

5000

Total Calls

4054

Total Calls Answered

946

Total Calls Unanswred

54.75

Average of seed of answerd

40.46%

Overall Customer Satisfaction



CALL CENTRE TRENDS

Overview

Agent's
Performance

Insight's

Month

All

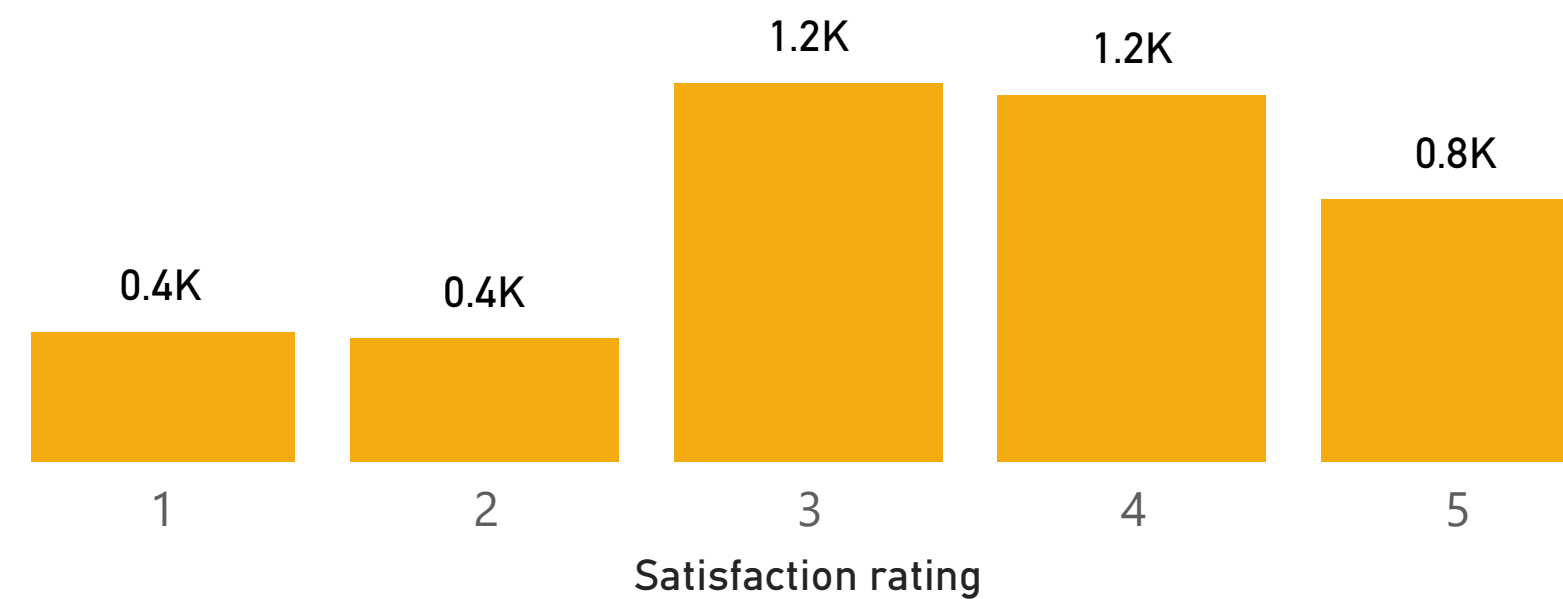
Topic

All

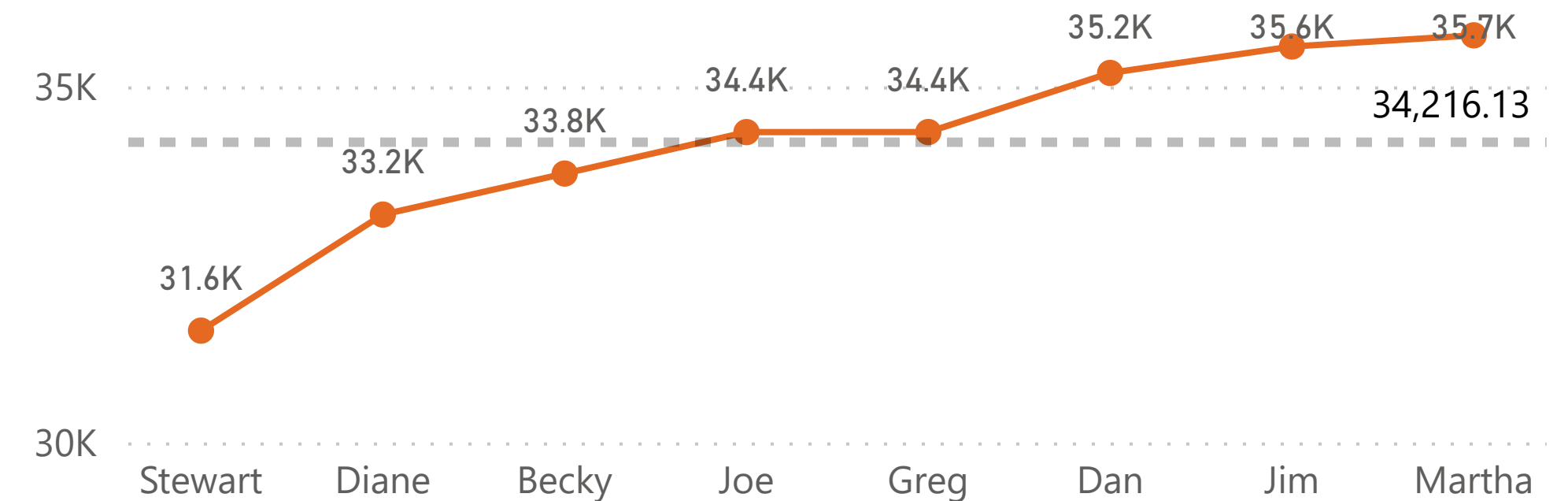
Agent

All

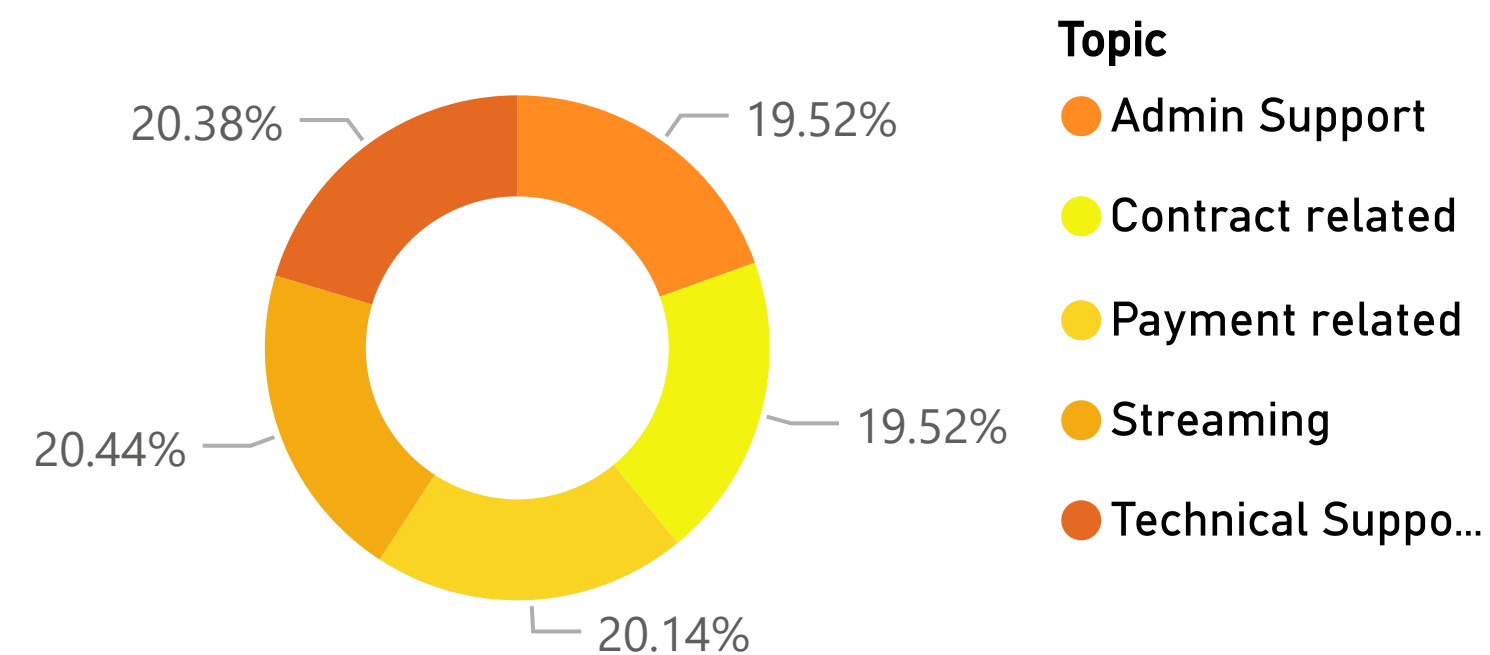
Calls by Satisfaction rating



