CloudTalk - Mitsis Group Analytics

## Date range: 11/11/2024 00:00:00 - 18/11/2024 16:56:21

This report was generated on 18/11/2024 16:59:23 automatically by the Mitsis Group Business Analytics team.  
Note that all times are depicted in "seconds".

#### General Statistics

* Total Answered calls retrieved: **150**
* Total Missed calls retrieved: **754**
* Total Calls that failed to be retrieved through API: **1**
* Top agent in terms of total **answered** calls: **Chrysanthi Sykioti**
* Top agent/site in terms of total **unanswered** calls: **Other (Airport Reps)**
* 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 | 19 | 275.63 | 8.84 | 295.79 | 5237.0 | 168.0 | 5620.0 | 18 | 1 |
| 291517 | Rosana Passaris | 2 | 281.5 | 18.0 | 409.0 | 563.0 | 36.0 | 409.0 | 2 | 0 |
| 291519 | Antonis Kolidakis | 3 | 82.0 | 5.33 | 99.67 | 246.0 | 16.0 | 299.0 | 2 | 1 |
| 291525 | Chrysanthi Sykioti | 59 | 190.37 | 7.47 | 207.1 | 11232.0 | 441.0 | 12012.0 | 56 | 3 |
| 291529 | Aristea Vrachnaki | 9 | 103.44 | 13.33 | 124.11 | 931.0 | 120.0 | 1117.0 | 8 | 1 |
| 291533 | Christina Diakonikola | 1 | 289.0 | 12.0 | 326.0 | 289.0 | 12.0 | 326.0 | 1 | 0 |
| 291543 | Christina Vereraki | 12 | 43.0 | 20.08 | 89.62 | 516.0 | 241.0 | 717.0 | 3 | 9 |
| 291545 | Eleftheria Chourda | 4 | 77.75 | 10.0 | 104.25 | 311.0 | 40.0 | 417.0 | 3 | 1 |
| 291549 | Giorgos Mandalakis | 3 | 13.67 | 9.67 | 40.33 | 41.0 | 29.0 | 121.0 | 2 | 1 |
| 291551 | Kostas Drakopoulos | 2 | 33.5 | 14.0 | 107.0 | 67.0 | 28.0 | 107.0 | 1 | 1 |
| 299319 | Galini reception | 56 | 140.82 | 7.54 | 158.18 | 7886.0 | 422.0 | 8858.0 | 54 | 2 |
| 999 | Alila | 29 | 0.0 | 23.41 | 15.0 | 0.0 | 679.0 | 30.0 | 0 | 29 |
| 999 | Blue Domes | 87 | 27.17 | 9.62 | 47.55 | 2364.0 | 837.0 | 4042.0 | 19 | 68 |
| 999 | Cretan Village | 6 | 105.5 | 25.67 | 126.6 | 633.0 | 154.0 | 633.0 | 5 | 1 |
| 999 | Faliraki | 11 | 129.18 | 27.18 | 355.25 | 1421.0 | 299.0 | 1421.0 | 4 | 7 |
| 999 | Family Village | 3 | 0.0 | 0.0 | nan | 0.0 | 0.0 | 0.0 | 0 | 3 |
| 999 | Galini | 107 | 23.38 | 13.93 | 56.27 | 2502.0 | 1490.0 | 2532.0 | 44 | 63 |
| 999 | Grand Hotel | 6 | 0.0 | 23.5 | nan | 0.0 | 141.0 | 0.0 | 0 | 6 |
| 999 | HR | 22 | 0.0 | 16.36 | 18.95 | 0.0 | 360.0 | 360.0 | 0 | 22 |
| 999 | IT | 1 | 0.0 | 18.0 | nan | 0.0 | 18.0 | 0.0 | 0 | 1 |
| 999 | La Vita | 10 | 17.7 | 11.8 | 40.4 | 177.0 | 118.0 | 404.0 | 1 | 9 |
| 999 | Laguna | 130 | 20.25 | 15.37 | 43.74 | 2632.0 | 1998.0 | 5336.0 | 37 | 93 |
| 999 | Norida | 4 | 0.0 | 34.5 | nan | 0.0 | 138.0 | 0.0 | 0 | 4 |
| 999 | Other (Airport Reps) | 210 | 0.0 | 29.1 | 29.1 | 0.0 | 6111.0 | 6111.0 | 0 | 210 |
| 999 | Petit Palais | 24 | 0.0 | 6.21 | 23.91 | 0.0 | 149.0 | 526.0 | 0 | 24 |
| 999 | Ramira | 3 | 0.0 | 47.67 | nan | 0.0 | 143.0 | 0.0 | 0 | 3 |
| 999 | Rinela | 23 | 81.17 | 20.22 | 93.35 | 1867.0 | 465.0 | 1867.0 | 20 | 3 |
| 999 | Rodos Maris | 12 | 0.0 | 19.58 | nan | 0.0 | 235.0 | 0.0 | 0 | 12 |
| 999 | Rodos Village | 12 | 142.42 | 6.83 | 244.14 | 1709.0 | 82.0 | 1709.0 | 7 | 5 |
| 999 | Royal Mare | 12 | 54.25 | 40.0 | 133.2 | 651.0 | 480.0 | 666.0 | 4 | 8 |
| 999 | Summer Palace | 6 | 61.0 | 19.5 | 366.0 | 366.0 | 117.0 | 366.0 | 1 | 5 |
| 999 | Warehouse | 16 | 0.0 | 0.0 | nan | 0.0 | 0.0 | 0.0 | 0 | 16 |

