

# Customer Satisfaction Analysis

January

1772

Total No. of Calls

1772

Total Agents

8

Total Calls Answered

1455

Total Calls Rejected

317

Total Calls Answered

82.1%

Total Calls Rejected

17.9%

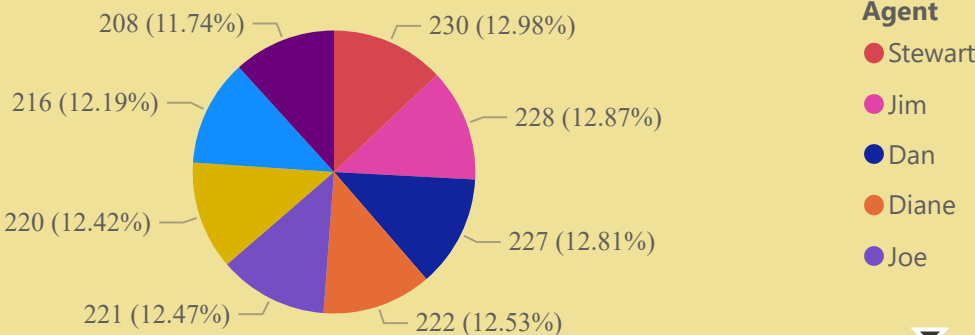
Highest Calls Answered

Dan

Average Satisfaction

Greg

Count of Calls Answered by Agent



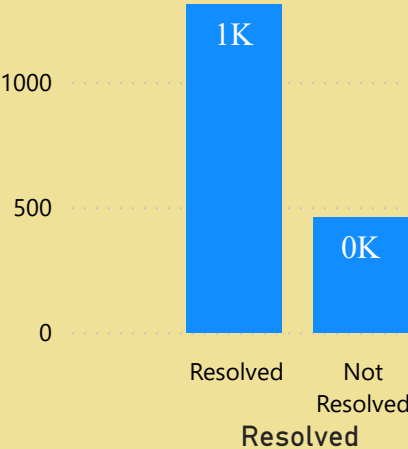
Month

January

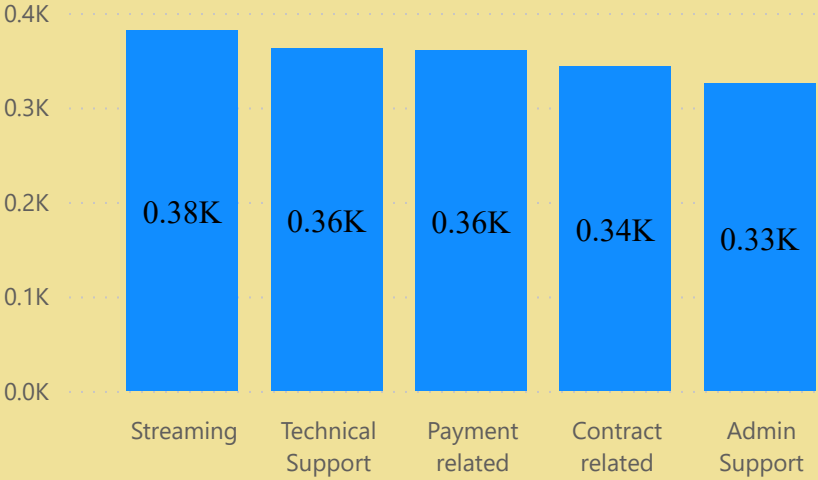
Febru...

March

Total Calls by Resolved



Total Calls by Topic



Sum of Duration Of Calls by Agent