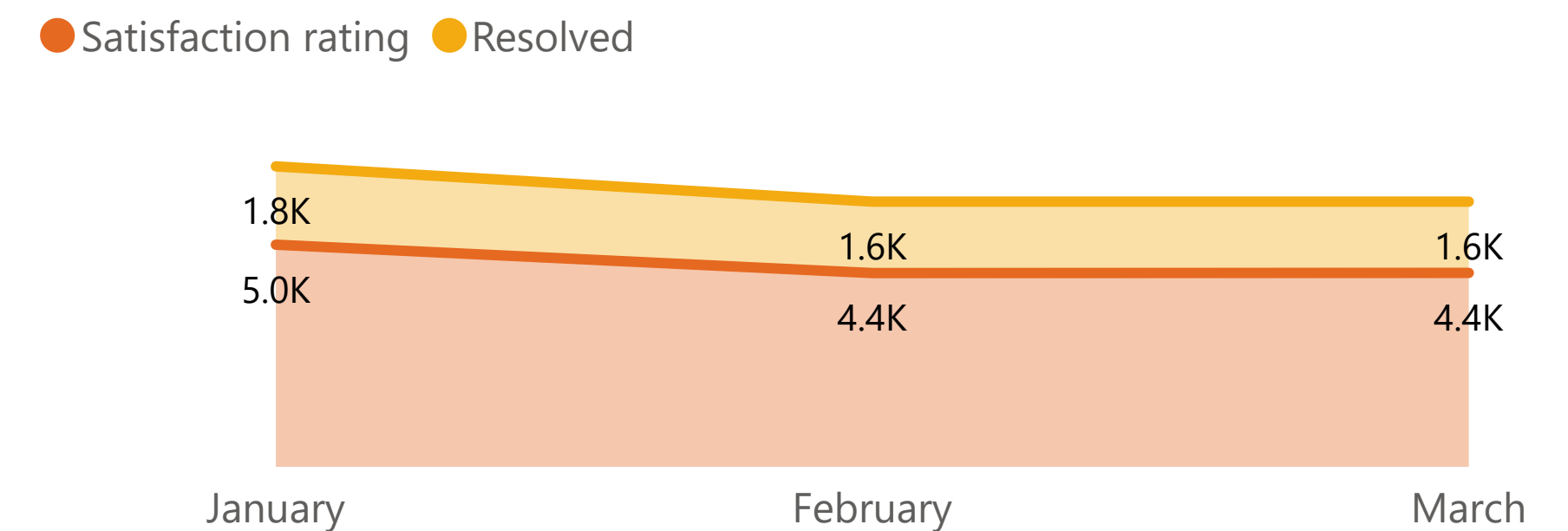
Speed of answer in seconds by Agent



Calls by Topic of the day



Satisfaction rating and Resolved by Month



4054
Calls Answered

946
Calls Unanswred

3646
Resolved Calls

1354
Unresolved Calls

54.75
Average of speed of answerd



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All

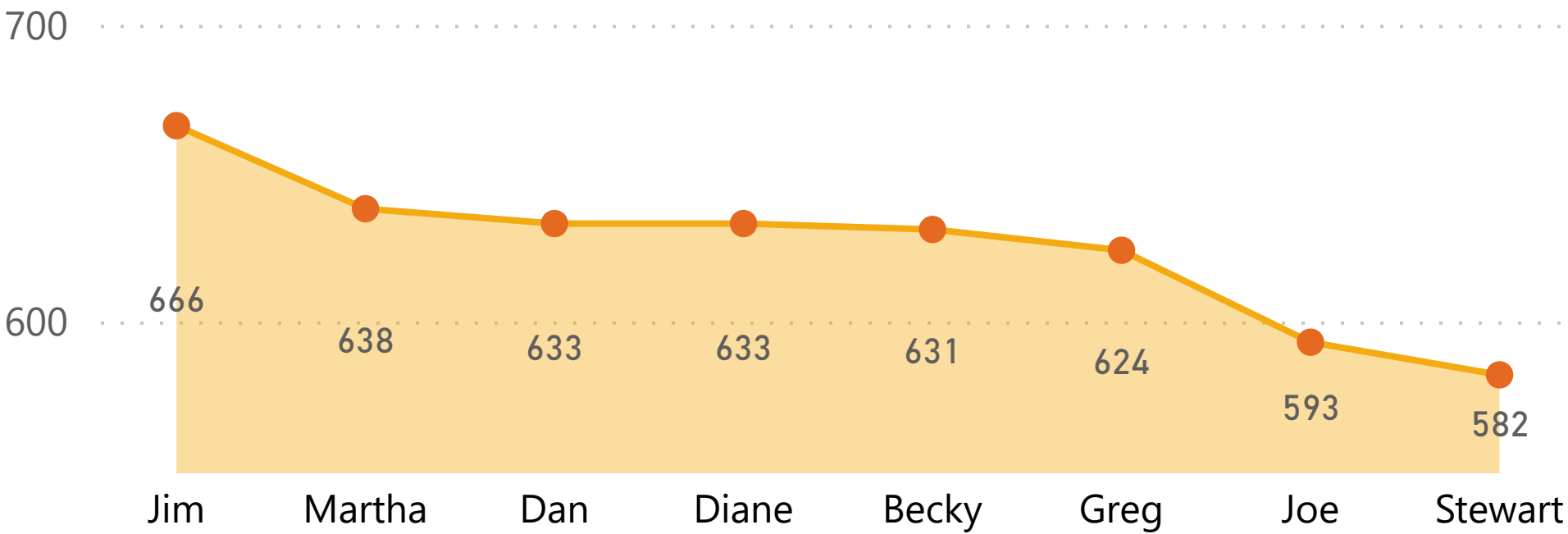
Agent

