

5000  
total Calls

4054  
Answered Calls

946  
UnAnswered Calls

0.50  
overall satisfaction

67.52  
Average Speed Answers

Agent

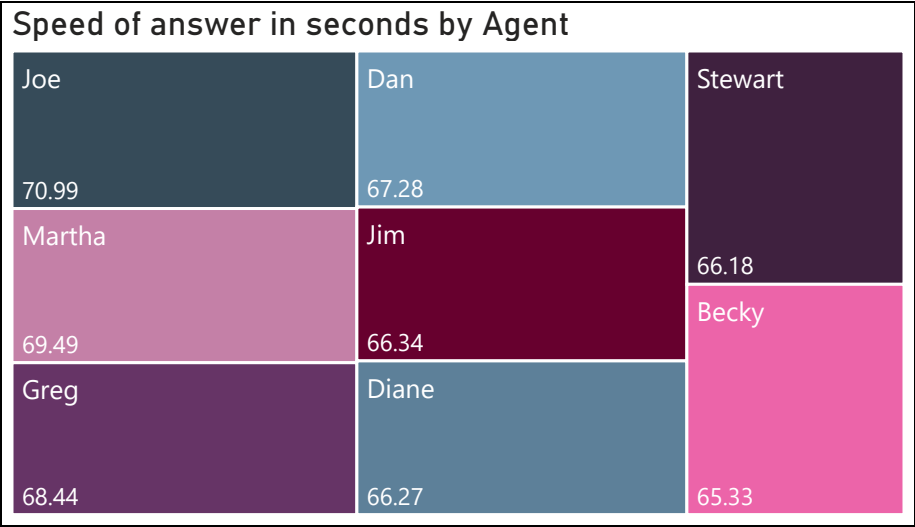
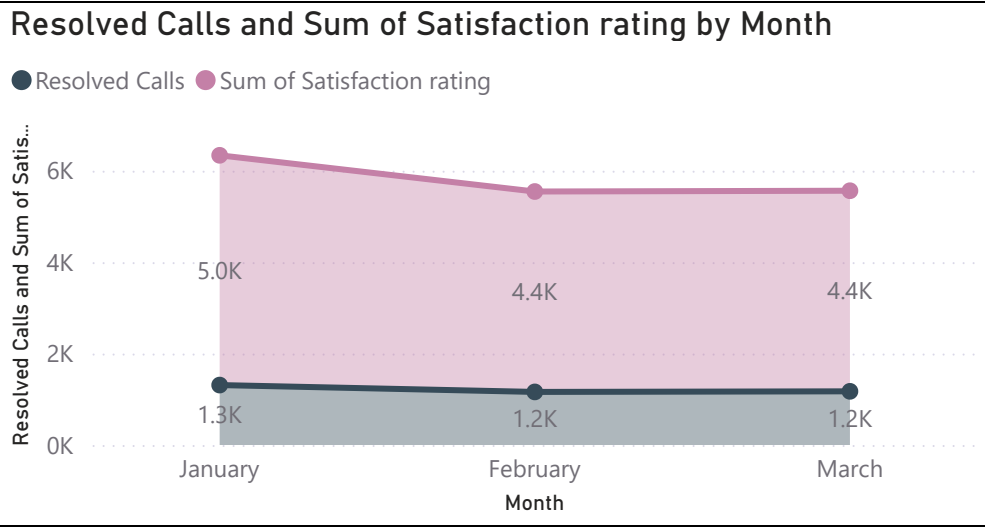
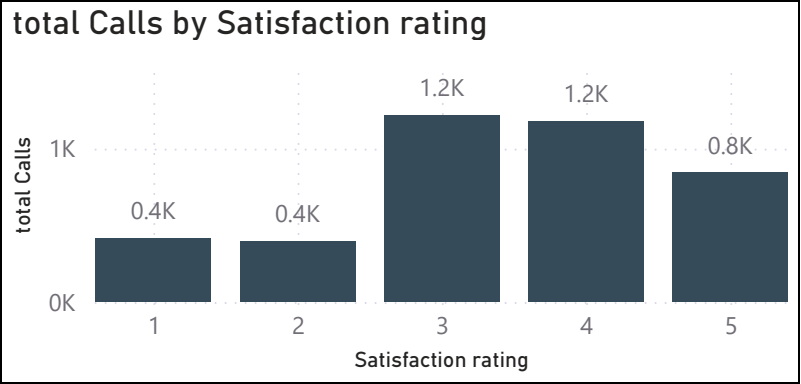
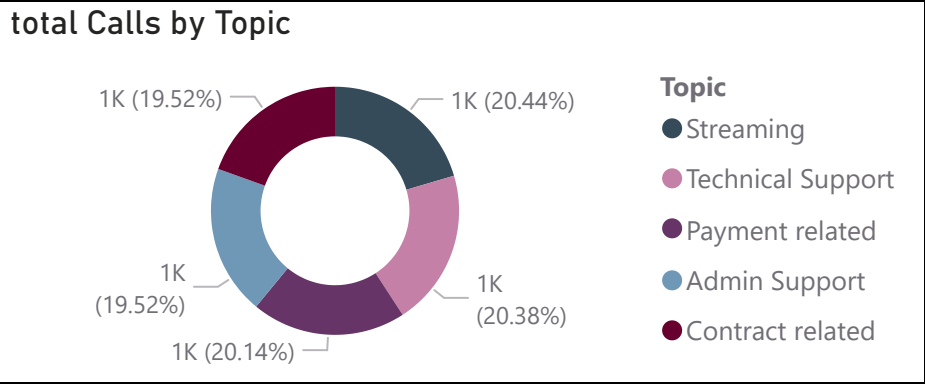
All

