

CALL CENTRE PERFORMANCE REPORT

Total Calls **5000** Total Agents **8** Total Calls Answered **4054** Total Calls Rejected **946** % Calls answered **81.08%** % Calls Rejected **18.92%**

Month

January

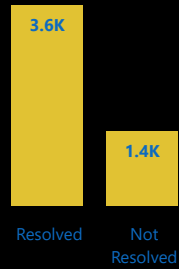
February

March

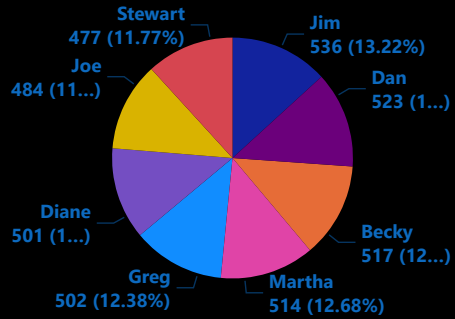
1/1/2021

3/31/2021

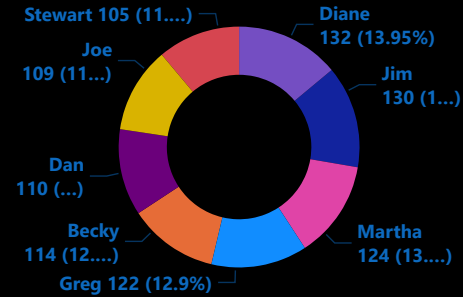
Total Call by Resolution



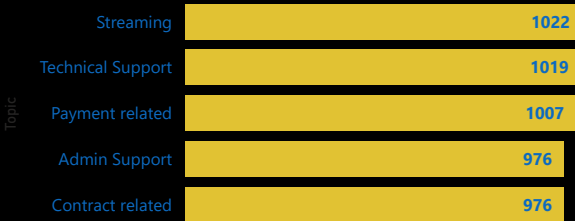
Calls Answered By Agent



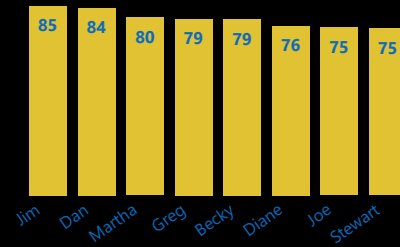
Calls Rejected By Agent



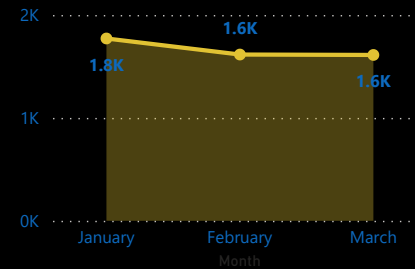
Total No of Call by Topic



Duration of calls by Agent



Total No of Call by Month



Avg Satisfaction Rating

Dan

Max Calls Answered

Jim