

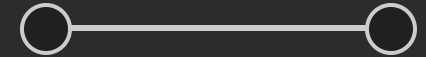


# CALL CENTRE TRENDS

01-01-2021



31-03-2021



Total Calls

5000

Calls Answered

4054

Issue Resolved

3646

Total Agents

8

Avg. Answer Speed(s)

67.52

Avg. Call Duration(s)

392

Most Issue Resolved

Jim

Most Rated

Martha

Agent

All



Month

All



Day

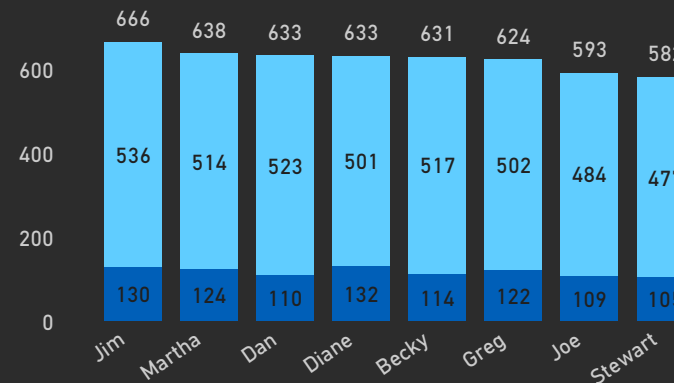
All



## Agents Performance Quadrant

Agent	Total Call	CallsAnswered	IssueResolved	ACSR	%TotalCallsAns
Jim	666	536	485	1819	
Dan	633	523	471	1803	
Becky	631	517	462	1743	
Martha	638	514	461	1784	
Greg	624	502	455	1709	
Diane	633	501	452	1706	
Joe	593	484	436	1612	
Stewart	582	477	424	1622	
Total	5000	4054	3646	13798	

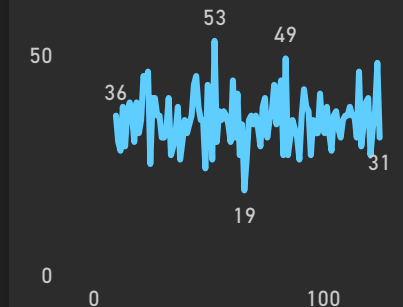
## Count of Call by Agents



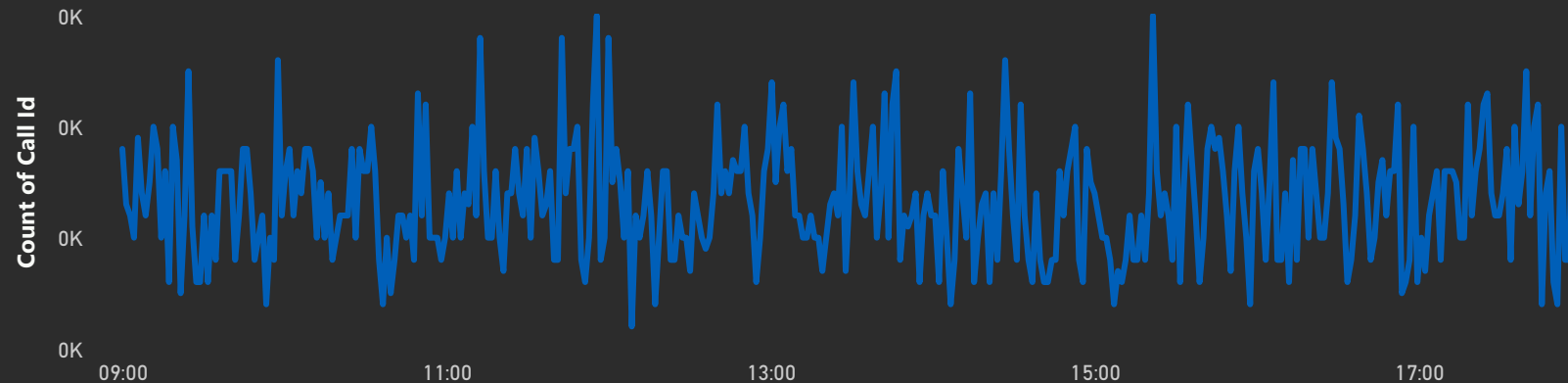
Overall Customer Satisfaction Rating



## Count of Call by Agents



## Calls By Time



## Monthly Calls

