



# CALL CENTER TRENDS

AVERAGE SPEED OF ANSWER

67.52

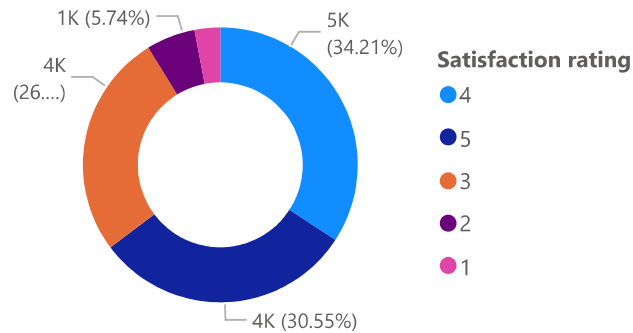
SATISFACTION RATIO

14K

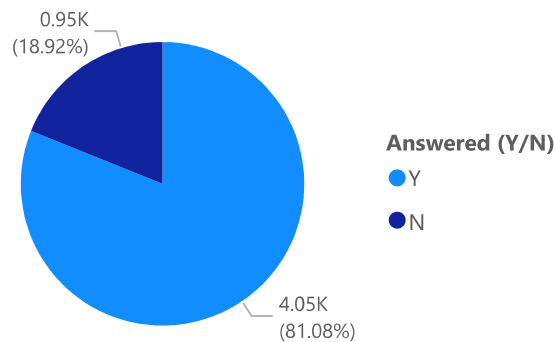
AVERAGE TALK DURATION

4054

## Overall Customer Satisfaction



## Count of Answered (Y/N) by Answered (Y/N)



Answered (Y/N)

All

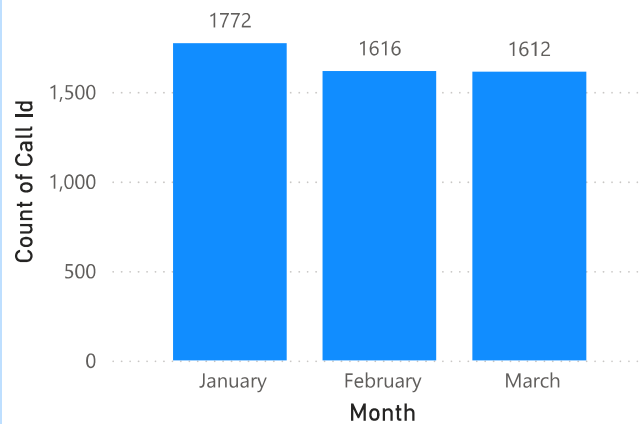
Agent

All

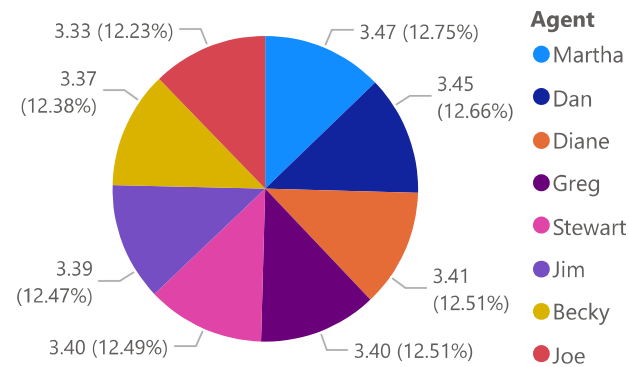
Resolved

All

## Calls by Time



## Average of Satisfaction rating by Agent



## Count of Answered (Y/N) by Quarter and Answered (Y/N)

