## **CALL CENTER TREND ANALYSIS**

5000 Total Calls

Answered Calls 4024

Not Answered

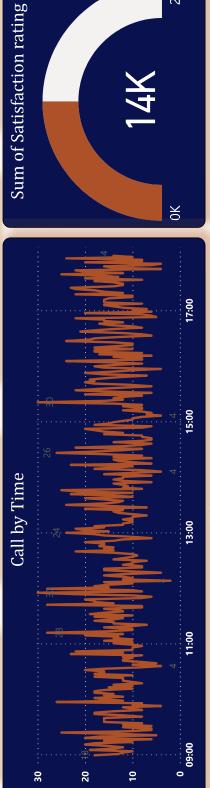
976

Avg Speed of ans in secs

Avg. Rating

3.40

67.52



10

Agent

H

20

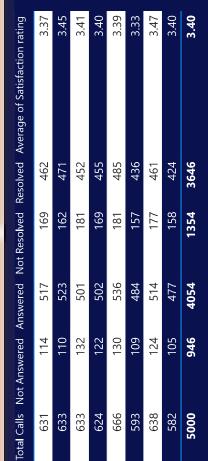
Topic

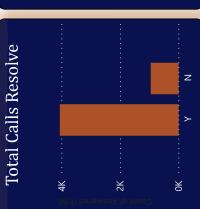
 $\blacksquare$ 

30

Date Ħ 28K

14K





Avg. 1a	Mir	Dan	Becky	Martha	Greg	Diane	Joe	0	
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וטנמו ע									
		$\succeq$			$\succeq$			$\succeq$	

Avg. Talk Duration by Agent	955	523	517	514	505	501	484	005	Count of AvgTalkDuration
Avg. 1	Jim	Dan	Becky	Martha	Greg	Diane	Joe	0	

Greg Jim

Dan Diane

Becky

Stewart **Total** 

Joe Martha