

Call Center

Analysis

67.52

Average of Speed of answe...

1484

Calls on WeekEnd

5000

Total Calls

3516

Calls on Week Day

Agent

- ☐ Becky
- ☐ Dan
- ☐ Diane
- ☐ Greg
- ☐ Jim
- ☐ Joe
- ☐ Martha

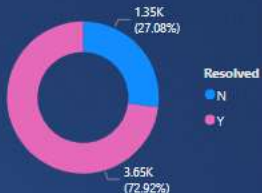
Total Call Ids by Month



Not Answered Calls by DayName



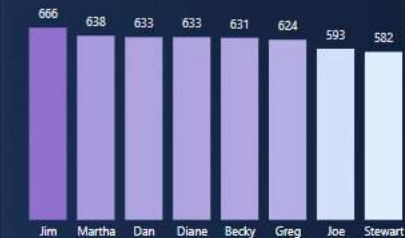
Count of Resolved by Resolved



Count of AvgTalkDuration.2 by Agent



Count of Call Id by Agent



Call Center Analysis

67.52

Average of Speed of answer...

5000

Total Calls

4054

Calls Answered

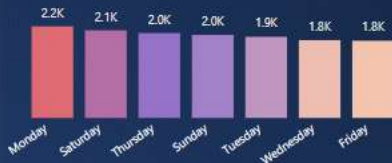
946

Calls Not Answered

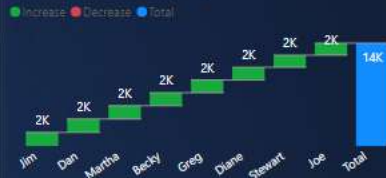
DayName

- ☐ Friday
- ☐ Monday
- ☐ Saturday
- ☐ Sunday
- ☐ Thursday
- ☐ Tuesday
- ☐ Wednesday

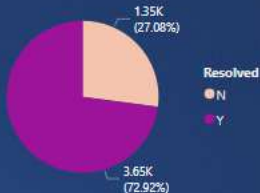
Satisfaction Calls by date



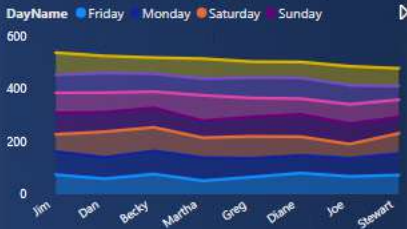
Not Answered Calls by DayName



Resolved on Weekday/Weekend



Count of AvgTalkDuration by Agent and DayName



Count of Call Id by MONTHname