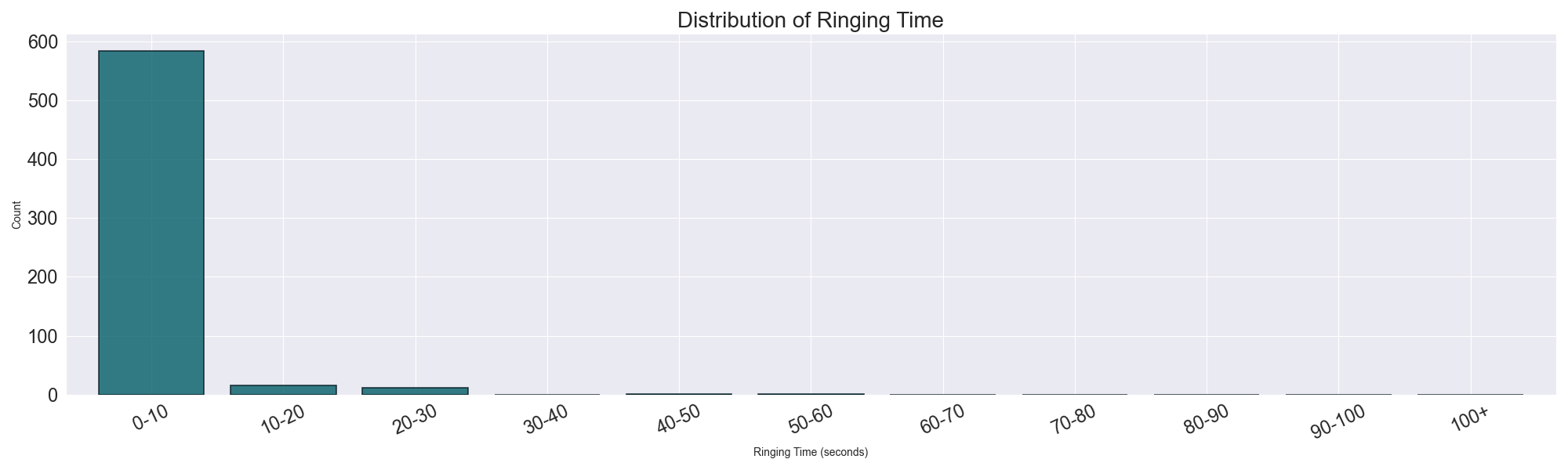
# 2. Agent Statistics (excl. Internal Calls)

