



PHONE NOW

Date

01-01-2021

30-03-2021



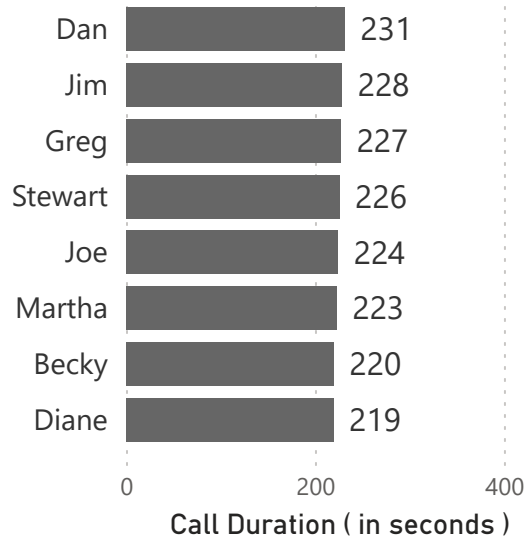
Agent

- ☐ Becky
- ☐ Dan
- ☐ Diane
- ☐ Greg
- ☐ Jim
- ☐ Joe
- ☐ Martha
- ☐ Stewart

Customer Satisfaction



Average Call Duration (Agent-wise)



Call Centre Trends



Calls Answered

4034

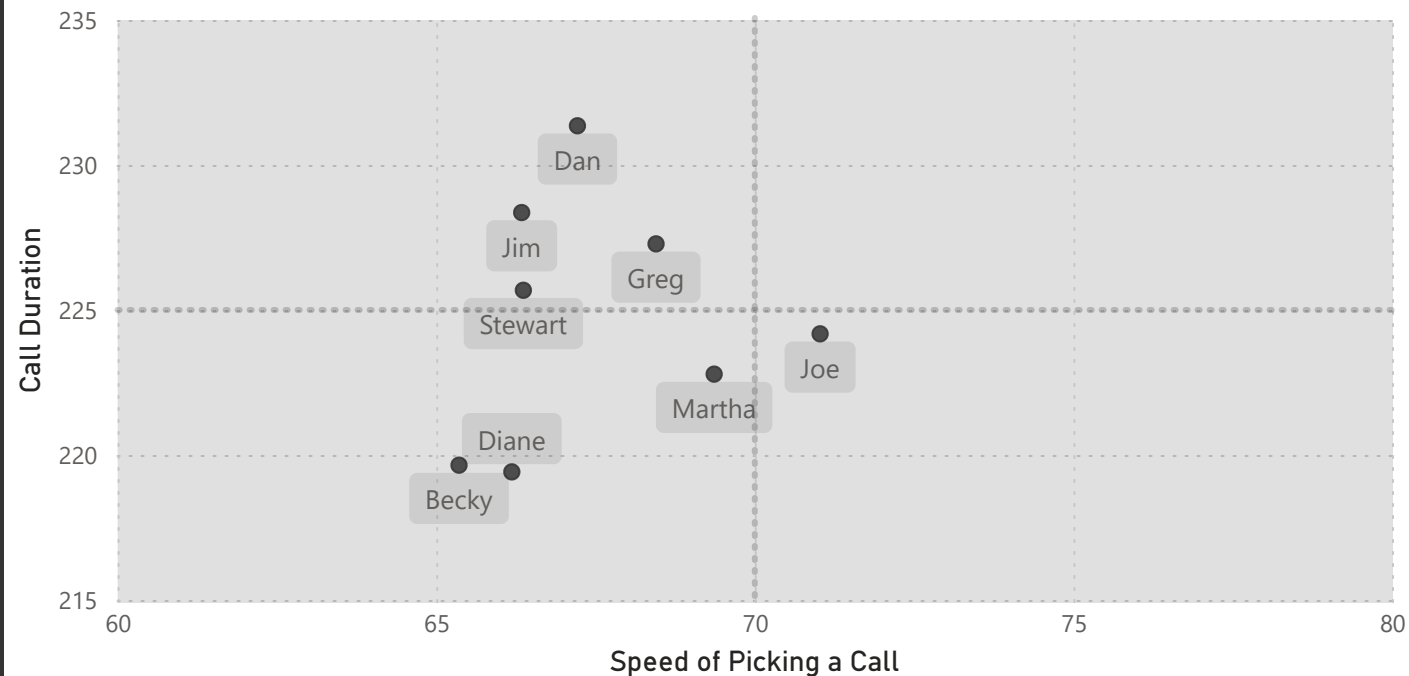
Calls Abandoned

939

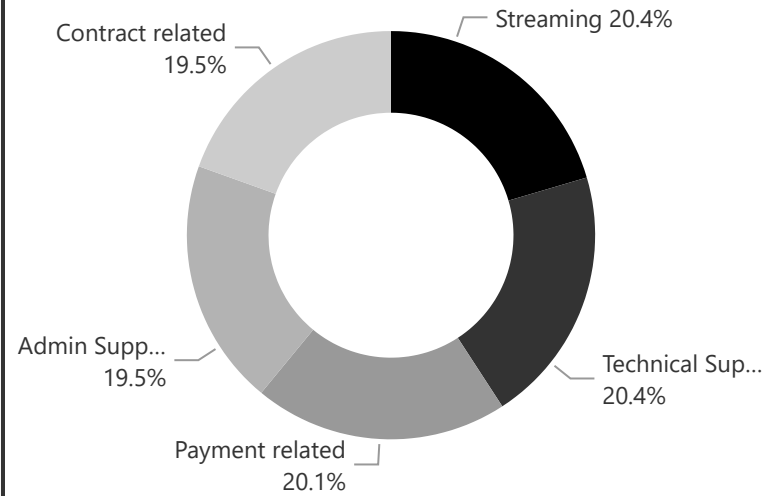
Average Speed of Answering a Call (in sec)

