

Call Centre Performance Report

Total Calls

5000

Total Agents

8

Calls Answered

4054

Calls Rejected

946

% Calls Answered

81.1%

% Calls Rejected

18.9%

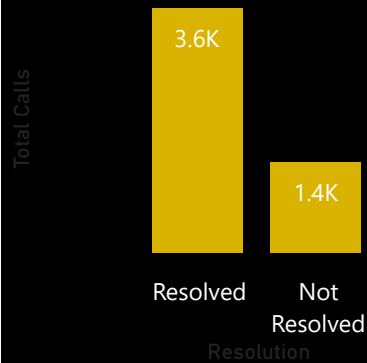
Month

March

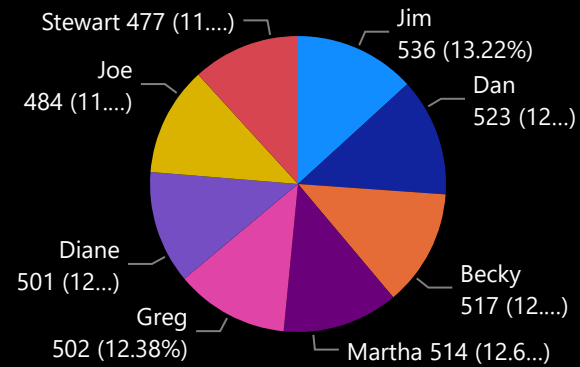
February

January

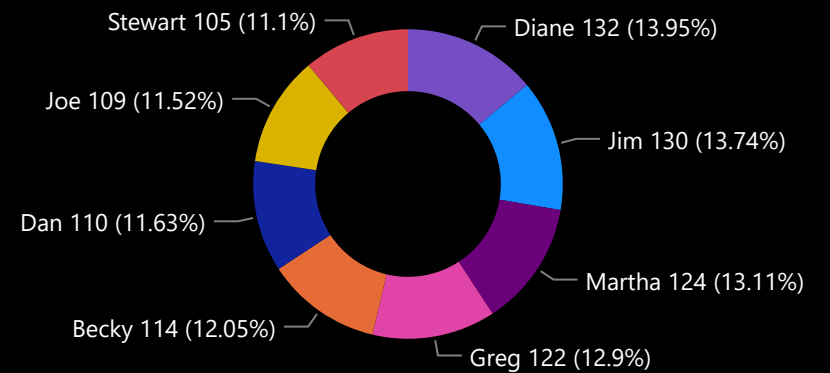
Total Calls by Resolution



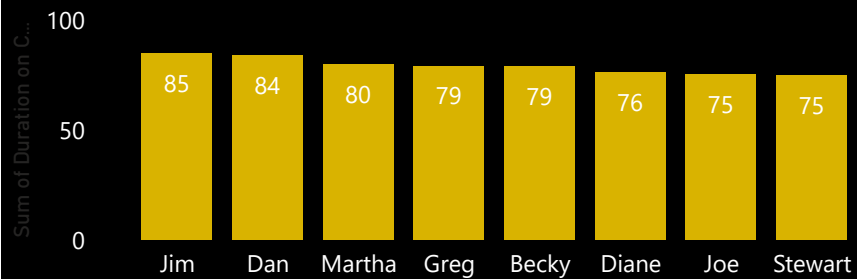
Calls Answered by Agent



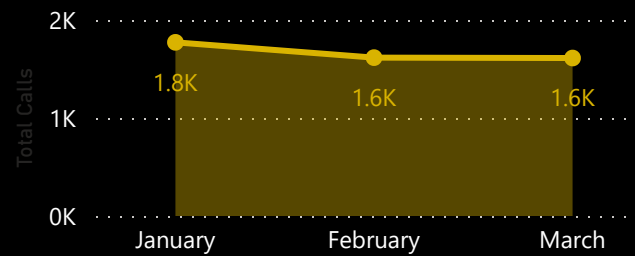
Calls Rejected by Agents



Sum of Duration on Calls by Agent



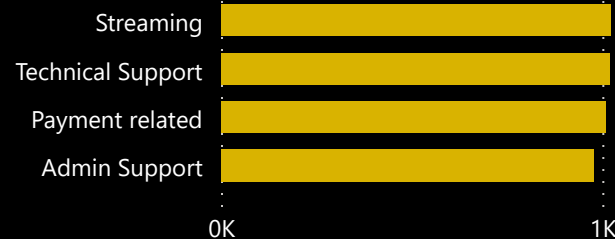
Total Calls by Month



Highest Satisfaction Rate

Dan

Total Calls by Topic



Highest Calls Answered

Jim