

CALL CENTER ANALYSIS

Agent

All

TOTAL AGENT

8

TOTAL CALLS

5000

CALLS ANSWERED

4054

CALLS NOT ANSWERED

946

AVERAGE ANSWER SPEED

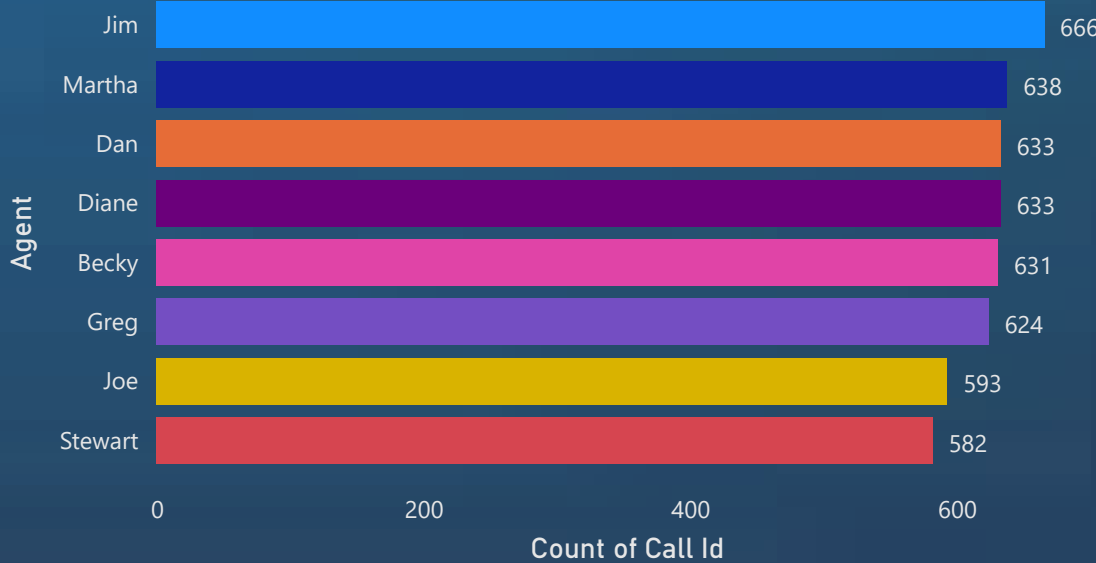
67.52

RESOLVED

3646

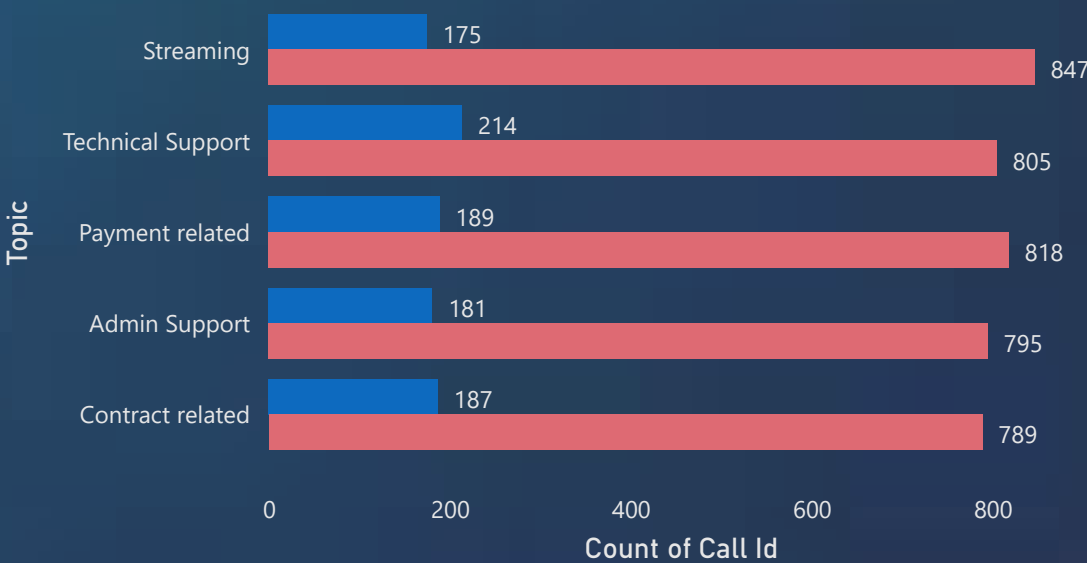
Count of Call by Agent

Agent Jim Martha Dan Diane Becky Greg Joe Stewart



