

CALL CENTRE TRENDS ANALYSIS

AVG. SATISFACTION SCORE

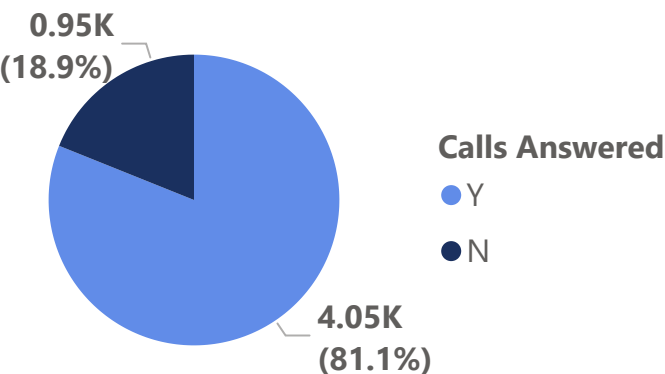
3.40

RESOLVED CALLS%

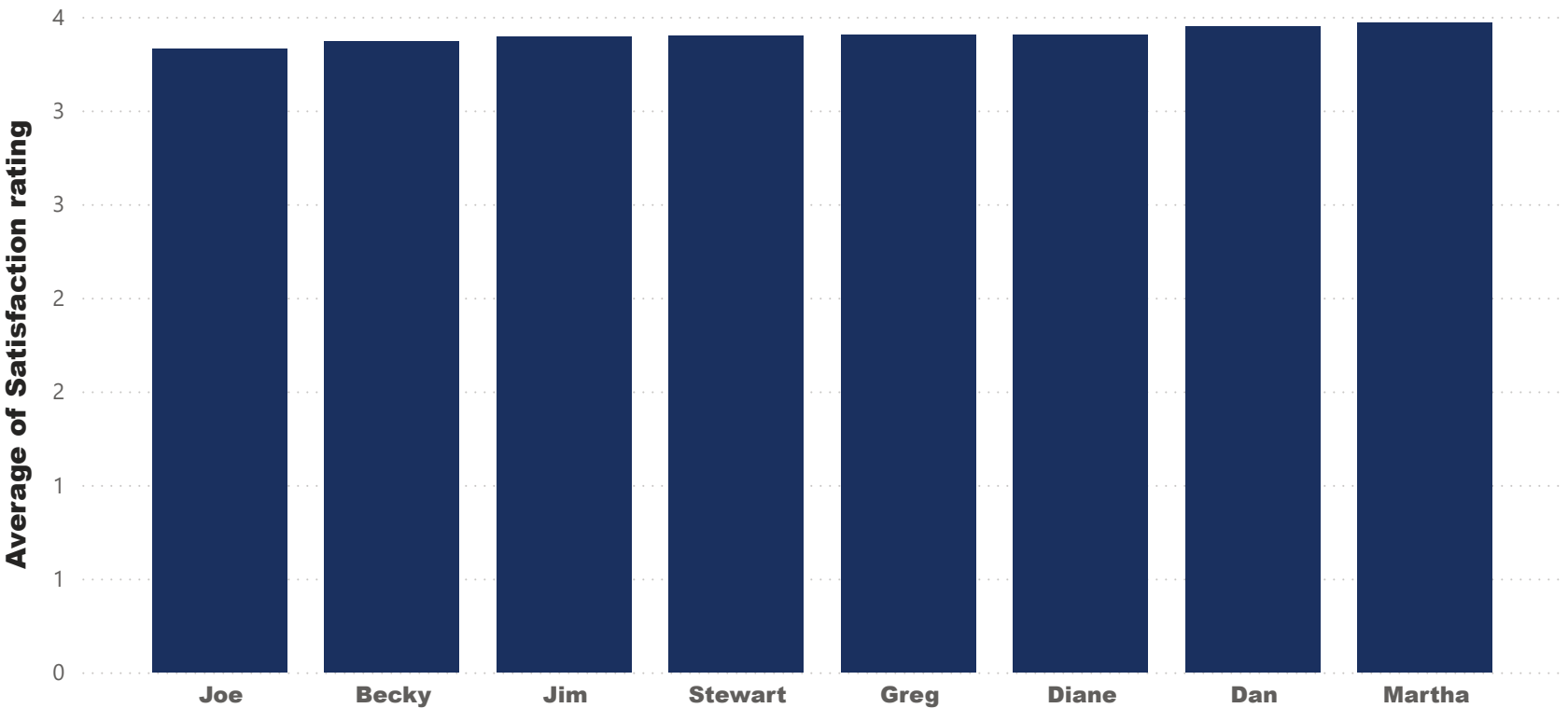
72.92

AVG SPEED OF ANSWER IN SECONDS

67.52



Average of Satisfaction rating by Agent



Calls by Topic

