

5000

Calls Answered by Hour

67.52

Average Speed of Answer (A...

86.62K

Average Talk Duration

3646

Resolved Calls



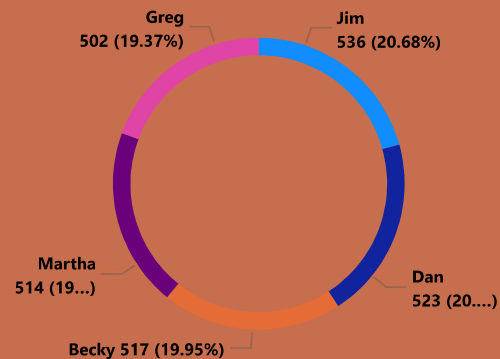
CALL CENTER TRENDS

Visualizing Agent Behaviour

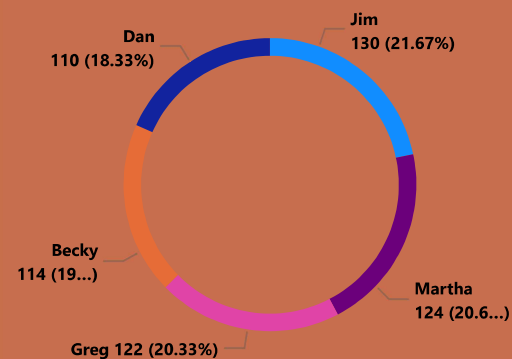
Year, Month

All

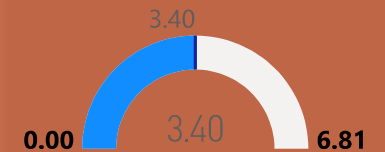
Calls Answered by Agent by Agent



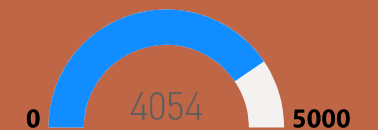
Calls Abonded by Agent by Agent



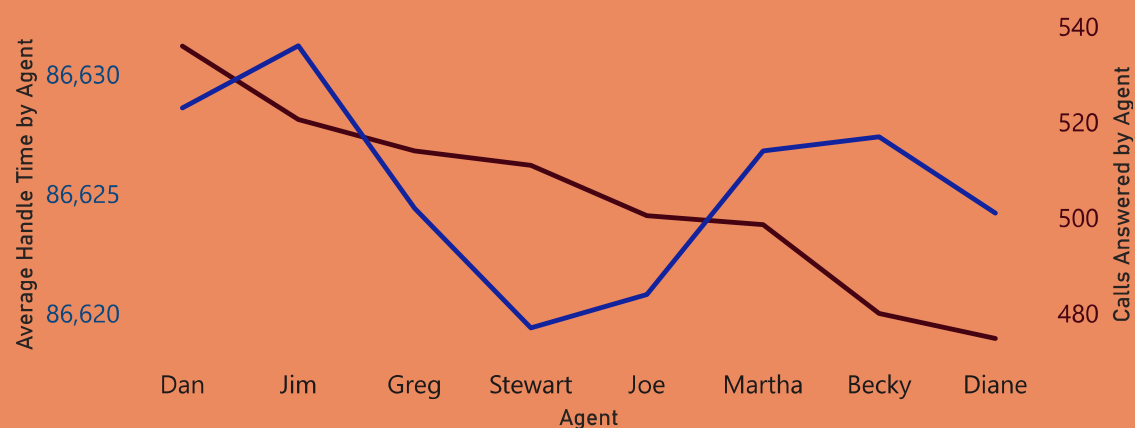
Overall Customer Satisfaction



Total call answered vs Total call



Average Handle Time by Agent and Calls Answered by Agent by Agent



Total Calls by Satisfaction rating

