4 |
| 999 | Ramira | 11 | 0.0 | 13.18 | 18.12 | 0.0 | 145.0 | 145.0 | 0 | 11 |
| 999 | Reservations | 1 | 0.0 | 0.0 | nan | 0.0 | 0.0 | 0.0 | 0 | 1 |
| 999 | Rinela | 9 | 0.0 | 23.33 | 23.33 | 0.0 | 210.0 | 210.0 | 0 | 9 |
| 999 | Rodos Maris | 13 | 0.0 | 14.23 | 18.5 | 0.0 | 185.0 | 185.0 | 0 | 13 |
| 999 | Rodos Village | 6 | 0.0 | 15.83 | 15.83 | 0.0 | 95.0 | 95.0 | 0 | 6 |
| 999 | Royal Mare | 4 | 0.0 | 13.75 | 18.33 | 0.0 | 55.0 | 55.0 | 0 | 4 |
| 999 | Summer Palace | 1 | 0.0 | 30.0 | 30.0 | 0.0 | 30.0 | 30.0 | 0 | 1 |
| 999 | Warehouse | 4 | 0.0 | 0.0 | nan | 0.0 | 0.0 | 0.0 | 0 | 4 |

# 3. Unanswered unique number calls per agent (except internal)

|  |  |  |
| --- | --- | --- |
| **Agent id** | **Agent name** | **Unanswered uniqcount** |
| 291513 | Tasos Ftaklas | 1 |
| 291517 | Rosana Passaris | 1 |
| 291519 | Antonis Kolidakis | 3 |
| 291521 | Despoina Gonou | 1 |
| 291527 | Eleni Kastelloriziou | 1 |
| 291533 | Christina Diakonikola | 1 |
| 291543 | Christina Vereraki | 8 |
| 291549 | Giorgos Mandalakis | 1 |
| 298513 | Tsampika Spanou | 2 |
| 298523 | Ilias Papaioannou | 4 |
| 298985 | Alexandros Chruysikopoulos | 4 |
| 999 | Alila | 7 |
| 999 | Blue Domes | 54 |
| 999 | Cretan Village | 2 |
| 999 | Faliraki | 1 |
| 999 | Grand Hotel | 14 |
| 999 | HR | 5 |
| 999 | La Vita | 1 |
| 999 | Laguna | 37 |
| 999 | Lindos Memories | 2 |
| 999 | Other (Airport Reps) | 34 |
| 999 | Petit Palais | 4 |
| 999 | Ramira | 11 |
| 999 | Reservations | 1 |
| 999 | Rinela | 9 |
| 999 | Rodos Maris | 13 |
| 999 | Rodos Village | 6 |
| 999 | Royal Mare | 4 |
| 999 | Summer Palace | 1 |
| 999 | Warehouse | 4 |

# 4. Distribution of unanswered calls per ring time (0-10s, 10-20s, etc.)



# 5. Distribution of unanswered calls per hour and agent

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Agent id** | **Agent name** | **0** | **8** | **9** | **10** | **11** | **12** | **13** | **14** | **15** | **16** | **17** | **18** | **19** | **20** | **21** | **22** | **Total** |
| 291513 | Tasos Ftaklas | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| 291517 | Rosana Passaris | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| 291519 | Antonis Kolidakis | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| 291521 | Despoina Gonou | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| 291527 | Eleni Kastelloriziou | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| 291533 | Christina Diakonikola | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| 291543 | Christina Vereraki | 0 | 0 | 0 | 1 | 1 | 1 | 2 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 8 |
| 291549 | Giorgos Mandalakis | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| 298513 | Tsampika Spanou | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| 298523 | Ilias Papaioannou | 0 | 0 | 1 | 1 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 |
| 298985 | Alexandros Chruysikopoulos | 0 | 0 | 1 | 1 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 |
| 999 | Alila | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 2 | 0 | 0 | 1 | 2 | 0 | 0 | 0 | 0 | 7 |
| 999 | Blue Domes | 0 | 1 | 10 | 19 | 3 | 5 | 5 | 5 | 4 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 54 |
| 999 | Cretan Village | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| 999 | Faliraki | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 |
| 999 | Grand Hotel | 0 | 2 | 1 | 2 | 0 | 1 | 2 | 1 | 2 | 2 | 0 | 0 | 1 | 0 | 0 | 0 | 14 |
| 999 | HR | 0 | 0 | 0 | 1 | 1 | 1 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 |
| 999 | La Vita | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| 999 | Laguna | 2 | 4 | 1 | 2 | 6 | 2 | 5 | 2 | 1 | 2 | 2 | 4 | 3 | 0 | 0 | 1 | 37 |
| 999 | Lindos Memories | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| 999 | Other (Airport Reps) | 0 | 0 | 1 | 4 | 1 | 8 | 1 | 0 | 2 | 5 | 1 | 6 | 3 | 1 | 1 | 0 | 34 |
| 999 | Petit Palais | 0 | 0 | 0 | 0 | 1 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 |
| 999 | Ramira | 0 | 0 | 0 | 2 | 0 | 1 | 1 | 2 | 0 | 3 | 1 | 1 | 0 | 0 | 0 | 0 | 11 |
| 999 | Reservations | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| 999 | Rinela | 0 | 0 | 0 | 0 | 0 | 3 | 2 | 0 | 1 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 9 |
| 999 | Rodos Maris | 0 | 0 | 0 | 0 | 1 | 3 | 0 | 2 | 0 | 1 | 0 | 5 | 1 | 0 | 0 | 0 | 13 |
| 999 | Rodos Village | 0 | 1 | 0 | 0 | 1 | 2 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 6 |
| 999 | Royal Mare | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 1 | 0 | 4 |
| 999 | Summer Palace | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| 999 | Warehouse | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 4 |

# 6. Distribution of unanswered calls per hour and agent (Plots)

