



Call Centre Trends Analysis

49.90%

Overall Customer Satisfaction %

5000

Total calls

4054

Total calls answered

3646

Total calls resolved

8

Total agents

67.52

Average of speed of answer

Date

1/1/2021



3/31/2021



Agent

All

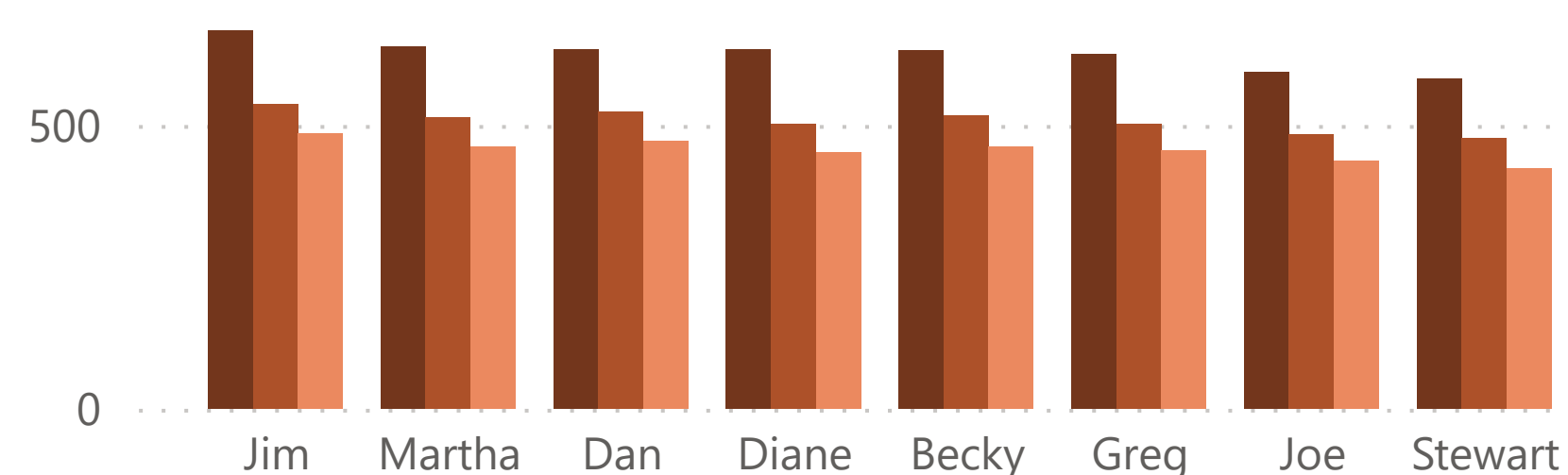


Topic

- ☐ Admin Support
- ☐ Contract related
- ☐ Payment related
- ☐ Streaming
- ☐ Technical Support

