



# Call Centre Trends

5000

Total calls

4054

Call Answered

946

Call abadoned

3646

Resolved\_calls

67.52

Avg of Speed of ans...

Month

All

Agent

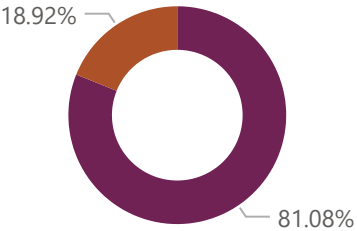
All

Topic

All

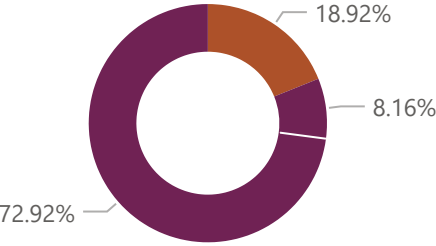
## Calls Answered VS Unanswered

Ans... ● Y ● N



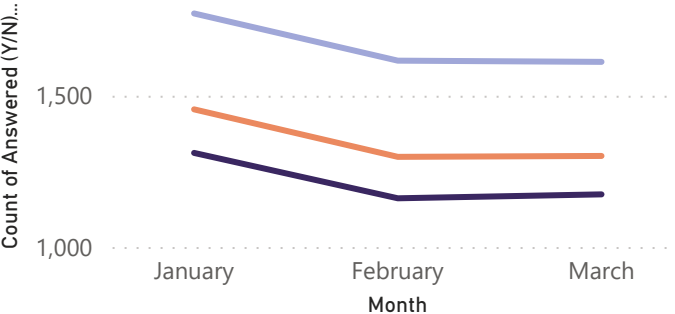
## Calls resolved VS Unresolved

Resol... ● N ● Y

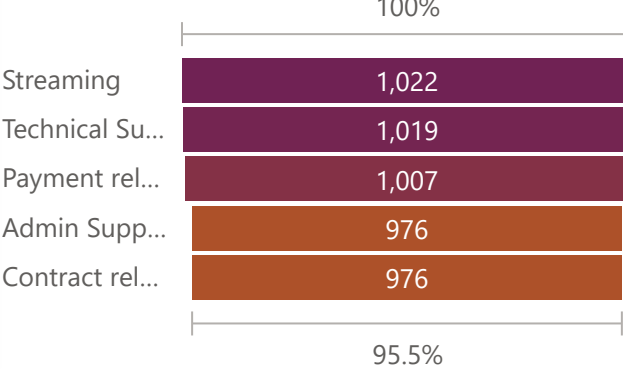


## Monthly Trend

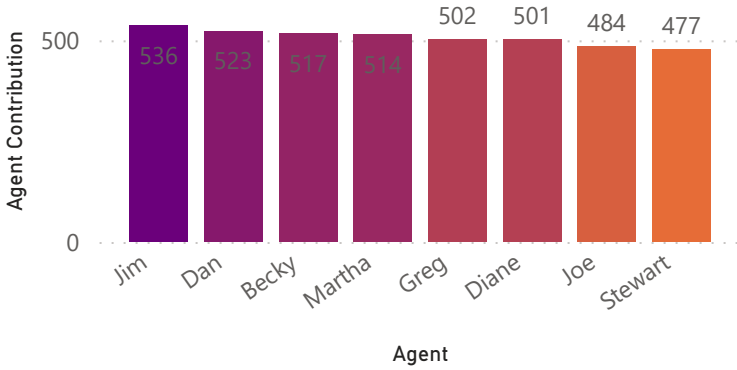
● Count of Answer... ● Sum of Answer... ● Sum of Resol...



## Total calls per topic by Topic



## Agent Contribution



## Agent's Perfomance matrix

Agent	Avg time taken(secs)	Answered call	Avg Rating	Resolved call
Becky	65.33	517	3.37	462
Dan	67.28	523	3.45	471
Diane	66.27	501	3.41	452
Greg	68.44	502	3.40	455
Jim	66.34	536	3.39	485
Joe	70.99	484	3.33	436
Martha	69.49	514	3.47	461
Total	67.52	4054	3.40	3646

## Average of Satisfaction rating

