

5000

Total satisfaction rating

Topic

All

Agent

All

Day Name

All

Answered (Y/...

All

Call Centre Trends - Overview

18.92

Call Abandoned %

72.92

Call Resolved %

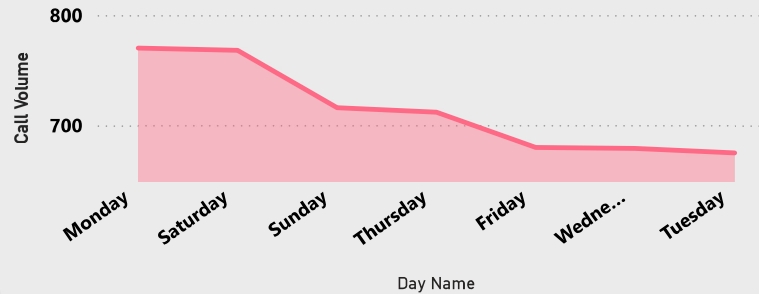
40.46

CSAT%

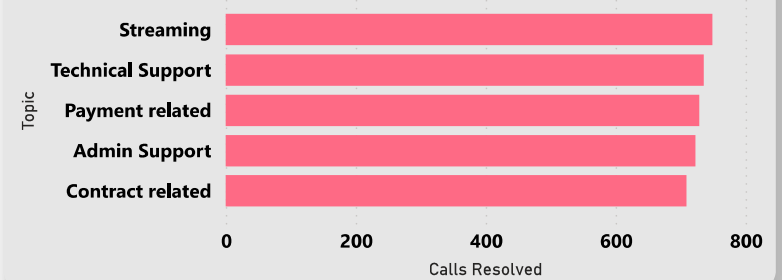
55

Average of Speed of answer in ...

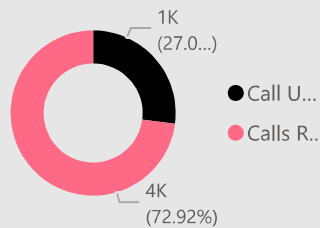
Call volume by Days



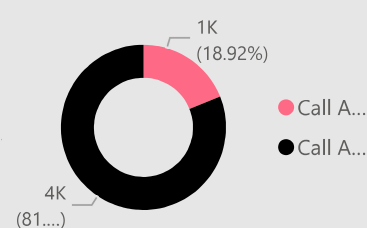
Calls Resolved by Topic



Call Unresolved and Calls Resolved



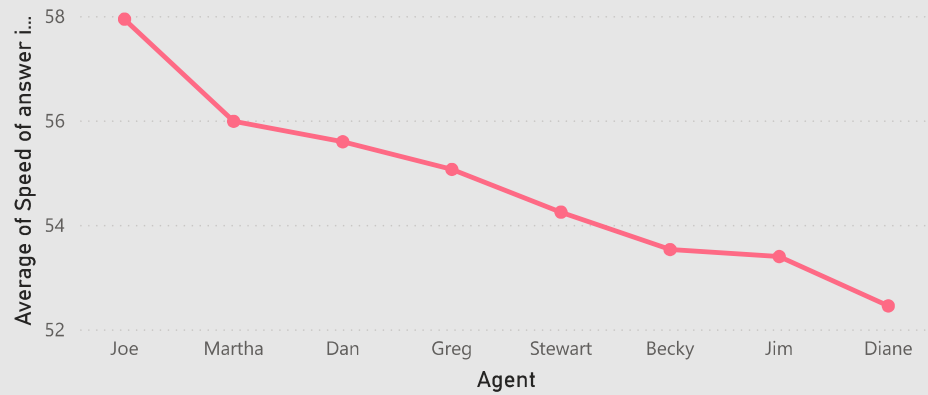
Call Abandoned and Call Answered



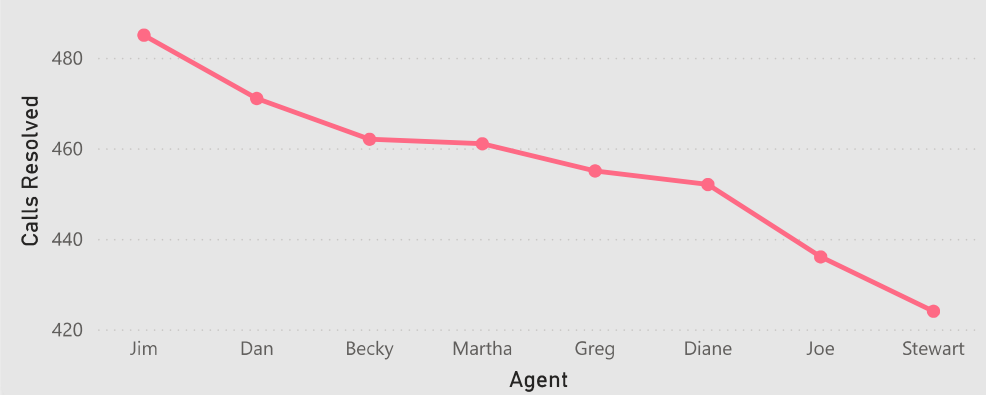
Agent	call volume	CSAT%	Call Resolved %	Call Unresolved
Becky	631	41.36	73.22	169
Dan	633	41.23	74.41	162
Diane	633	38.86	71.41	181
Greg	624	38.62	72.92	169
Jim	666	40.24	72.82	181
Joe	593	38.79	73.52	157
Martha	638	42.48	72.26	177
Stewart	582	42.10	72.85	158
Total	5000	40.46	72.92	1354

Agent Analytics

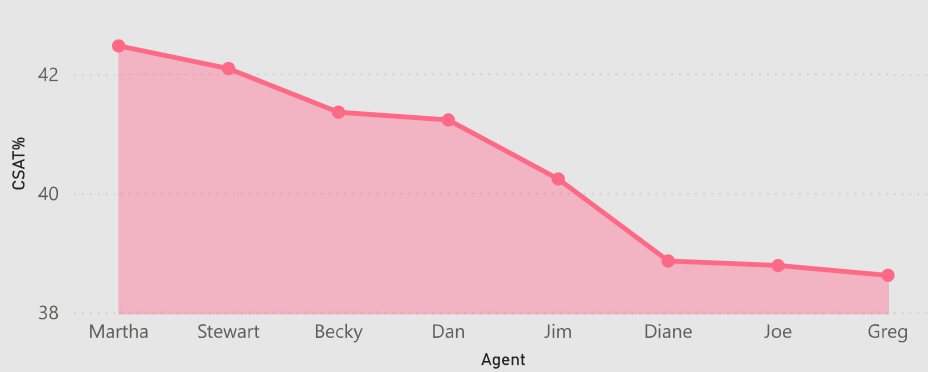
Avg Speed Of Answer(s) By Agent



Calls Resolved by Agent



CSAT% by Agent



Call volume by Agent

