

Call Center Data Analysis



8

of Agent

5000

of Calls

3

Median of Satisfaction Rating

3646

of Resolved

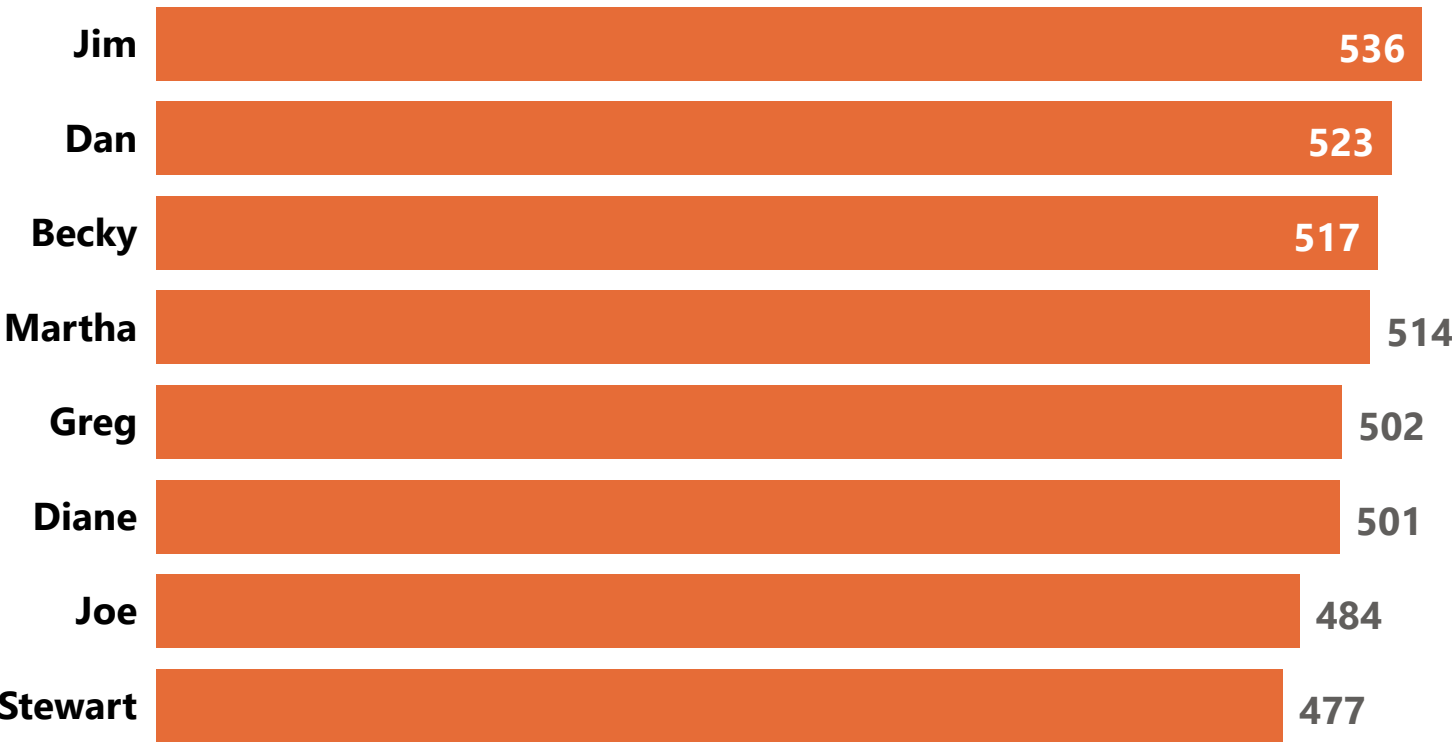
68

Speed of Answer (Median)

