

# CALL CENTRE TRENDS

Month

All

Topic

All

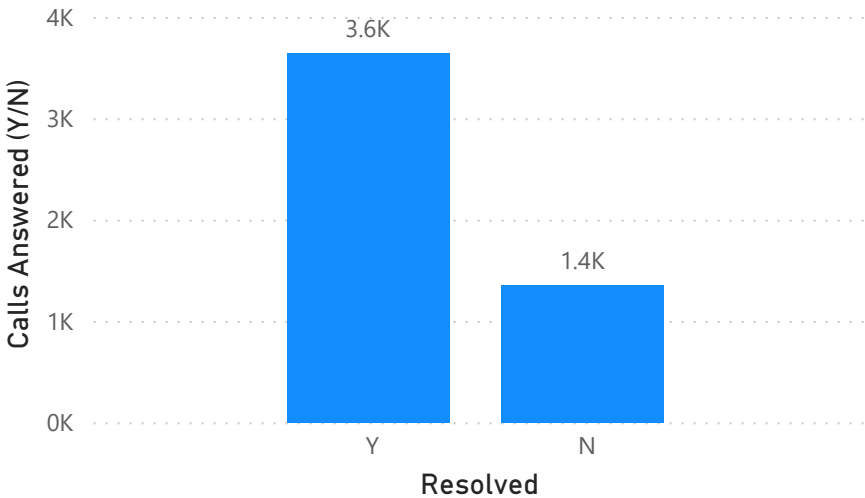
Agent

All

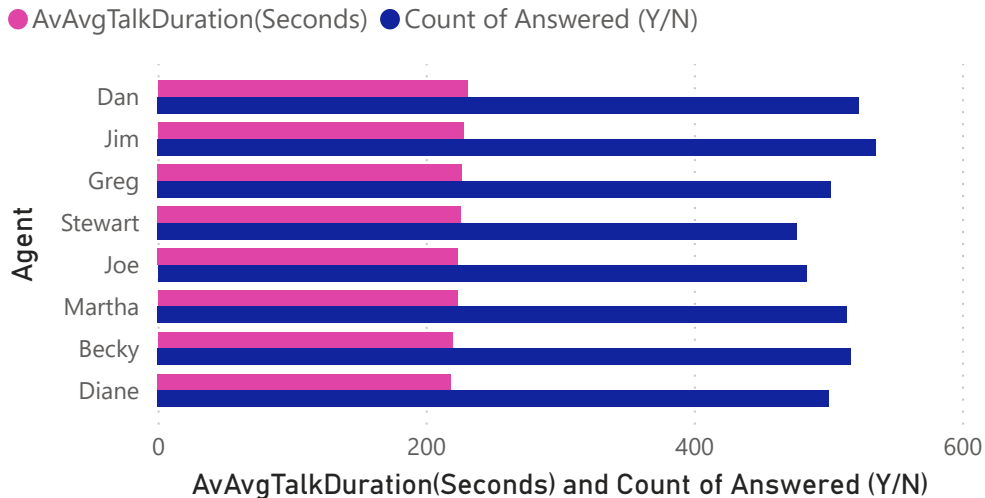
Overall Satisfaction rating



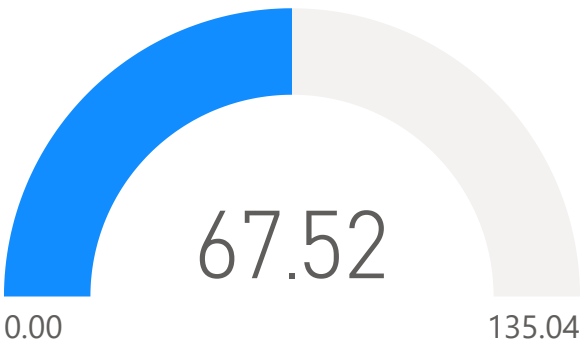
Calls Resolved



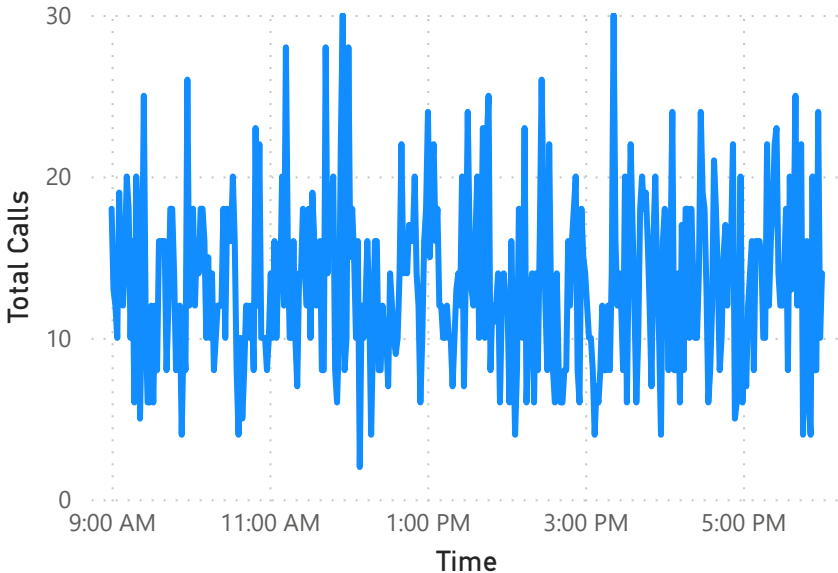
AvgTalkDuration(Seconds) and Calls Answered by Agent



Average Speed of answer in seconds



Calls by Time



Average Satisfaction rating by Topic

