

CALL CENTER
TREND
ANALYSIS

CALLS

TOTAL
5000

ANSWERED
4054

ABANDONED
946

RESOLVED
3646

UNRESOLVED
1354

AVE. SPEED OF ANSWER (Sec)
54.75

AVE. LENGTH OF CALLS (min)
3.04

TOTAL LENGTH OF CALLS (min)
15197

DATE

All

TOPIC

All

ANSWERED (Y/N)

☐ N
☐ Y

RESOLVED

☐ N
☐ Y

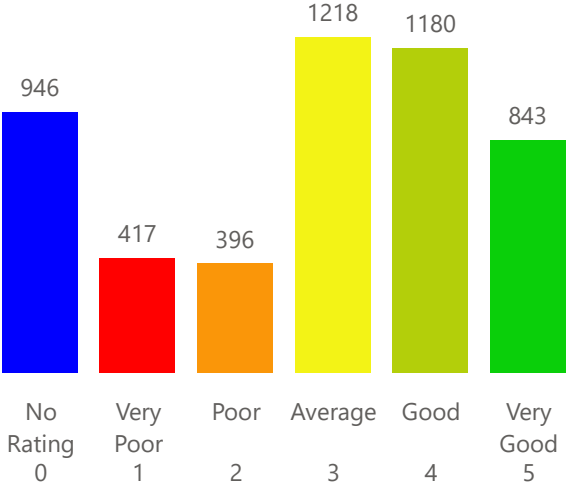
AGENT

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

MONTH

☐ January
☐ February
☐ March

CUSTOMER SATISFACTION RATING



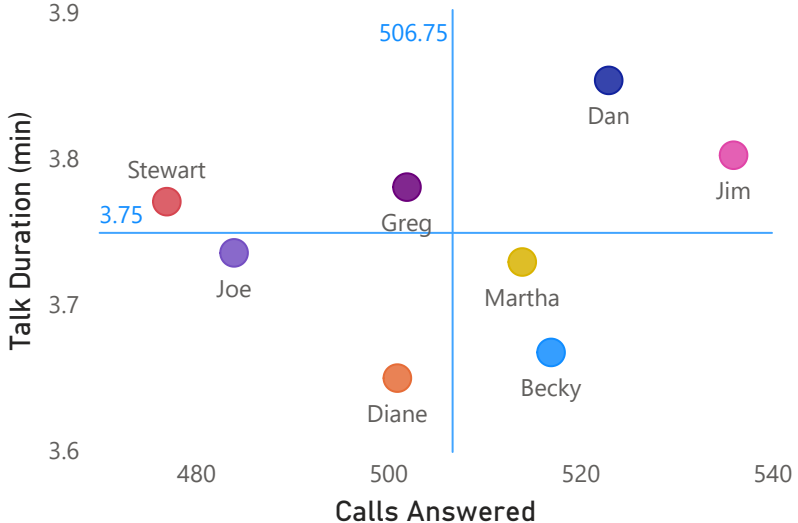
Rating	Count
No Rating	946
Very Poor	417
Poor	396
Average	1218
Good	1180
Very Good	843

CALLS PER TOPIC

Resolved Y N

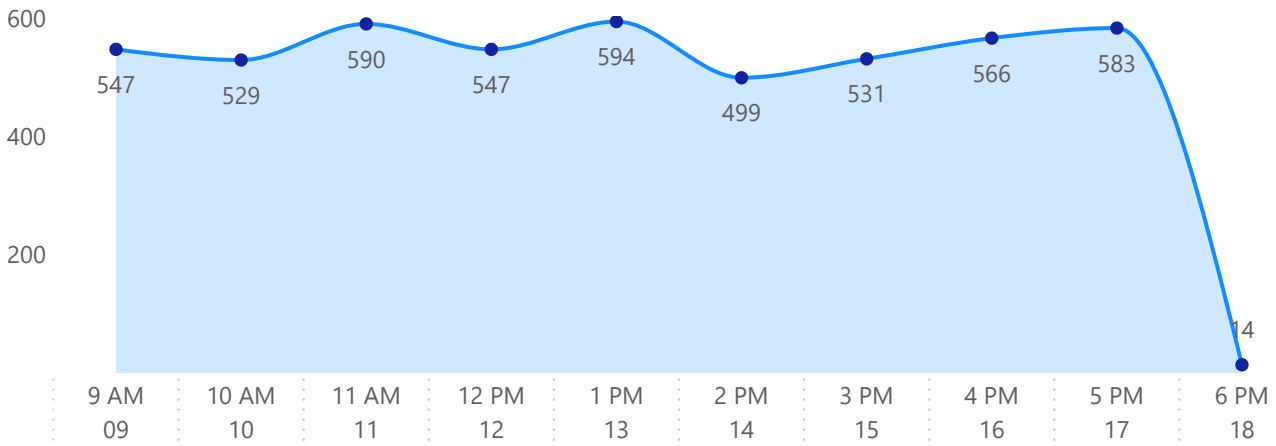
Topic	Resolved (Y)	Unresolved (N)	Total
Admin Support	723	253	976
Contract relations	709	267	976
Payment relations	729	278	1007
Streaming	749	273	1022
Technical Support	736	283	1019

AGENT'S PERFORMANCE QUADRANT



Agent	Calls Answered	Talk Duration (min)
Stewart	480	3.75
Joe	490	3.72
Greg	505	3.78
Diane	505	3.65
Martha	515	3.73
Becky	518	3.68
Dan	525	3.85
Jim	535	3.80

TOTAL CALLS BY TIME



Time	Total Calls
9 AM	547
10 AM	529
11 AM	590
12 PM	547
1 PM	594
2 PM	499
3 PM	531
4 PM	566
5 PM	583
6 PM	14

AGENTS' PERFORMANCE DETAILS

Agent	Total Calls	Answered Calls (Y)	Resolved Calls	Average of Length of Calls (min)	Rating Score	Ranking
Dan	633	523	471	3.18	2.85	1.00
Martha	638	514	461	3.00	2.80	2.00
Stewart	582	477	424	3.09	2.79	3.00
Becky	631	517	462	3.00	2.76	4.00
Greg	624	502	455	3.04	2.74	5.00
Jim	666	536	485	3.06	2.73	6.00
Joe	593	484	436	3.05	2.72	7.00
Diane	633	501	452	2.89	2.70	8.00