

CALL CENTER ANALYSIS

4054

Total Calls Answered

3646

Total Calls Resolved

946

Calls Abandoned

14K

Satisfaction rating

67.52

Average of Speed of ...

Agent

All

Topic

Admin
Support

Streaming

Contract
related

Technical
Support

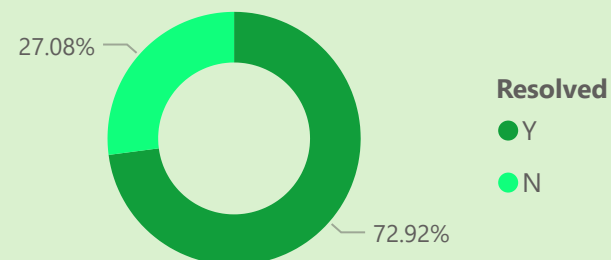
Payment
related

Date

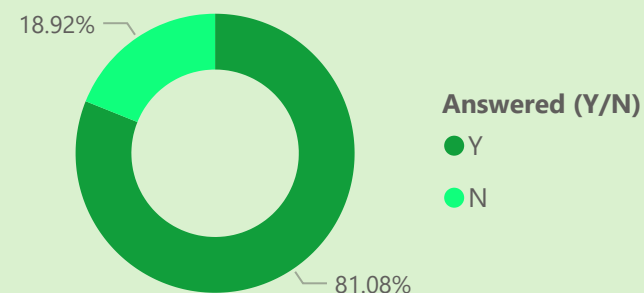
01-01-2021

31-03-2021

Resolved



Answered



Agent	Total Calls Answered	Total Calls Resolved	Average of Satisfaction rating	Average of Speed of answer in seconds
Joe	484	436	3.33	70.99
Martha	514	461	3.47	69.49
Greg	502	455	3.40	68.44
Dan	523	471	3.45	67.28
Jim	536	485	3.39	66.34
Diane	501	452	3.41	66.27
Stewart	477	424	3.40	66.18
Becky	517	462	3.37	65.33
Total	4054	3646	3.40	67.52

Average Satisfaction



No of calls per Month

