



# Call Centre Data Analysis

Agent

All

Topic

All

1/01/2021

31/03/2021

Total Calls

5000

Total Calls Answered

4054

Issue Resolved Calls

3646

AVG Call Speed(s)

67.52

Top Rated Agent

Martha

Most Issues Resolved

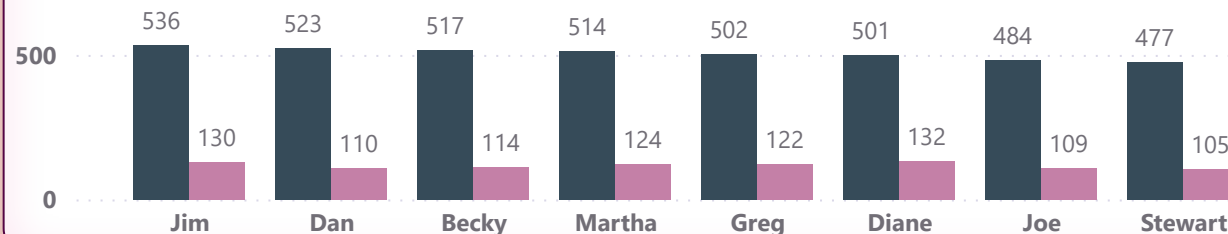
Jim

Most Calls Missed

Diane

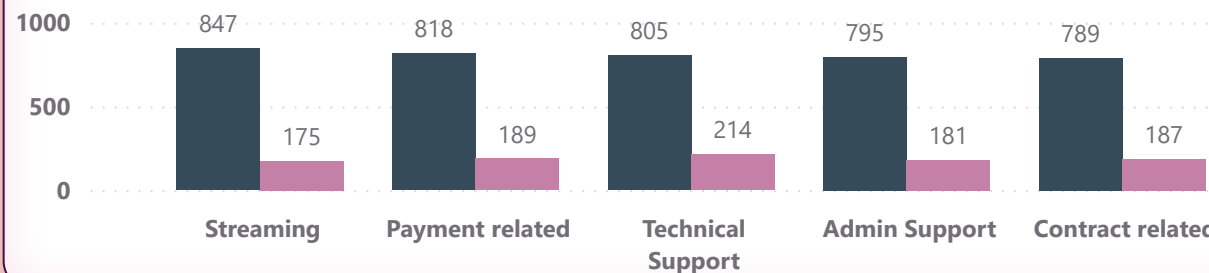
## Total Calls Answered and Calls Rejected by Agent

TotalCallsAnswered CallsMissed

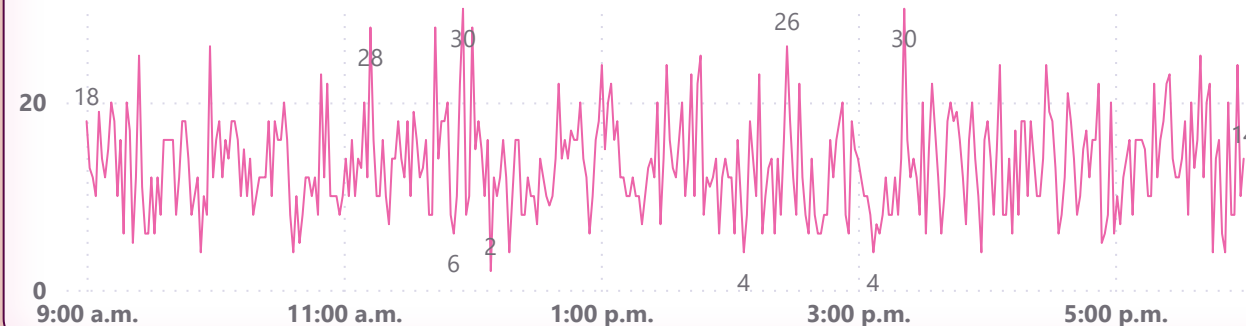


## Total Calls Answered and Calls Rejected by Topic

TotalCallsAnswered CallsMissed



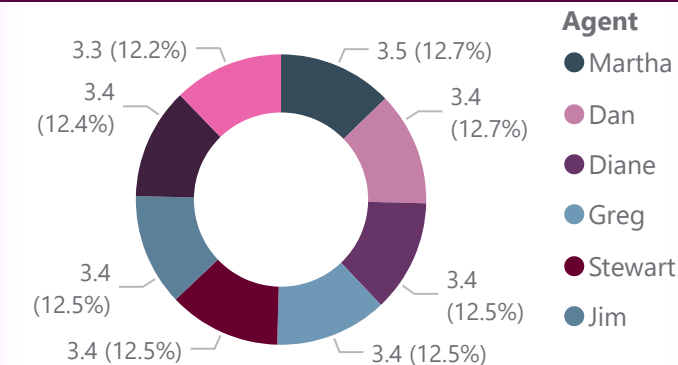
## Total Calls by Time



## Average Satisfaction



## Agent Performance Matrix



## Total Calls by Month