Topic

All

Month

All



5000  
total Calls

67.52  
Average Speed Answ...

946  
UnAnswered Calls

3646  
Resolved Calls

1354  
UnResolved Calls

Agent

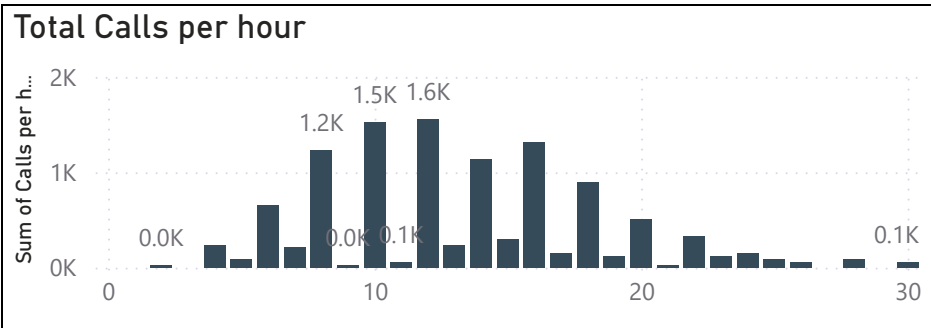
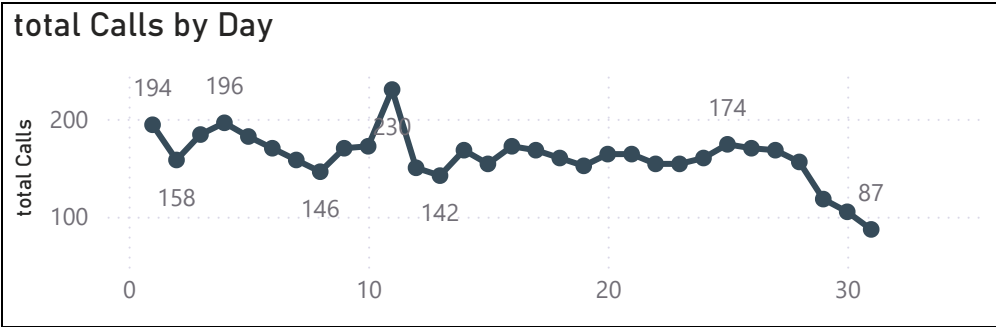
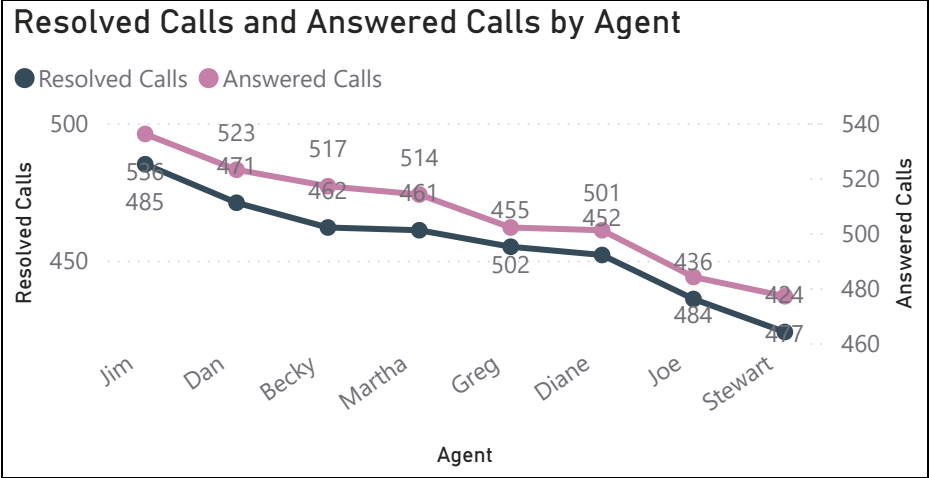
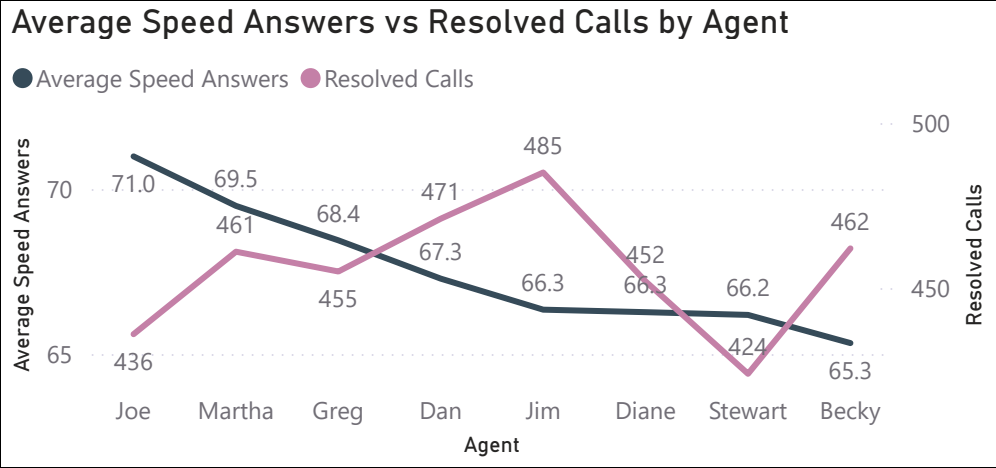
All

Topic

All

Month

All



## Insight

- Most of the satisfaction ratings from each call are 3 and 4.
- However,, overall customer satisfaction has declined in the past three months, with the highest satisfaction levels in January and the lowest in March.
- While January saw the highest percentage of issues resolved, this figure dipped in February before improving again in March.
- Call volume is highest in the morning, between 10 AM and 12 PM. There is no dominant call topic; they are all relatively similar in frequency.
- The average speed of answer by Joe is the highest and Joe also has the highest speed of answered in the sec
- Jim has the highest rate of resolving issues, despite being slower to answer calls compared to Joe, Martha, and Dan. Interestingly, Jim also handles a higher call volume than average.
- Becky's speed of answer is the lowest among all, but still manages a relatively high issue resolution rate. She is in the 3rd position in the call resolution rate.