

CALL CENTER TREND ANALYSIS

Total Calls
5000

Total Calls
5000

Answered Calls
4054

Answered Calls
4054

Not Answered

946

Not Answered

946

Avg Speed of ans in secs
67.52

Avg Speed of ans in secs
67.52

Avg. Rating
3.40

Avg. Rating
3.40

Date

All

Date

All

Topic
All

Topic
All

Agent
All

Agent

All

Total Calls Resolve

Category	Count of Answered (K)
Y	3.8
N	0.8

Total Calls Resolve

Category	Count of Answered (Y)
Y	~3,800
N	~1,200

Agent	Avg. Talk Duration (min)
Jim	536
Dan	523
Becky	517
Martha	514
Greg	502
Diane	501
Joe	484

Avg. Talk Duration by Agent

Agent	Avg. Talk Duration
Jim	536
Dan	523
Becky	517
Martha	514
Greg	502
Diane	501
Joe	484

Agent	Total Calls	Not Answered	Answered	Not Resolved	Resolved	Average of Satisfaction rating
Becky	631	114	517	169	462	3.37
Dan	633	110	523	162	471	3.45
Diane	633	132	501	181	452	3.41
Greg	624	122	502	169	455	3.40
Jim	666	130	536	181	485	3.39
Joe	593	109	484	157	436	3.33
Martha	638	124	514	177	461	3.47
Stewart	582	105	477	158	424	3.40
Total	5000	946	4054	1354	3646	3.40

Agent	Total Calls	Not Answered	Answered	Not Resolved	Resolved	Average of Satisfaction rating
Becky	631	114	517	169	462	3.37
Dan	633	110	523	162	471	3.45
Diane	633	132	501	181	452	3.41
Greg	624	122	502	169	455	3.40
Jim	666	130	536	181	485	3.39
Joe	593	109	484	157	436	3.33
Martha	638	124	514	177	461	3.47
Stewart	582	105	477	158	424	3.40
Total	5000	946	4054	1354	3646	3.40

Agent	Total Calls	Not Answered	Answered	Not Resolved	Resolved	Average of Satisfaction rating
Becky	631	114	517	169	462	3.37
Dan	633	110	523	162	471	3.45
Diane	633	132	501	181	452	3.41
Greg	624	122	502	169	455	3.40
Jim	666	130	536	181	485	3.39
Joe	593	109	484	157	436	3.33
Martha	638	124	514	177	461	3.47
Stewart	582	105	477	158	424	3.40
Total	5000	946	4054	1354	3646	3.40

Agent	Total Calls	Not Answered	Answered	Not Resolved	Resolved	Average of Satisfaction rating
Becky	631	114	517	169	462	3.37
Dan	633	110	523	162	471	3.45
Diane	633	132	501	181	452	3.41
Greg	624	122	502	169	455	3.40
Jim	666	130	536	181	485	3.39
Joe	593	109	484	157	436	3.33
Martha	638	124	514	177	461	3.47
Stewart	582	105	477	158	424	3.40
Total	5000	946	4054	1354	3646	3.40

Agent	Total Calls	Not Answered	Answered	Not Resolved	Resolved	Average of Satisfaction rating
Becky	631	114	517	169	462	3.37
Dan	633	110	523	162	471	3.45
Diane	633	132	501	181	452	3.41
Greg	624	122	502	169	455	3.40
Jim	666	130	536	181	485	3.39
Joe	593	109	484	157	436	3.33
Martha	638	124	514	177	461	3.47
Stewart	582	105	477	158	424	3.40
Total	5000	946	4054	1354	3646	3.40

Agent	Total Calls	Not Answered	Answered	Not Resolved	Resolved	Average of Satisfaction rating
Becky	631	114	517	169	462	3.37
Dan	633	110	523	162	471	3.45
Diane	633	132	501	181	452	3.41
Greg	624	122	502	169	455	3.40
Jim	666	130	536	181	485	3.39
Joe	593	109	484	157	436	3.33
Martha	638	124	514	177	461	3.47
Stewart	582	105	477	158	424	3.40
Total	5000	946	4054	1354	3646	3.40

Agent	Total Calls	Not Answered	Answered	Not Resolved	Resolved	Average of Satisfaction rating
Becky	631	114	517	169	462	3.37
Dan	633	110	523	162	471	3.45
Diane	633	132	501	181	452	3.41
Greg	624	122	502	169	455	3.40
Jim	666	130	536	181	485	3.39
Joe	593	109	484	157	436	3.33
Martha	638	124	514	177	461	3.47
Stewart	582	105	477	158	424	3.40
Total	5000	946	4054	1354	3646	3.40

Agent	Total Calls	Not Answered	Answered	Not Resolved	Resolved	Average of Satisfaction rating
Becky	631	114	517	169	462	3.37
Dan	633	110	523	162	471	3.45
Diane	633	132	501	181	452	3.41
Greg	624	122	502	169	455	3.40
Jim	666	130	536	181	485	3.39
Joe	593	109	484	157	436	3.33
Martha	638	124	514	177	461	3.47
Stewart	582	105	477	158	424	3.40
Total	5000	946	4054	1354	3646	3.40

Agent	Total Calls	Not Answered	Answered	Not Resolved	Resolved	Average of Satisfaction rating
Becky	631	114	517	169	462	3.37
Dan	633	110	523	162	471	3.45
Diane	633	132	501	181	452	3.41
Greg	624	122	502	169	455	3.40
Jim	666	130	536	181	485	3.39
Joe	593	109	484	157	436	3.33
Martha	638	124	514	177	461	3.47
Stewart	582	105	477	158	424	3.40
Total	5000	946	4054	1354	3646	3.40

Agent	Total Calls	Not Answered	Answered	Not Resolved	Resolved	Average of Satisfaction rating
Becky	631	114	517	169	462	3.37
Dan	633	110	523	162	471	3.45
Diane	633	132	501	181	452	3.41
Greg	624	122	502	169	455	3.40
Jim	666	130	536	181	485	3.39
Joe	593	109	484	157	436	3.33
Martha	638	124	514	177	461	3.47
Stewart	582	105	477	158	424	3.40
Total	5000	946	4054	1354	3646	3.40