



CALL CENTER TREND



5000

TOTAL CALLS

AGENT

All

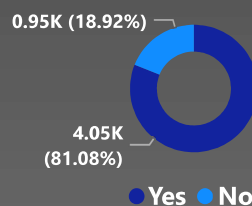
DATE

All

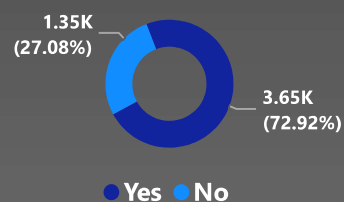
TOPIC

All

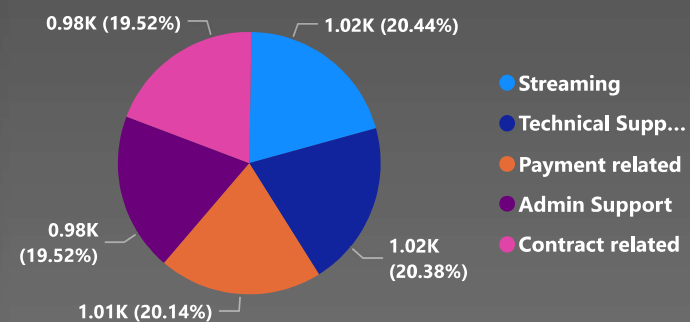
ANSWERED CALLS



RESOLVED CALLS



TOTAL CALLS BY TOPIC



54.75

AVERAGE SPEED OF ANSWER (S)

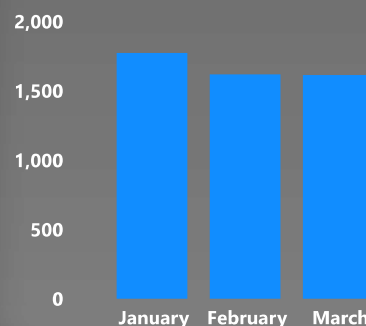
5

NO. OF TOPICS

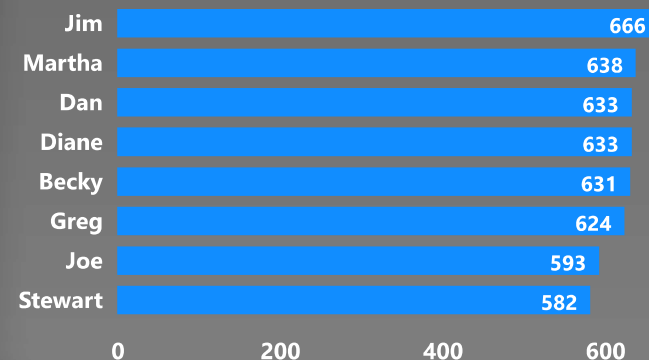
392

AVG. TALK DURATION

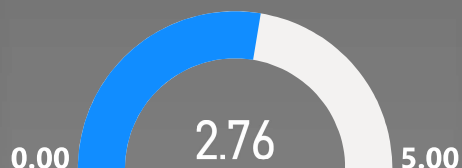
NUMBER OF CALLS PER MONTHS



AVG TALK DURATION BY AGENT



AVERAGE SATISFACTION RATING



8

NO. OF AGENT