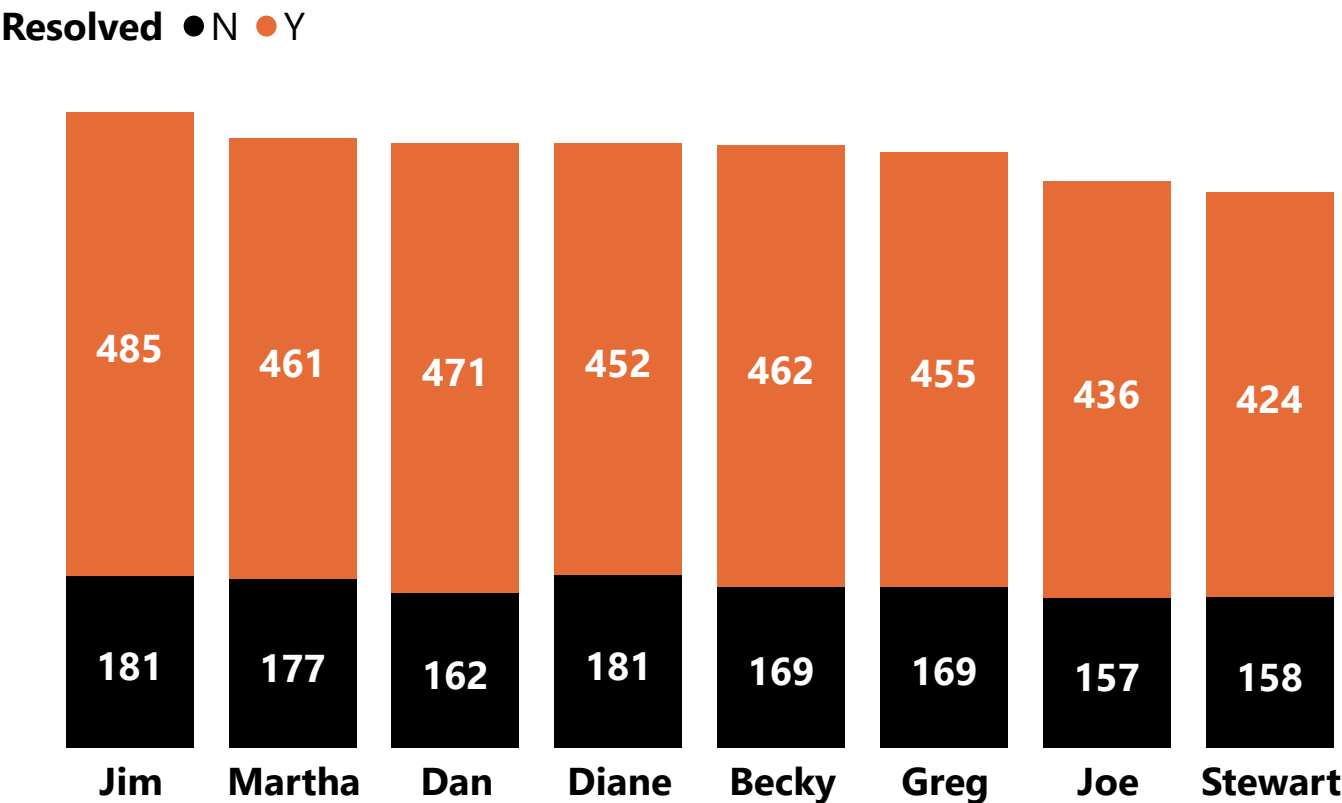


There are 8 Agents. Average Satisfaction Rating is > 3 for all agents.
Most Queries are resolved by Jim, Frequently Queried Topic is Streaming
Most busy hours are between 11 & 13, 16 & 17, Tuesday and Sunday are top busy days

TalkDuration in Seconds by Agent



TalkDuration in Seconds by Agent



of Cal By Call Hour

Agent	09	10	11	12	13	14	15	16	17	18	Total
Becky	56	57	96	61	78	60	70	68	83	2	631
Dan	71	61	78	72	78	57	60	80	75	1	633
Diane	65	75	70	61	74	62	80	68	76	2	633
Greg	77	63	80	71	69	52	65	63	82	2	624
Jim	68	65	84	83	70	75	62	72	84	3	666
Joe	67	70	57	54	79	76	67	70	52	1	593
Martha	80	78	68	78	65	65	64	77	63		638
Stewart	63	60	57	67	81	52	63	68	68	3	582
Total	547	529	590	547	594	499	531	566	583	14	5000

Agent	Average of Satisfaction Rating	Speed of Answer (in Secs)	Resolved	Talk Duration - Minutess	Talk Duration - Seconds
Martha	3.47	70	461	3	30
Dan	3.45	67	471	3	31
Diane	3.41	64	452	3	30
Greg	3.40	70	455	3	29
Stewart	3.40	65	424	3	30
Jim	3.39	65	485	3	30
Becky	3.37	64	462	3	30
Joe	3.33	72	436	3	31
Total	3.40	68	3646	3	30

of Calls by Topic

Streaming	Technical Support	Payment related	Admin Support	Contract related
1022	1019	1007	976	976

