



CALL CENTER ANALYSIS

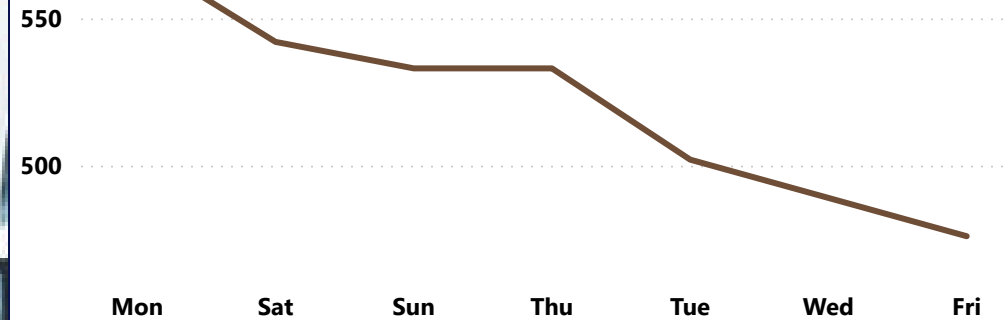
5000
TotalCustomer

4054
CallsAnswered

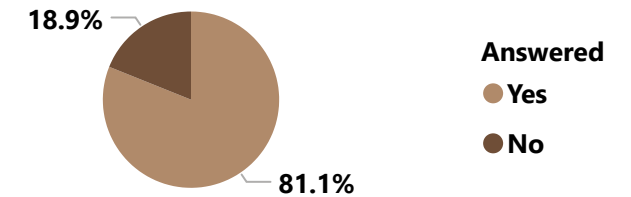
3646
Resolved Calls

NEXT PAGE

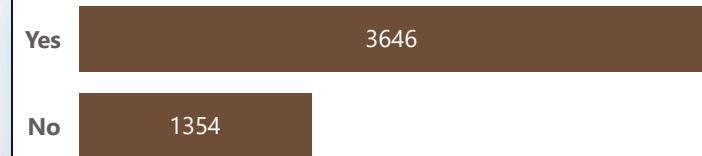
Daily Resolved Calls



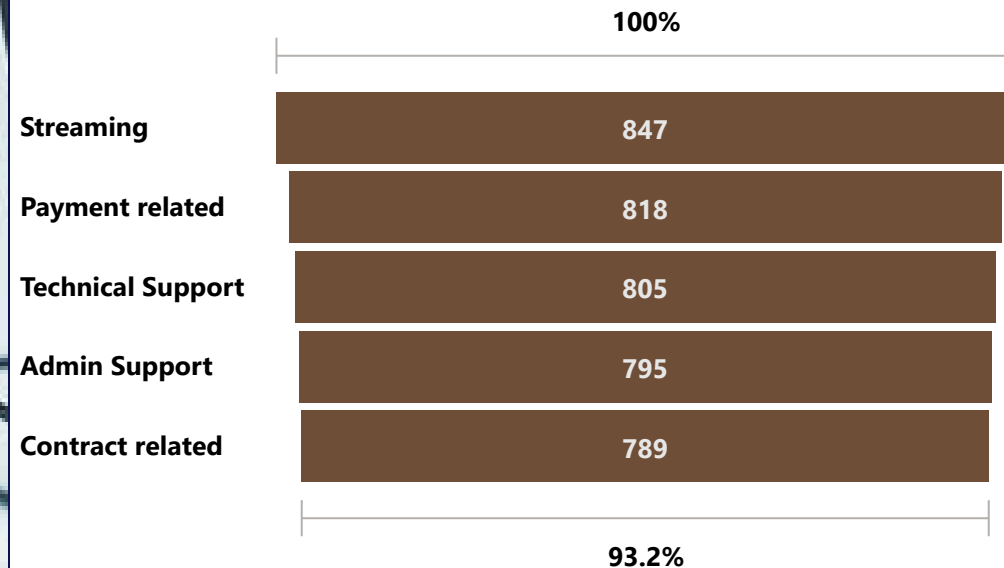
Calls Answered



Calls Resolved



Topic-wise Answered Calls



Agent Agent resolution rate

Agent	Agent resolution rate
Greg	90.6%
Jim	90.5%
Diane	90.2%
Joe	90.1%
Dan	90.1%
Martha	89.7%
Becky	89.4%
Stewart	88.9%
Total	89.9%