68

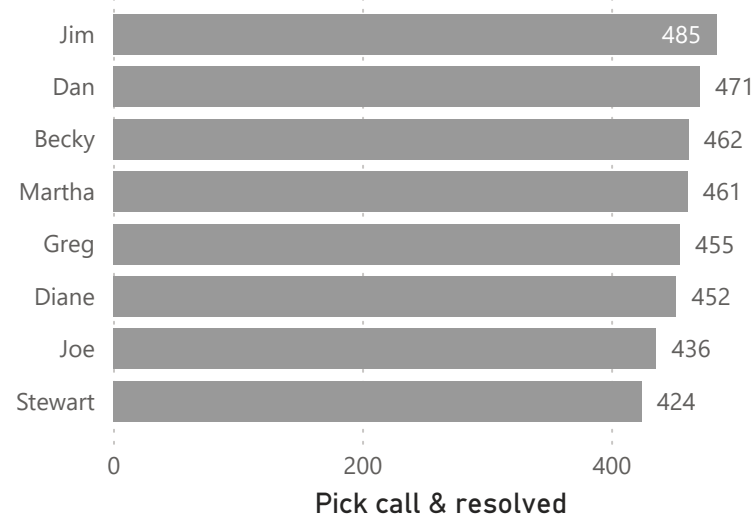
Agent's Performance Quadrant



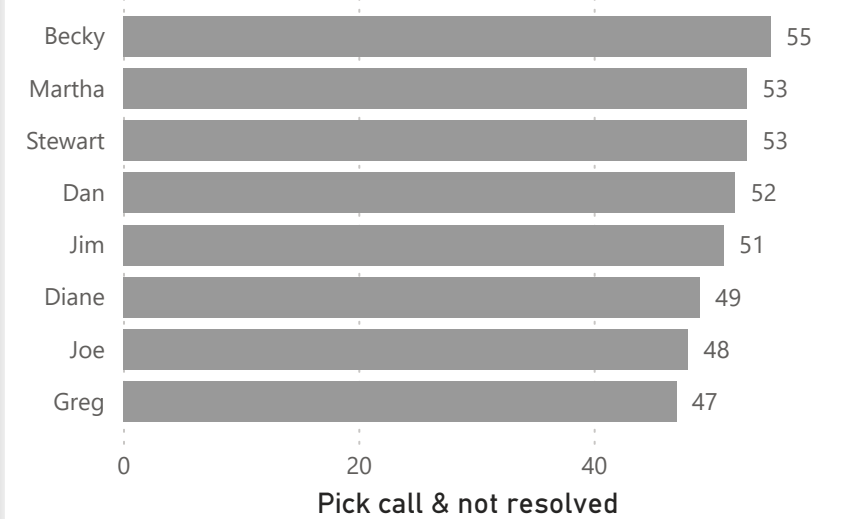
Customer Facing Issue in



Picked up call & no of cases resolved by Agent



Picked up call & no of cases not resolved by Agent



No. of Cases Resolved

3646

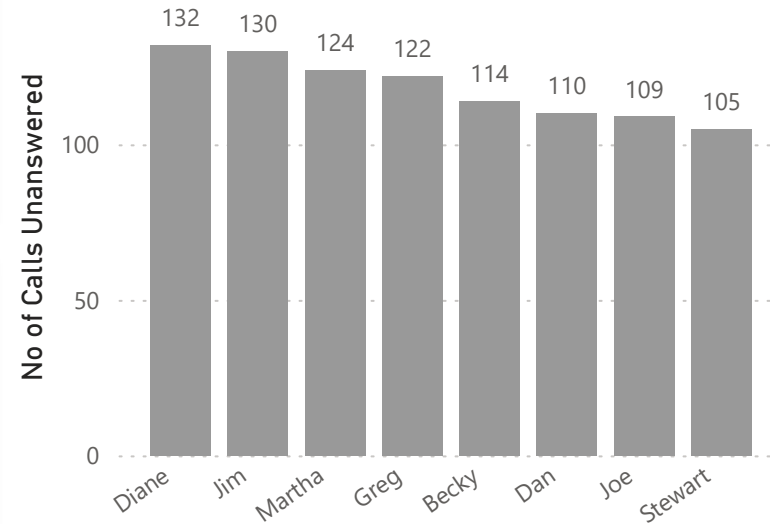
89.9%

No. of Cases Unresolved

408

10.1%

No of calls unanswered by Agent



Traffic : Calls received on Hourly-basis