All

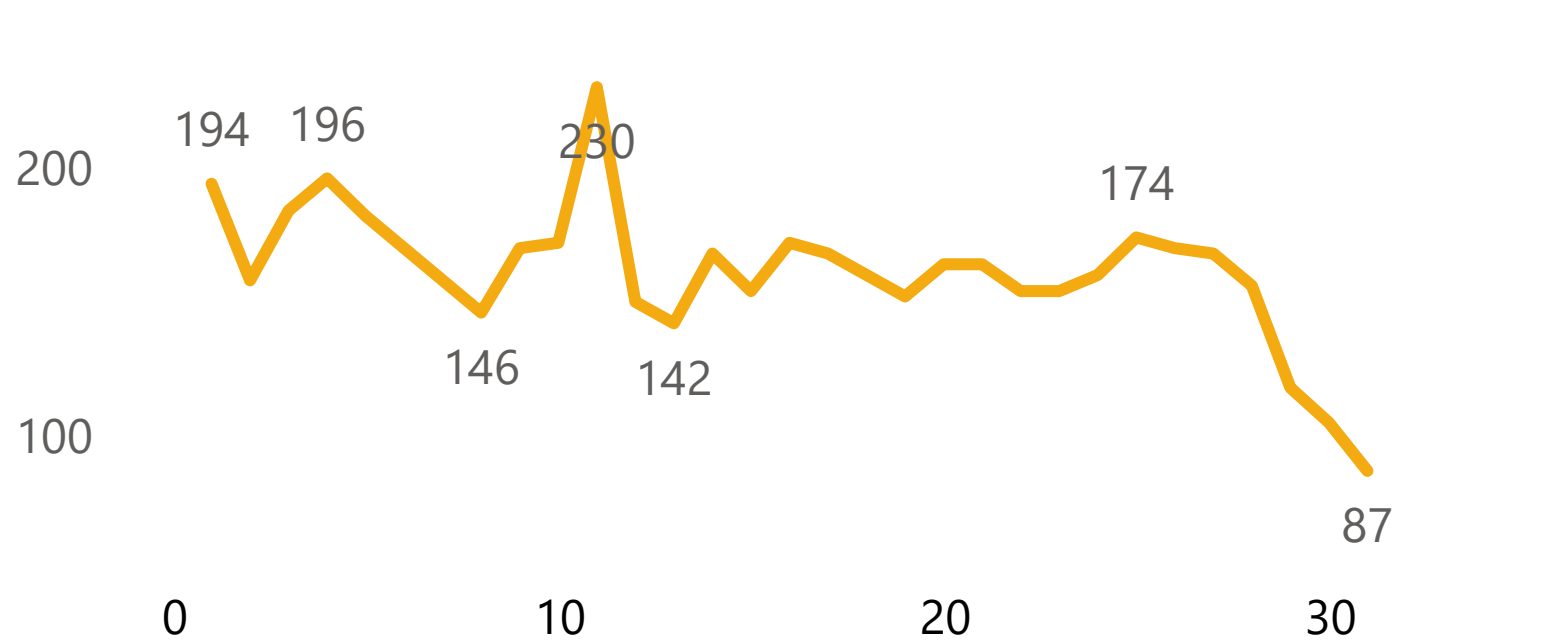
Average of speed of answerd by Agent



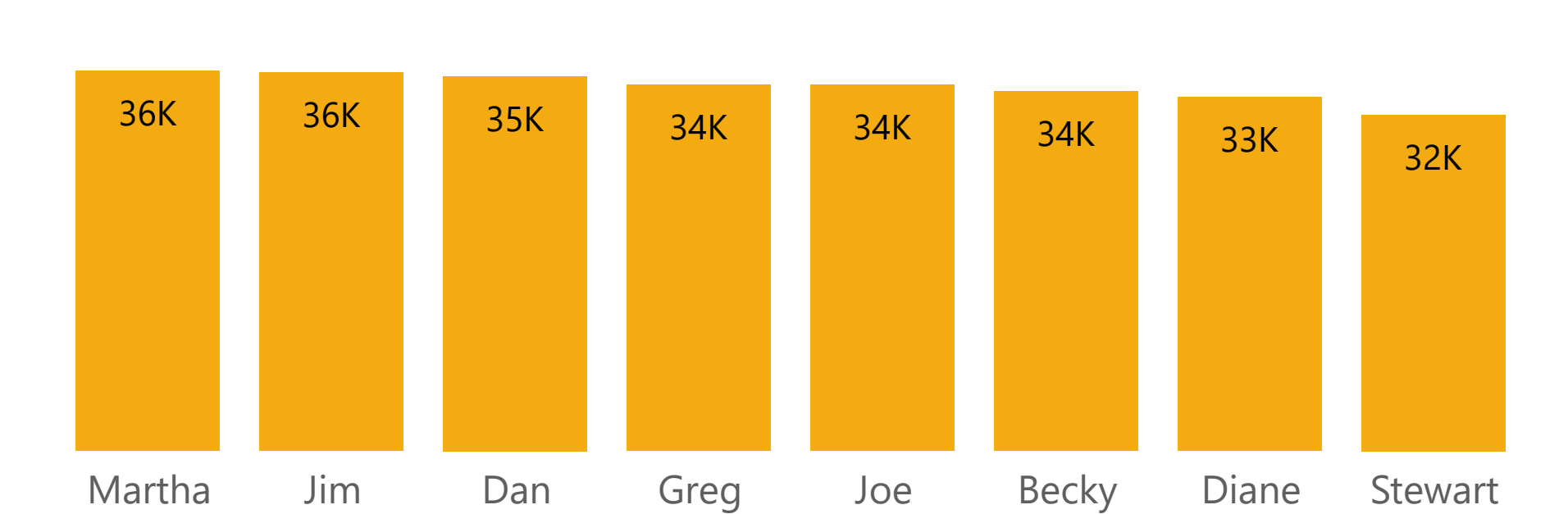
Call of Resolved by Agent



Total Calls by Day



Speed of answer in seconds by Agent





CALL CENTRE TRENDS

Overview

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Insight's

Insights

- Most of the satisfaction ratings from each call are 3 and 4.
- The average satisfaction rating has decreased over the span of three months. January brought the highest satisfaction rating and march the lowest.
- The percentage of issue resolved in January was the highest, with a dip in February. It increased again in march.
- The majority of calls come in the morning.
- The average speed of answer by Joe is the highest.
- The call resolution rate of Jim is the highest, even though the average speed of his answers is lower compared to those of Joe, Martha and Dan. The call answered by him are also higher than the average number of calls answered.
- Becky's speed of answer is the lowest among all, and her rate of calls resolved is higher. She is in the 5th position in the call resolution rate.
- Martha has the highest speed of answered in the sec