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **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 | 19 | 275.63 | 8.84 | 295.79 | 5237.0 | 168.0 | 5620.0 | 18 | 1 |
| 291517 | Rosana Passaris | 2 | 281.5 | 18.0 | 409.0 | 563.0 | 36.0 | 409.0 | 2 | 0 |
| 291519 | Antonis Kolidakis | 3 | 82.0 | 5.33 | 99.67 | 246.0 | 16.0 | 299.0 | 2 | 1 |
| 291525 | Chrysanthi Sykioti | 59 | 190.37 | 7.47 | 207.1 | 11232.0 | 441.0 | 12012.0 | 56 | 3 |
| 291529 | Aristea Vrachnaki | 9 | 103.44 | 13.33 | 124.11 | 931.0 | 120.0 | 1117.0 | 8 | 1 |
| 291533 | Christina Diakonikola | 1 | 289.0 | 12.0 | 326.0 | 289.0 | 12.0 | 326.0 | 1 | 0 |
| 291543 | Christina Vereraki | 12 | 43.0 | 20.08 | 89.62 | 516.0 | 241.0 | 717.0 | 3 | 9 |
| 291545 | Eleftheria Chourda | 4 | 77.75 | 10.0 | 104.25 | 311.0 | 40.0 | 417.0 | 3 | 1 |
| 291549 | Giorgos Mandalakis | 3 | 13.67 | 9.67 | 40.33 | 41.0 | 29.0 | 121.0 | 2 | 1 |
| 291551 | Kostas Drakopoulos | 2 | 33.5 | 14.0 | 107.0 | 67.0 | 28.0 | 107.0 | 1 | 1 |
| 299319 | Galini reception | 56 | 140.82 | 7.54 | 158.18 | 7886.0 | 422.0 | 8858.0 | 54 | 2 |
| 999 | Alila | 29 | 0.0 | 23.41 | 15.0 | 0.0 | 679.0 | 30.0 | 0 | 29 |
| 999 | Blue Domes | 87 | 27.17 | 9.62 | 47.55 | 2364.0 | 837.0 | 4042.0 | 19 | 68 |
| 999 | Cretan Village | 6 | 105.5 | 25.67 | 126.6 | 633.0 | 154.0 | 633.0 | 5 | 1 |
| 999 | Faliraki | 11 | 129.18 | 27.18 | 355.25 | 1421.0 | 299.0 | 1421.0 | 4 | 7 |
| 999 | Family Village | 3 | 0.0 | 0.0 | nan | 0.0 | 0.0 | 0.0 | 0 | 3 |
| 999 | Galini | 107 | 23.38 | 13.93 | 56.27 | 2502.0 | 1490.0 | 2532.0 | 44 | 63 |
| 999 | Grand Hotel | 6 | 0.0 | 23.5 | nan | 0.0 | 141.0 | 0.0 | 0 | 6 |
| 999 | HR | 22 | 0.0 | 16.36 | 18.95 | 0.0 | 360.0 | 360.0 | 0 | 22 |
| 999 | IT | 1 | 0.0 | 18.0 | nan | 0.0 | 18.0 | 0.0 | 0 | 1 |
| 999 | La Vita | 10 | 17.7 | 11.8 | 40.4 | 177.0 | 118.0 | 404.0 | 1 | 9 |
| 999 | Laguna | 130 | 20.25 | 15.37 | 43.74 | 2632.0 | 1998.0 | 5336.0 | 37 | 93 |
| 999 | Norida | 4 | 0.0 | 34.5 | nan | 0.0 | 138.0 | 0.0 | 0 | 4 |
| 999 | Other (Airport Reps) | 210 | 0.0 | 29.1 | 29.1 | 0.0 | 6111.0 | 6111.0 | 0 | 210 |
| 999 | Petit Palais | 24 | 0.0 | 6.21 | 23.91 | 0.0 | 149.0 | 526.0 | 0 | 24 |
| 999 | Ramira | 3 | 0.0 | 47.67 | nan | 0.0 | 143.0 | 0.0 | 0 | 3 |
| 999 | Rinela | 23 | 81.17 | 20.22 | 93.35 | 1867.0 | 465.0 | 1867.0 | 20 | 3 |
| 999 | Rodos Maris | 12 | 0.0 | 19.58 | nan | 0.0 | 235.0 | 0.0 | 0 | 12 |
| 999 | Rodos Village | 12 | 142.42 | 6.83 | 244.14 | 1709.0 | 82.0 | 1709.0 | 7 | 5 |
| 999 | Royal Mare | 12 | 54.25 | 40.0 | 133.2 | 651.0 | 480.0 | 666.0 | 4 | 8 |
| 999 | Summer Palace | 6 | 61.0 | 19.5 | 366.0 | 366.0 | 117.0 | 366.0 | 1 | 5 |
| 999 | Warehouse | 16 | 0.0 | 0.0 | nan | 0.0 | 0.0 | 0.0 | 0 | 16 |

