



CALL CENTER INSIGHTS

Review of Call Center Performance



Calls Received

590



Avg. Answer Speed (in sec)

68.88



Calls Abandoned

19.84%



Calls Resolved

532



Satisfaction Score

3.34



SLA (Target 75%)

76.10%

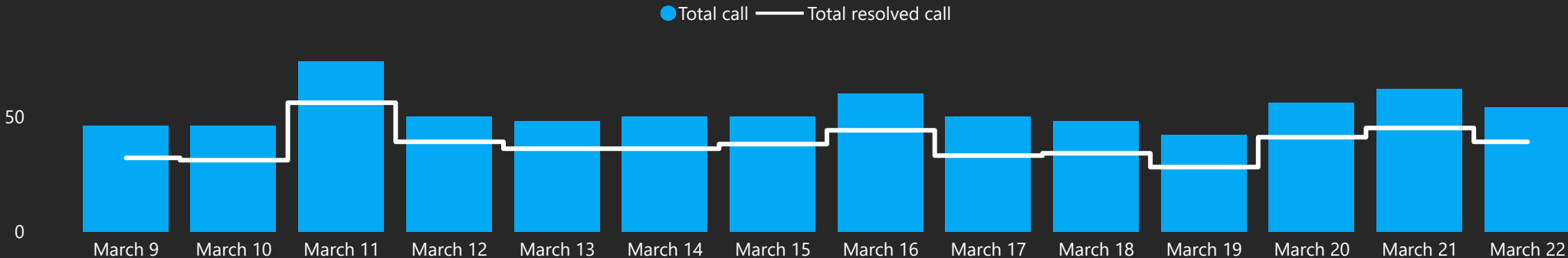
3/9/2021

3/22/2021

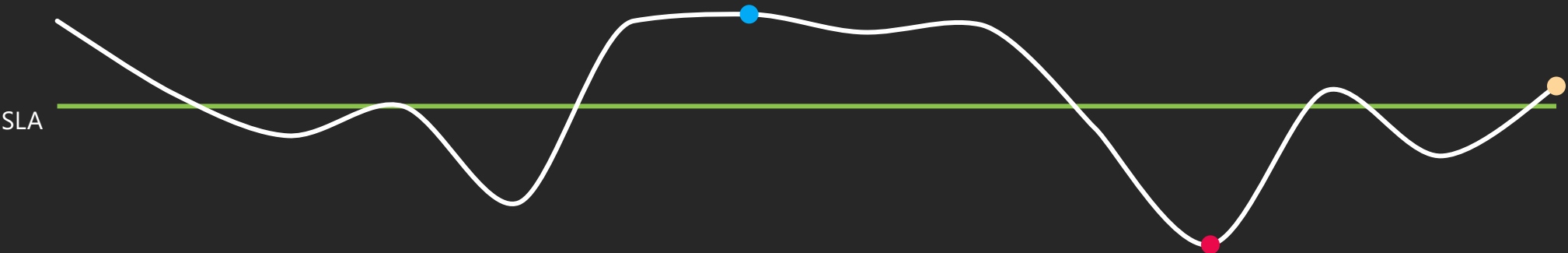
Overview

Agent Performance

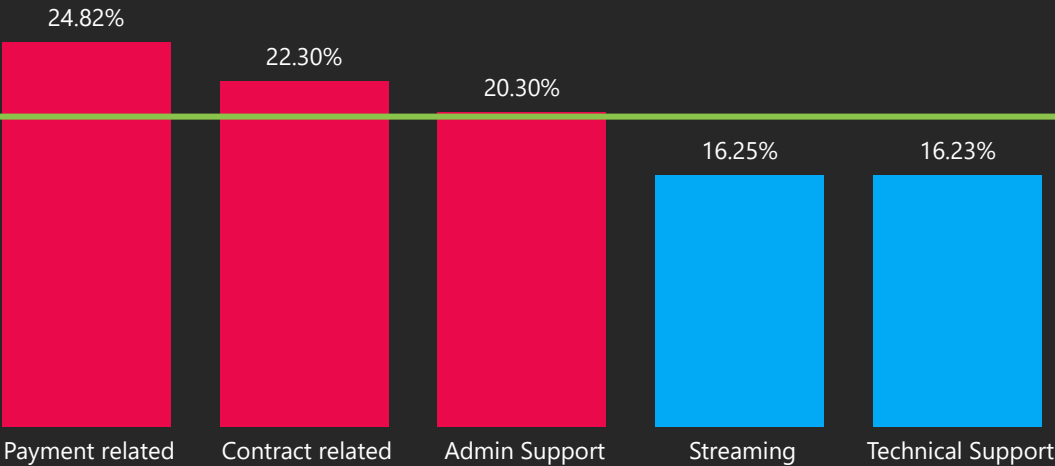
Total Calls vs. Resolved Calls



Daily Trending



Call Abandon Rate by Topic



Agent	Total call	Answered call	Resolved call	Avg. answer speed (in sec)	Call resolution rate	Satisfaction score
Stewart	85	71	62	65.15	87.32%	3.52
Jim	101	80	69	68.96	86.25%	3.44
Martha	91	76	71	69.80	93.42%	3.41
Dan	90	75	66	73.43	88.00%	3.33
Diane	106	80	73	64.29	91.25%	3.33
Joe	85	65	59	77.52	90.77%	3.28
Becky	84	68	62	64.24	91.18%	3.26
Greg	94	75	70	68.47	93.33%	3.15



