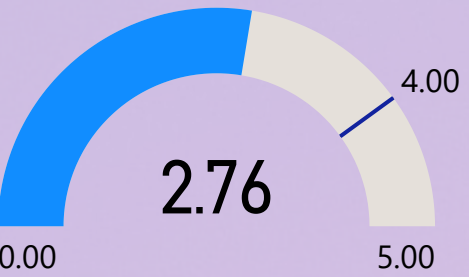




Call Centre Trends Analysis

Customer Satisfaction Rating



Agent

All

Day

All

Month

All

Total Calls

5000

Calls Answered

4054

Total Agents

8

Avg Answer Speeds

54.75

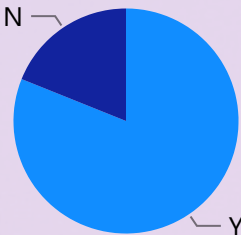
Issue Resolved

3646

Agent Performance Quadrant

Agent	Total calls	Calls Answered	Issue Resolved	Duration on
Becky	631	517	462	
Dan	633	523	471	
Diane	633	501	452	
Greg	624	502	455	
Jim	666	536	485	
Joe	593	484	436	
Martha	628	514	461	

Calls Distribution



Highest Satisfaction Rate

Dan

Most Calls Answered

Jim

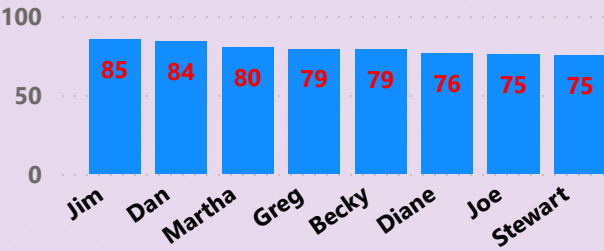
Most Calls Missed

Diane

Total calls by Topic



Duration on calls by Agent



Calls By Time