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

|  |  |  |
| --- | --- | --- |
| **Agent id** | **Agent name** | **Unanswered uniqcount** |
| 291513 | Tasos Ftaklas | 1 |
| 291519 | Antonis Kolidakis | 1 |
| 291525 | Chrysanthi Sykioti | 3 |
| 291529 | Aristea Vrachnaki | 1 |
| 291543 | Christina Vereraki | 9 |
| 291545 | Eleftheria Chourda | 1 |
| 291549 | Giorgos Mandalakis | 1 |
| 291551 | Kostas Drakopoulos | 1 |
| 299319 | Galini reception | 2 |
| 999 | Alila | 29 |
| 999 | Blue Domes | 68 |
| 999 | Cretan Village | 1 |
| 999 | Faliraki | 7 |
| 999 | Family Village | 3 |
| 999 | Galini | 63 |
| 999 | Grand Hotel | 6 |
| 999 | HR | 22 |
| 999 | IT | 1 |
| 999 | La Vita | 9 |
| 999 | Laguna | 93 |
| 999 | Norida | 4 |
| 999 | Other (Airport Reps) | 210 |
| 999 | Petit Palais | 24 |
| 999 | Ramira | 3 |
| 999 | Rinela | 3 |
| 999 | Rodos Maris | 12 |
| 999 | Rodos Village | 5 |
| 999 | Royal Mare | 8 |
| 999 | Summer Palace | 5 |
| 999 | Warehouse | 16 |

# 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** | **6** | **7** | **8** | **9** | **10** | **11** | **12** | **13** | **14** | **15** | **16** | **17** | **18** | **19** | **20** | **21** | **22** | **Total** |
| 291513 | Tasos Ftaklas | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| 291519 | Antonis Kolidakis | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| 291525 | Chrysanthi Sykioti | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| 291529 | Aristea Vrachnaki | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| 291543 | Christina Vereraki | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 6 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 9 |
| 291545 | Eleftheria Chourda | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| 291549 | Giorgos Mandalakis | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| 291551 | Kostas Drakopoulos | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| 299319 | Galini reception | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| 999 | Alila | 0 | 0 | 1 | 3 | 10 | 4 | 5 | 2 | 0 | 0 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 1 | 29 |
| 999 | Blue Domes | 1 | 1 | 1 | 4 | 11 | 19 | 13 | 13 | 0 | 4 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 68 |
| 999 | Cretan Village | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| 999 | Faliraki | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 2 | 0 | 1 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 7 |
| 999 | Family Village | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| 999 | Galini | 0 | 1 | 1 | 5 | 14 | 8 | 2 | 1 | 1 | 7 | 1 | 1 | 8 | 2 | 3 | 6 | 1 | 1 | 63 |
| 999 | Grand Hotel | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 2 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 6 |
| 999 | HR | 0 | 0 | 1 | 1 | 2 | 5 | 3 | 1 | 3 | 5 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 22 |
| 999 | IT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| 999 | La Vita | 0 | 0 | 0 | 1 | 3 | 1 | 1 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 9 |
| 999 | Laguna | 0 | 0 | 0 | 16 | 18 | 31 | 4 | 11 | 2 | 5 | 1 | 3 | 1 | 1 | 0 | 0 | 0 | 0 | 93 |
| 999 | Norida | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 |
| 999 | Other (Airport Reps) | 0 | 1 | 7 | 29 | 26 | 41 | 27 | 19 | 18 | 14 | 7 | 11 | 1 | 3 | 3 | 0 | 0 | 3 | 210 |
| 999 | Petit Palais | 0 | 0 | 3 | 0 | 2 | 4 | 1 | 6 | 3 | 3 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 24 |
| 999 | Ramira | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| 999 | Rinela | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 3 |
| 999 | Rodos Maris | 0 | 0 | 0 | 0 | 0 | 3 | 3 | 0 | 1 | 2 | 2 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 12 |
| 999 | Rodos Village | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 5 |
| 999 | Royal Mare | 0 | 0 | 0 | 1 | 0 | 2 | 1 | 2 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 8 |
| 999 | Summer Palace | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 5 |
| 999 | Warehouse | 0 | 0 | 5 | 1 | 1 | 1 | 4 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 16 |

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

