



Agent

All

Call Centre Trends

Total Calls

4054

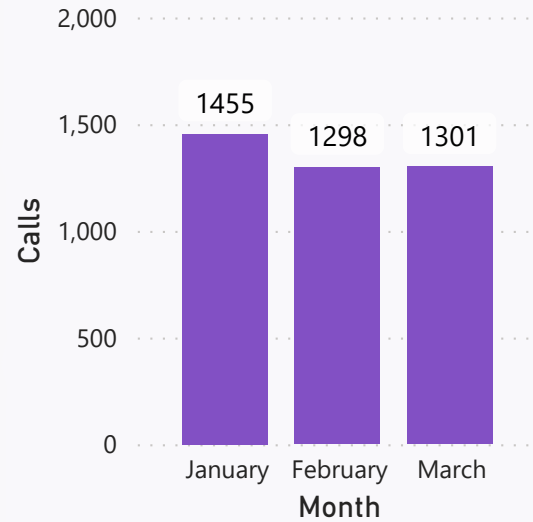
Call Answered

100%

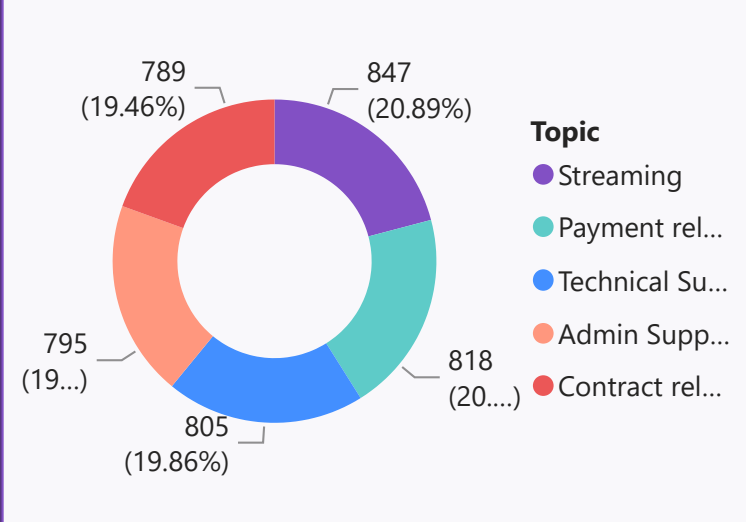
Call Resolved

3646

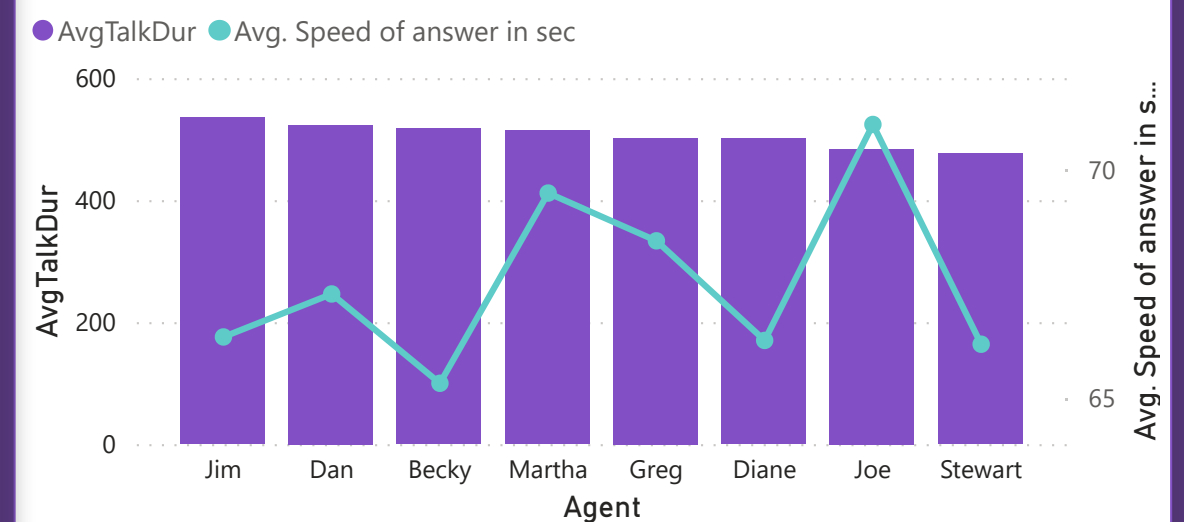
Calls by Month



Handle Time (Sec) by Topic



AvgTalkDur and Avg. Speed of answer in sec by Agent



Call Not Resolved

408

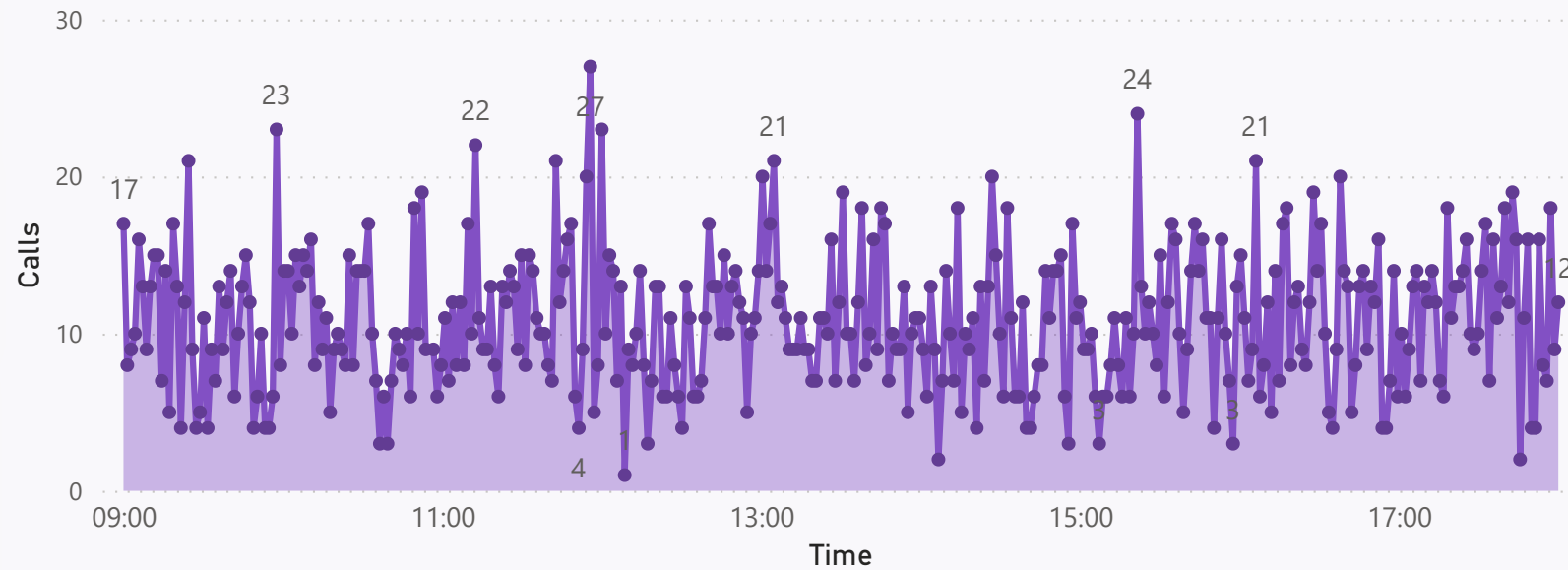
Avg. Speed of Answer

68

Avg. Satisfaction Rate

3.40

Calls by Time



Calls by Weekday