of Calls by Day

Tue	Sun	Wed	Mon	Thu	Sat	Fri
771	766	760	759	654	646	644

8

of Agent

5000

of Calls

3


Median of Satisfaction Rating

3646

of Resolved

68

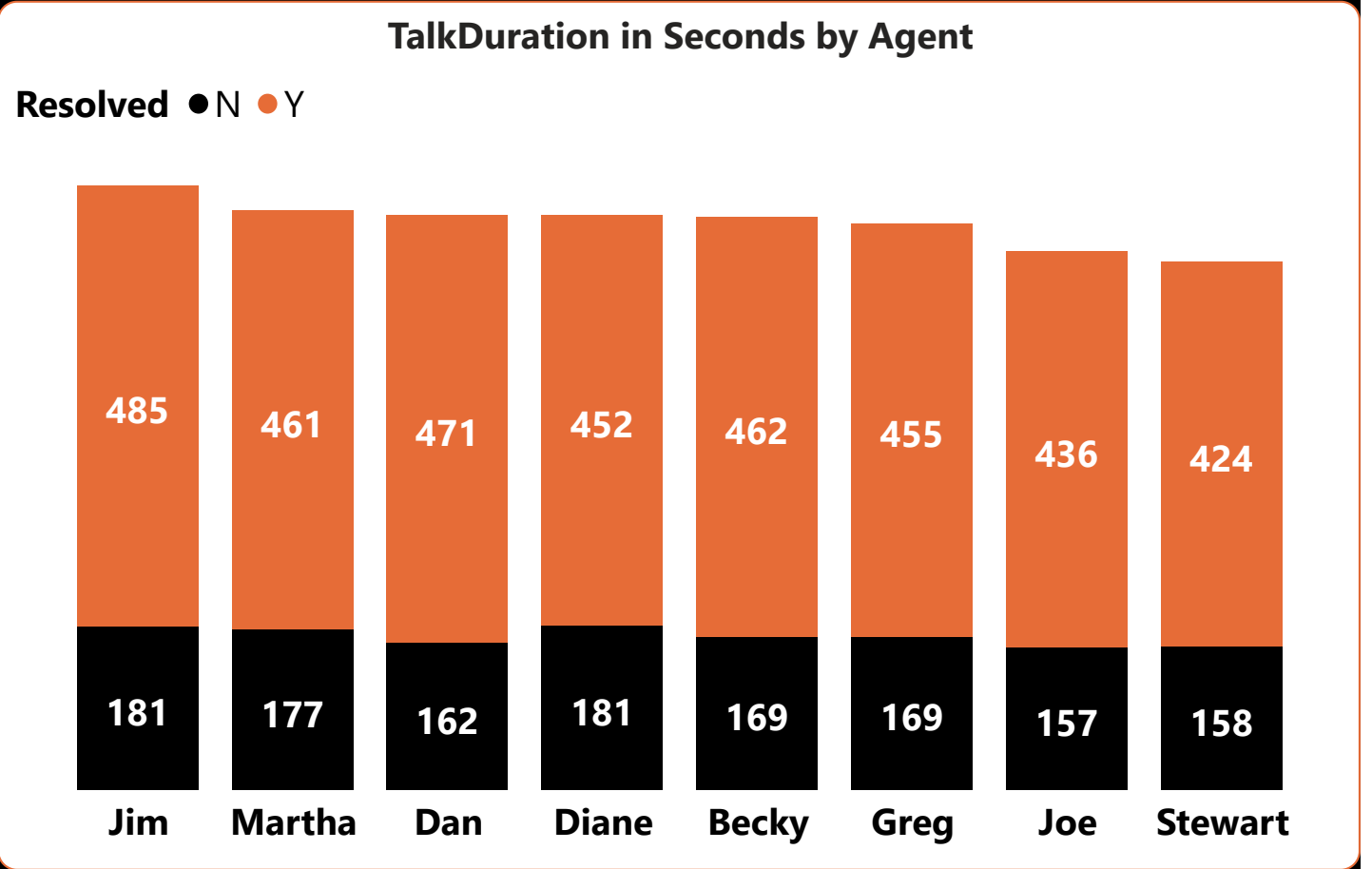
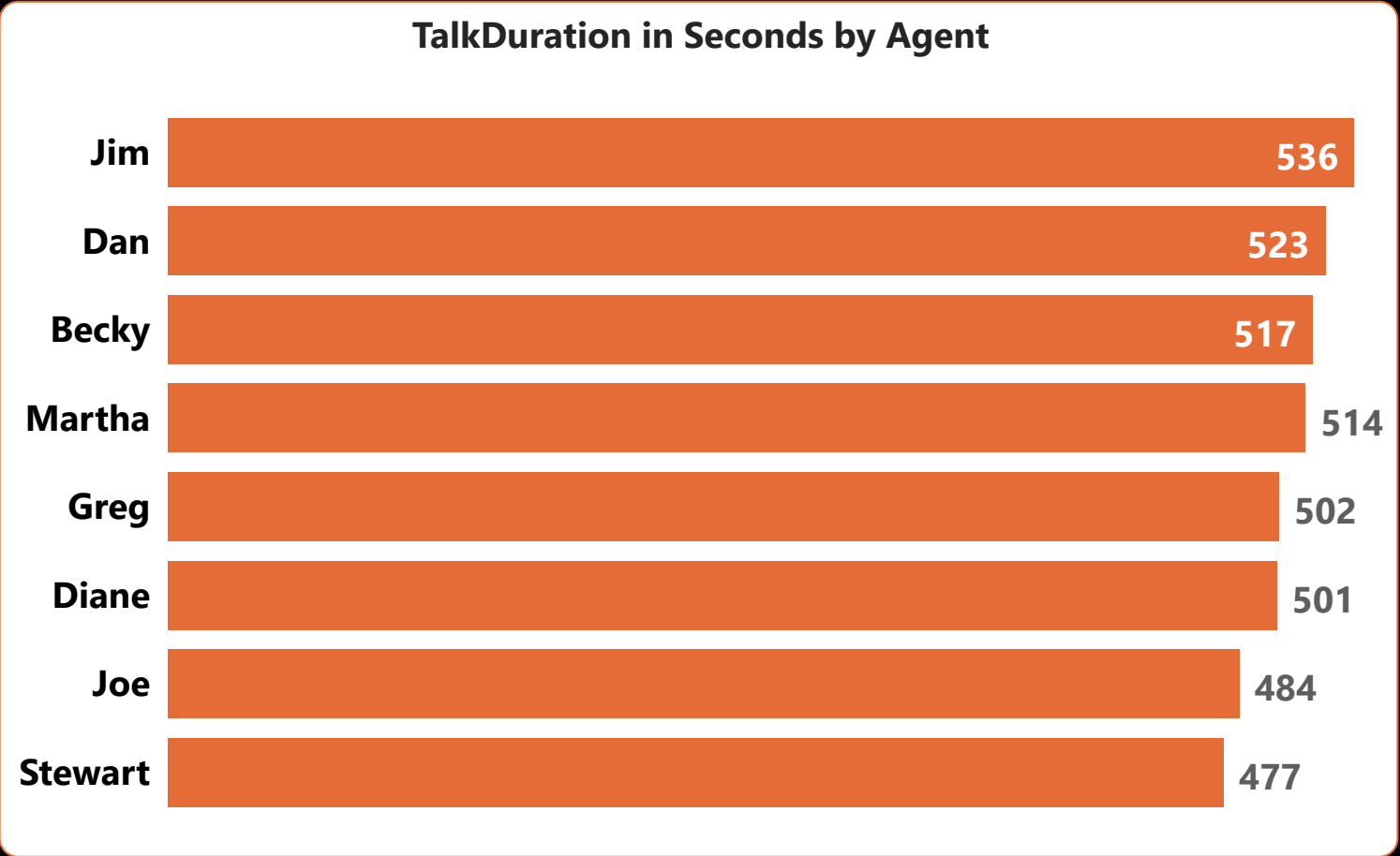
Speed of Answer (Median)