CALL CENTER INSIGHTS

Review the Agent Performance

3/9/2021

3/22/2021

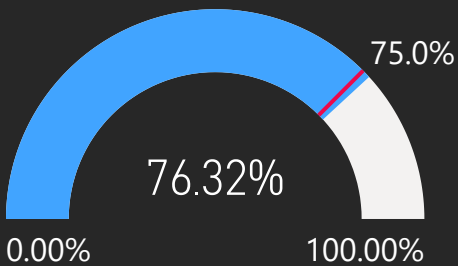
Select Agent

Martha

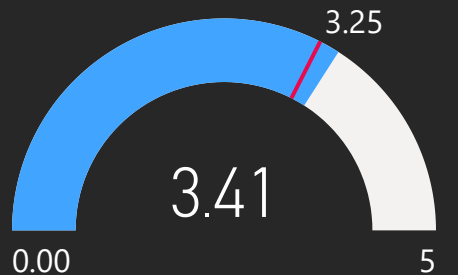
Agent Performance

Overview

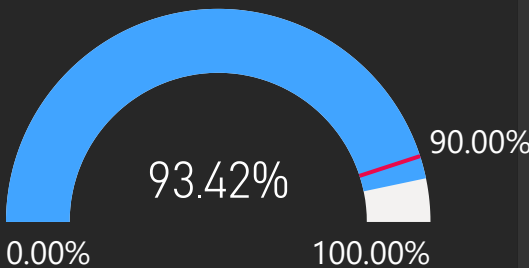
SLA



Satisfaction Score