Count of Call by Topic

Answered (Y/N) N Y

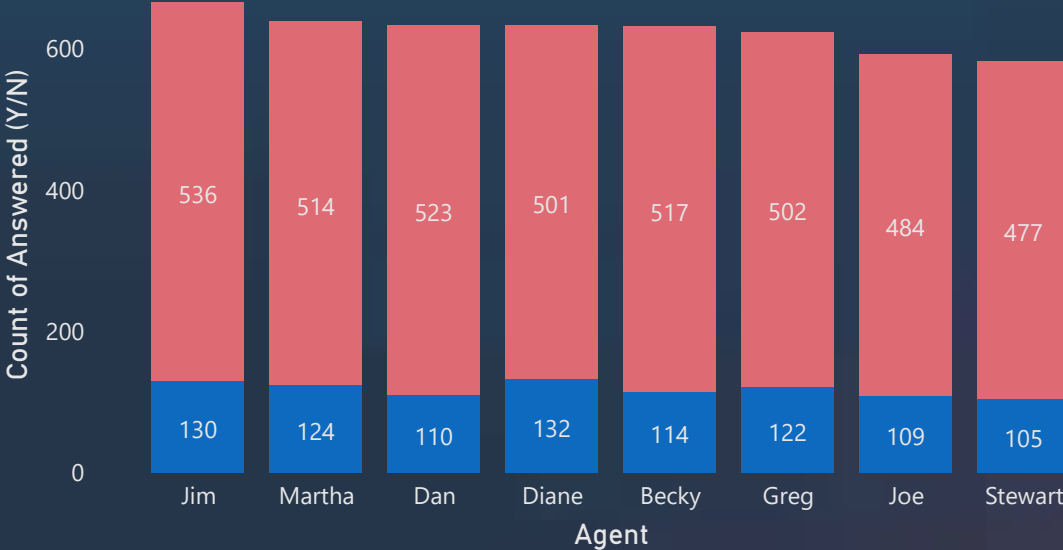


Average of Satisfaction rating by Agent

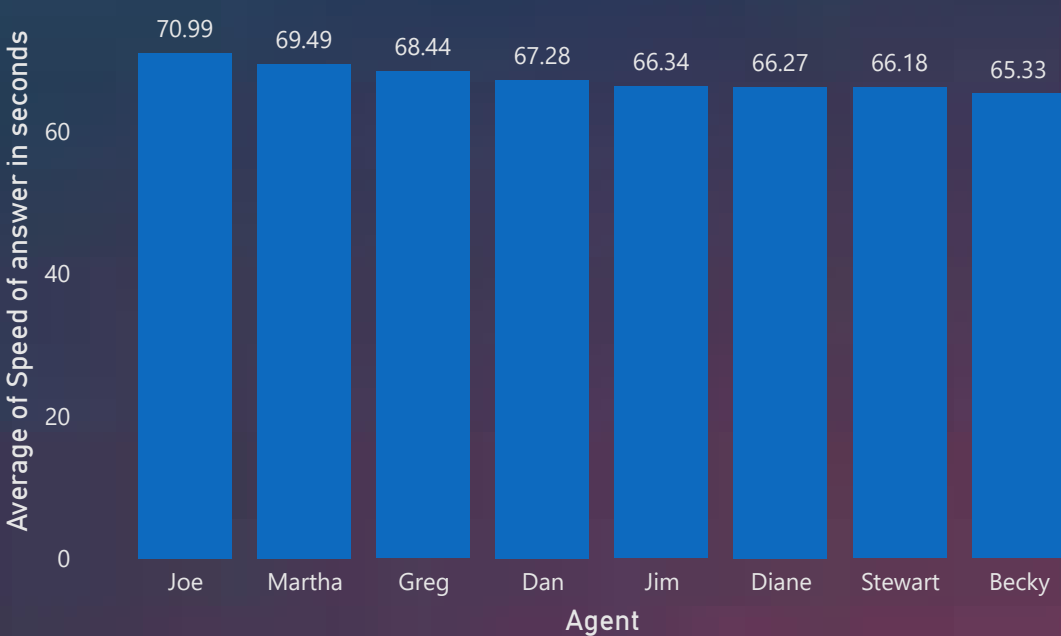


Count of Answered by Agent

Answered (Y/N) N Y



Average Speed of answer by Agent



Customer Satisfaction rating

