

Call Center Data Analysis

Agent

Select all

Department

Select all

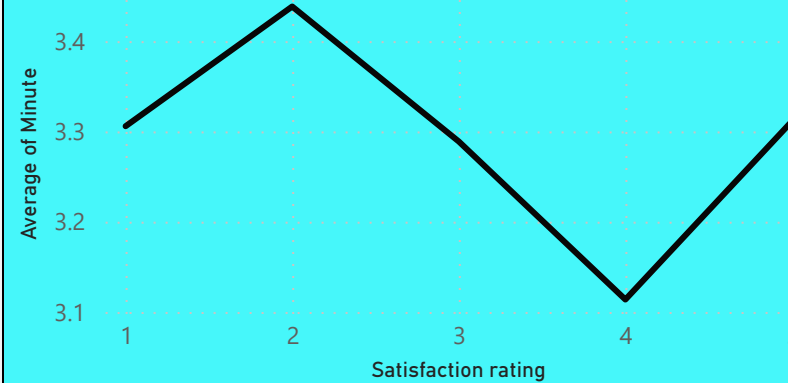
Total Calls

1772

Calls <180 sec

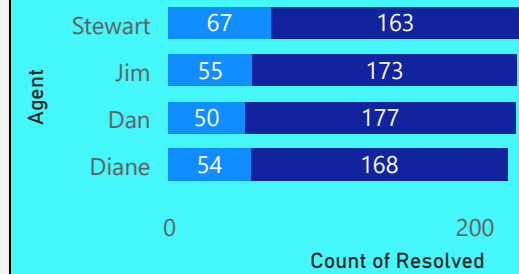
49.60%

Average Call minute by Satisfaction rating



Count of Query Resolved or not by Agent

Resolved ● N ● Y



Avg Call Minute

3.77

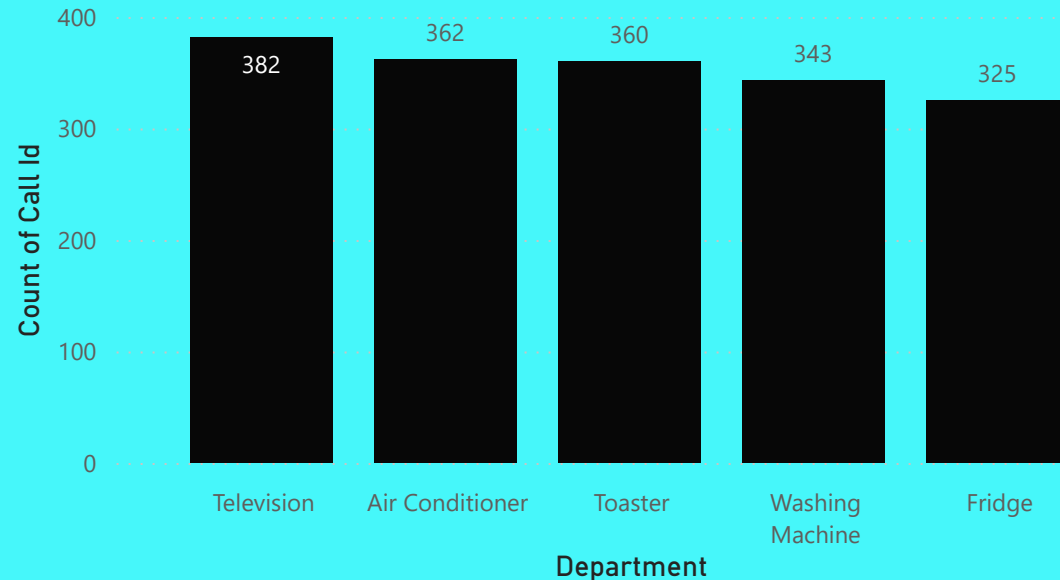
Avg Satisfaction Rate

3.45

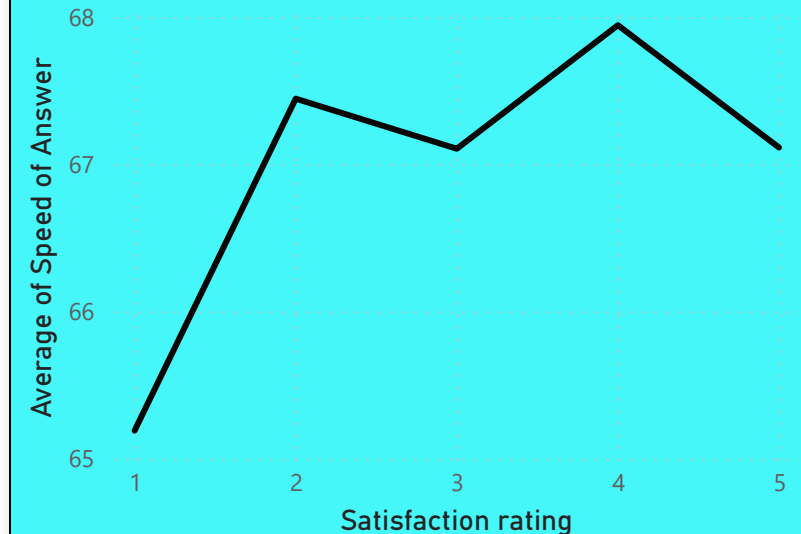
Calls <180sec

879

Count of Call Id by Department

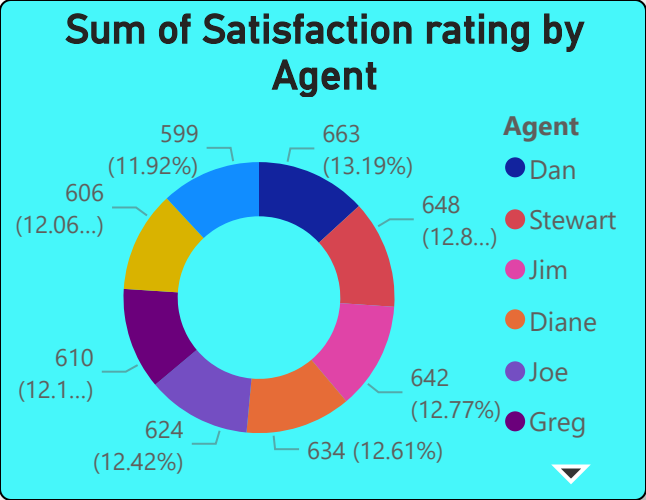


Average of Speed of Answer by Satisfaction rating



Call Resolved

1311



Agent

Select all

Department

Select all

Agent	Count of Call Id	Count of Answered (Y/N)	Average of Speed of Answer	Count of Resolved	Average of Satisfaction rating
Martha	220	220	71.46	220	3.54
Joe	221	221	71.16	221	3.35
Greg	208	208	67.20	208	3.53
Dan	227	227	66.95	227	3.49
Jim	228	228	66.66	228	3.43
Stewart	230	230	66.24	230	3.48
Becky	216	216	64.35	216	3.38
Diane	222	222	63.94	222	3.43
Total	1772	1772	67.22	1772	3.45