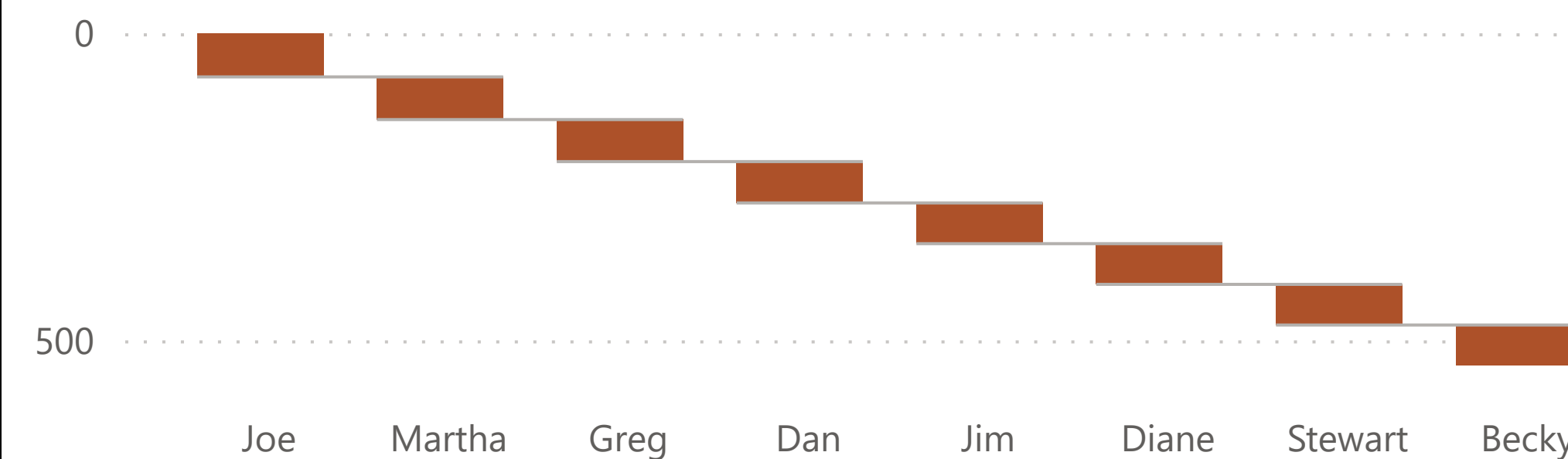
Calls trend by Agent

● Total calls ● Total calls answered ● Total calls resolved

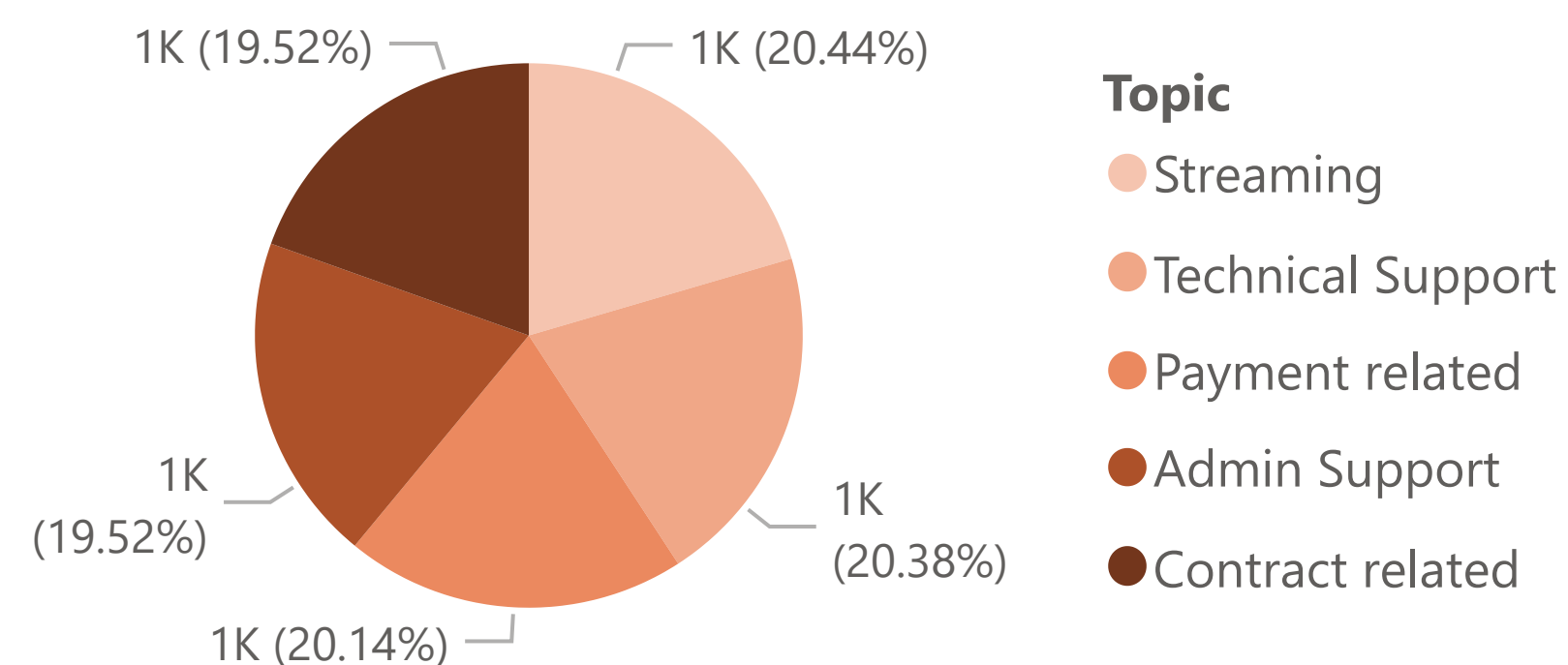


Average of Speed of answer in seconds by Agent

● Increase ● Decrease



Total calls by Topic



Average of Satisfaction rating by Agent