Date

01-01-2021

31-03-2021

AGENT PERFORMANCE PAGE

81%

Calls Answered %

90%

Agent resolution rate

3.4

AverageSatisfaction

50%

CSAT %

Agent

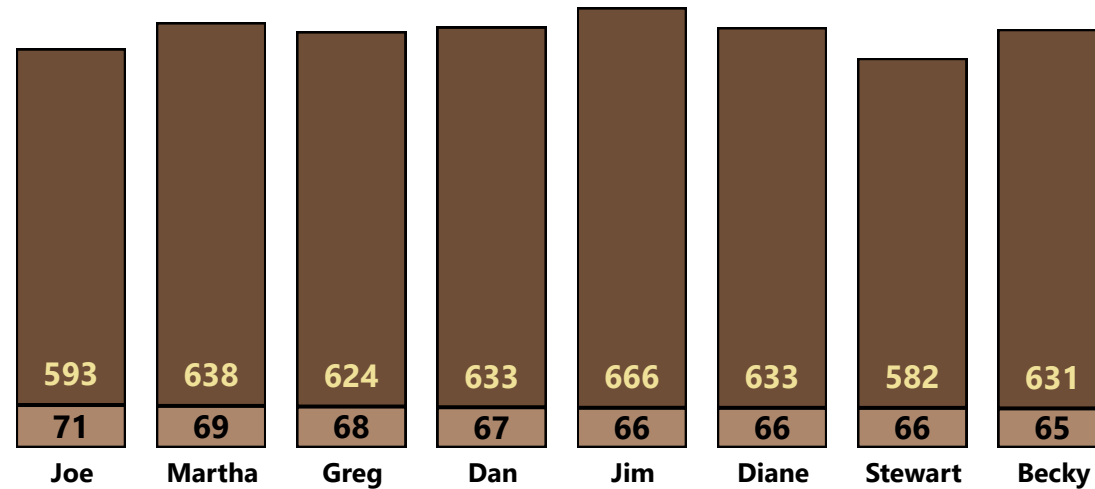
- ☐ Select all
- ☐ Becky
- ☐ Dan
- ☐ Diane
- ☐ Greg
- ☐ Jim
- ☐ Joe
- ☐ Martha
- ☐ Stewart

Topic

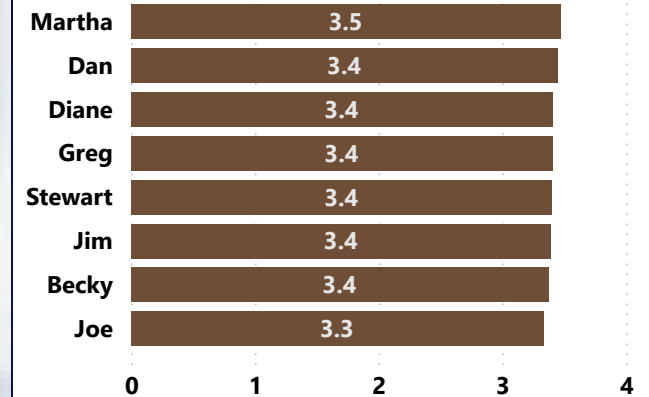
- ☐ Select all
- ☐ Admin Support
- ☐ Contract related
- ☐ Payment related
- ☐ Streaming
- ☐ Technical Support

Total Call and Average Answered Speed by Agent

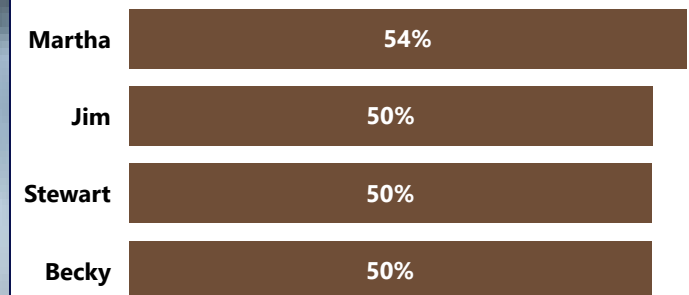
● Average Answered Speed ● Total Calls



Average Agent Satisfaction



Top 4 Agent CSAT %



Apply all Selections

Clear all Selections

CALL DETAILS



BACK PAGE