

CALL CENTER ANALYSIS

5000

Total calls

3.40

Average of Satisfaction rating

67.52

Average of Speed of answer in secon...

Month

All

Topic

Admin Support

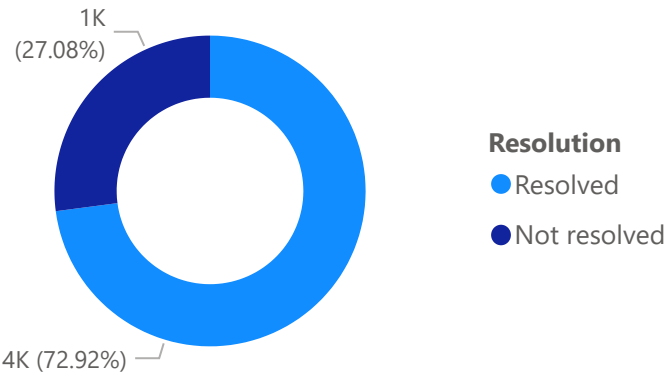
Contract related

Payment related

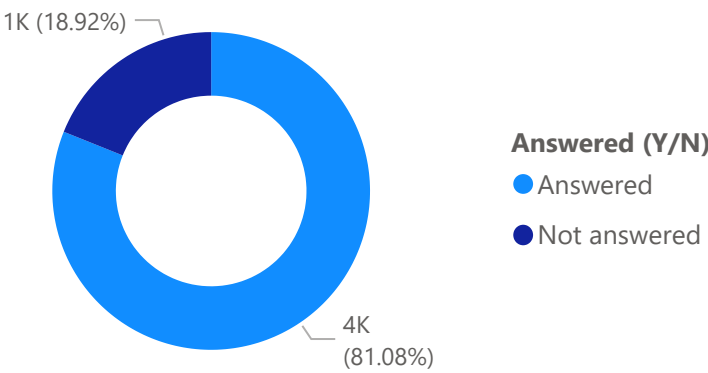
Streaming

Technical Support

Total calls by Resolution

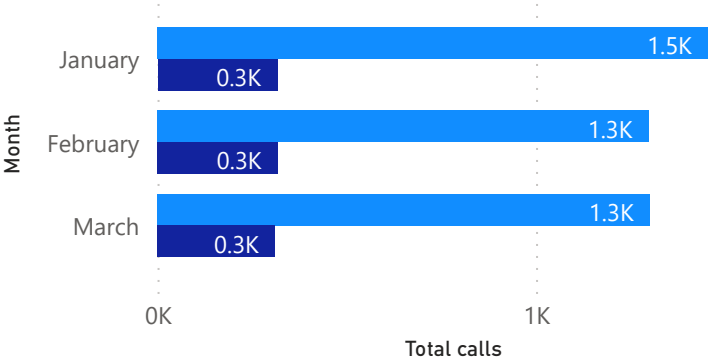


Total calls by Response

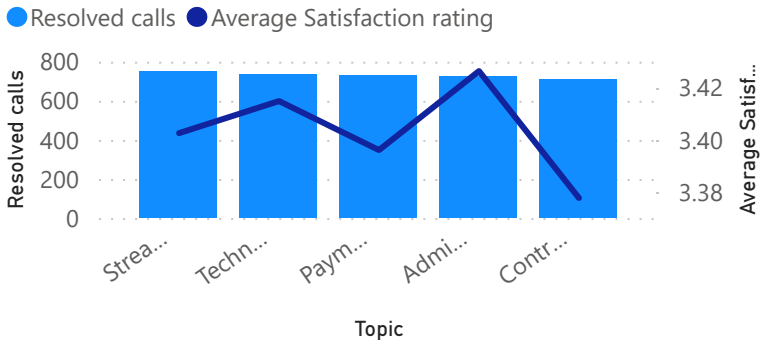


Total calls by Month and Response

Answered (Y/N) Answered Not answered



Resolved calls and Average Satisfaction rating by Topic



Agent	Answered calls	Resolved calls	Average of Satisfaction rat
Jim	536	485	3
Dan	523	471	3
Becky	517	462	3
Martha	514	461	3
Greg	502	455	3
Diane	501	452	3
Joe	484	436	3
Stew...	477	434	3
Total	4054	3646	3

Total calls by Agent