There are 8 Agents. Average Satisfaction Rating is > 3 for all agents.

Most Queries are resolved by Jim, Frequently Queried Topic is Streaming

Most busy hours are between 11 & 13, 16 & 17, Tuesday and Sunday are top busy days



# of Cal By Call Hour											
Agent	09	10	11	12	13	14	15	16	17	18	Total
Becky	56	57	96	61	78	60	70	68	83	2	631
Dan	71	61	78	72	78	57	60	80	75	1	633
Diane	65	75	70	61	74	62	80	68	76	2	633
Greg	77	63	80	71	69	52	65	63	82	2	624
Jim	68	65	84	83	70	75	62	72	84	3	666
Joe	67	70	57	54	79	76	67	70	52	1	593
Martha	80	78	68	78	65	65	64	77	63		638
Stewart	63	60	57	67	81	52	63	68	68	3	582
Total	547	529	590	547	594	499	531	566	583	14	5000

Agent	Average of Satisfaction Rating	Speed of Answer (in Secs)	Resolved	Talk Duration - Minutess	Talk Duration - Seconds
Martha	3.47	70	461	3	30
Dan	3.45	67	471	3	31
Diane	3.41	64	452	3	30
Greg	3.40	70	455	3	29
Stewart	3.40	65	424	3	30
Jim	3.39	65	485	3	30
Becky	3.37	64	462	3	30
Joe	3.33	72	436	3	31
Total	3.40	68	3646	3	30

# of Calls by Topic				
Streaming	Technical Support	Payment related	Admin Support	Contract related
1022	1019	1007	976	976

# of Calls by Day						
Tue	Sun	Wed	Mon	Thu	Sat	Fri
771	766	760	759	654	646	644