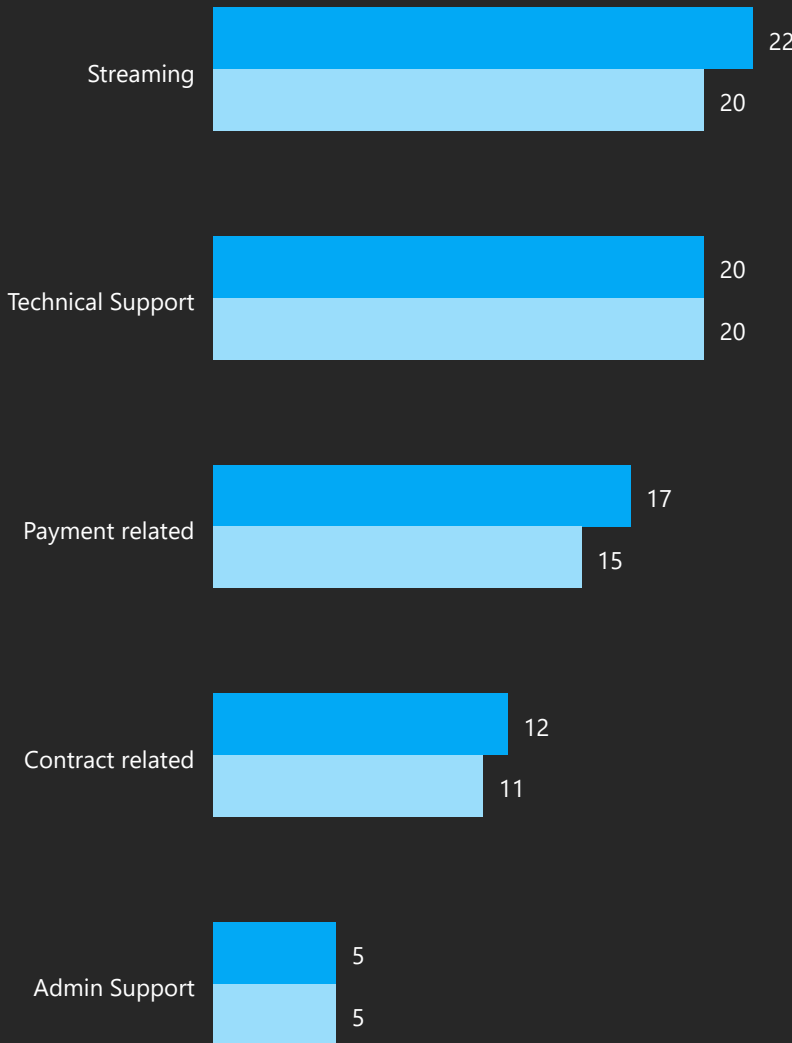


Call Resolution Score

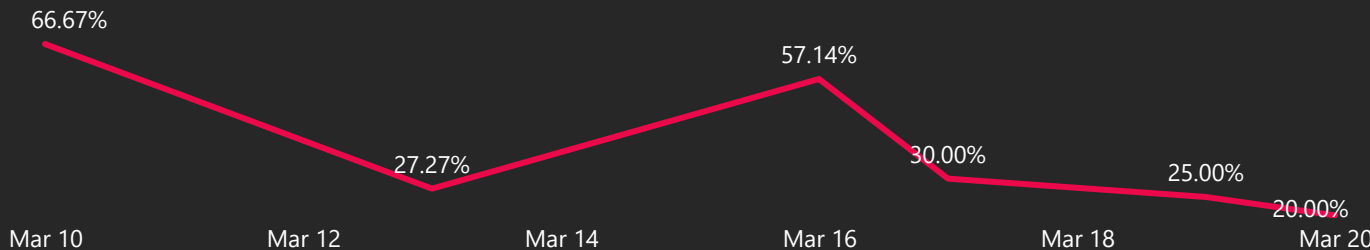


Call Resolution Score

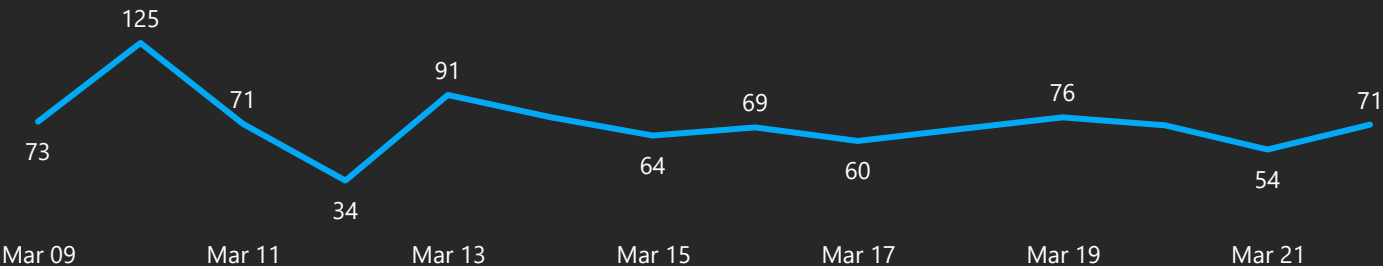
Total Call Received Total Resolved Call



Call Abandonment Trend



Avg. Answer Speed (in sec)



Satisfaction Score

