

Call Centre Trends

Number of Calls

4054

% Calls Answered

100%

% Calls Resolved

90%

Avg Speed of Answering

67.5

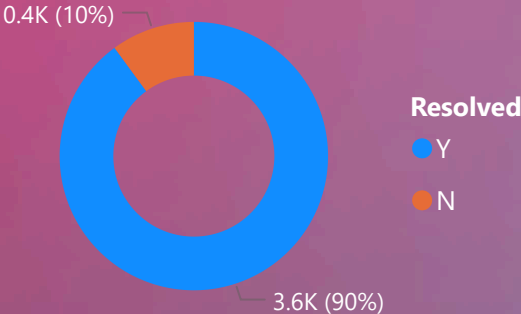
Avg Call Duration (sec)

30.2

Satisfaction Rating



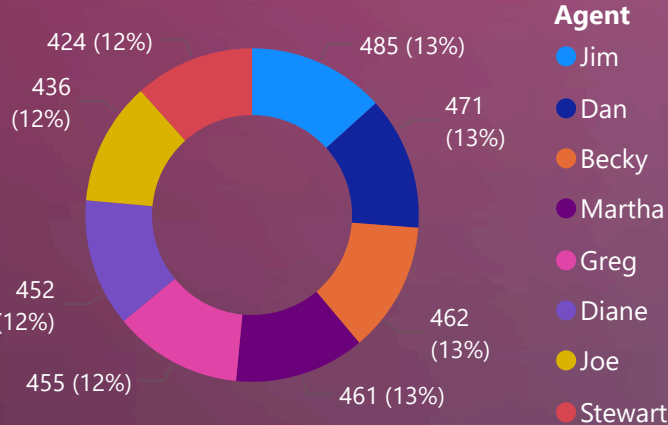
Calls Resolved



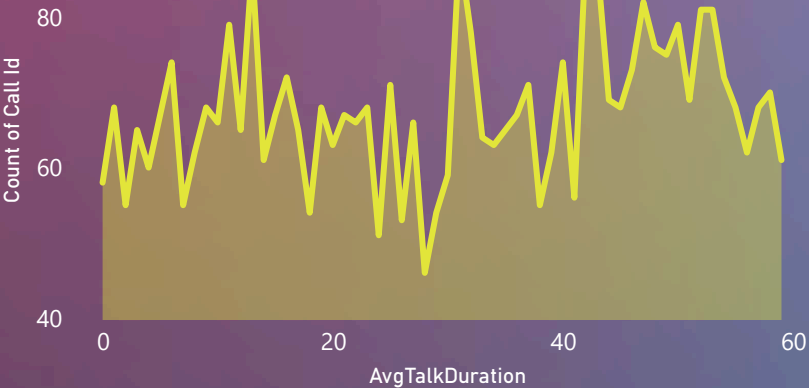
Topicwise Calls Answered

Topic	1	2	3	4	5	Total
Technical Support	86	72	243	230	174	805
Streaming	81	84	265	247	170	847
Payment related	89	85	227	247	170	818
Contract related	89	79	224	239	158	789
Admin Support	72	76	259	217	171	795
Total	417	396	1218	1180	843	4054

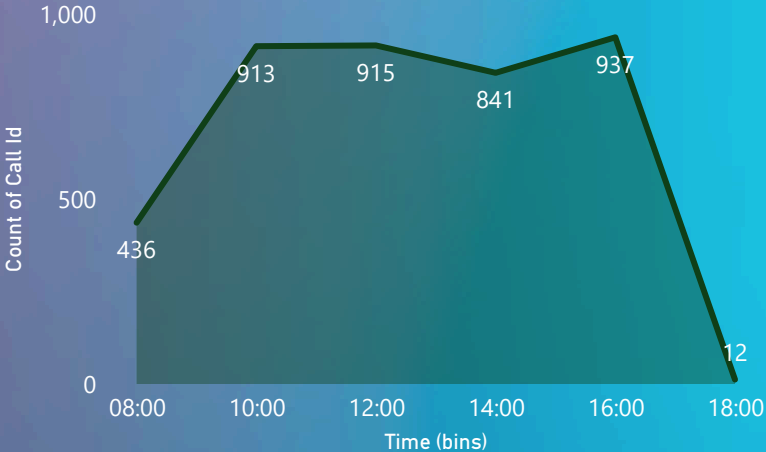
Resolved Calls By Agents



Talk Duration (sec)



No. of Calls by Time



Becky

Dan

Diane

Greg

Jim

Joe

Martha

Stewart