

OptiConnect Solutions Call Center Analysis

Agents

All

Departments

Air Condi...

Fridge

Television

Toaster

Washing M...

Total Calls

1772

Calls Answered

1455

Avg Speed of Answer

67.22

Abandoned Rate

17.89%

Satisfaction Overall

3.45

Avg Call Duration

00:03:46

MaxTime delay

125

% Calls less than 180sec

38.6%

Calls less than 180sec

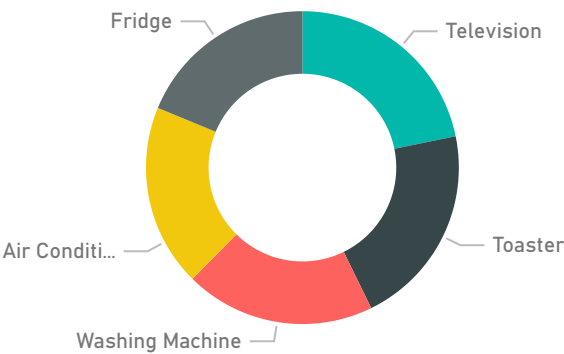
562

Satisfy 3 & below

724

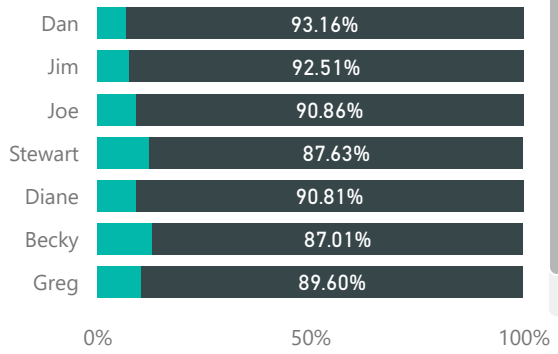
No. Calls Resolved by Agents

Department Television Toaster Washing Machine



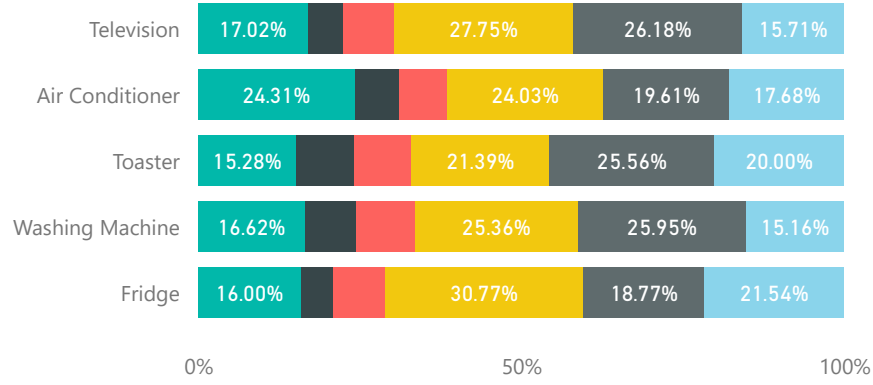
Agent Satisfaction Rating based on Resolved

Resolved N Y



Satisfaction Rating got based on Department

Satisfaction rating (Blank) 1 2 3 4 5



Staff Report

Agent	Count of Answered (Y/N)	Resolved Calls	Not Resolved Calls	Average of Speed of Answer	Average of
Stewart	230	186	44	66.24	
Jim	228	187	41	66.66	
Dan	227	190	37	66.95	
Diane	222	185	37	63.94	
Joe	221	186	35	71.16	
Martha	220	171	49	71.46	
Becky	216	177	39	64.35	
Greg	208	173	35	67.20	
Total	1772	1455	317	67.22	

Count of Call Id by Agent and Satisfaction rating

Satisfaction rating (Blank) 1 2 3 4 5

