

## Total Calls

5000

Calls Answered

4054

Calls Rejected

946

## Total Agents

8

% Calls Answered

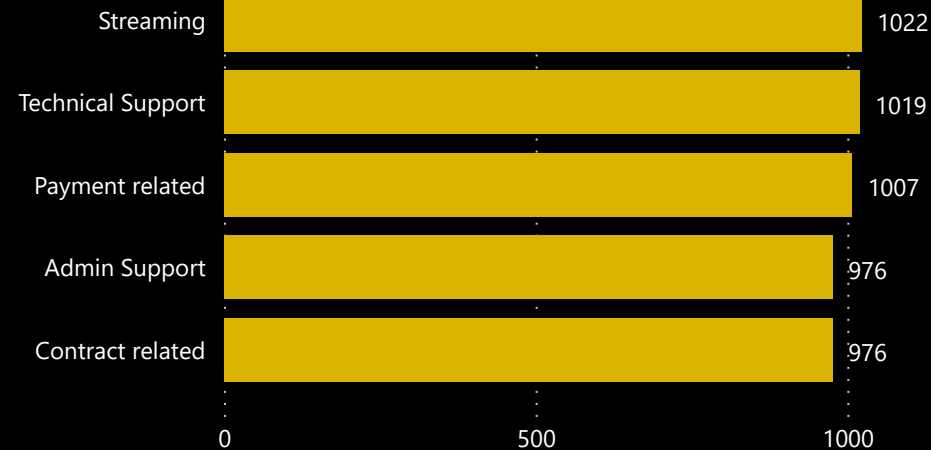
81.1%

% Calls Rejected

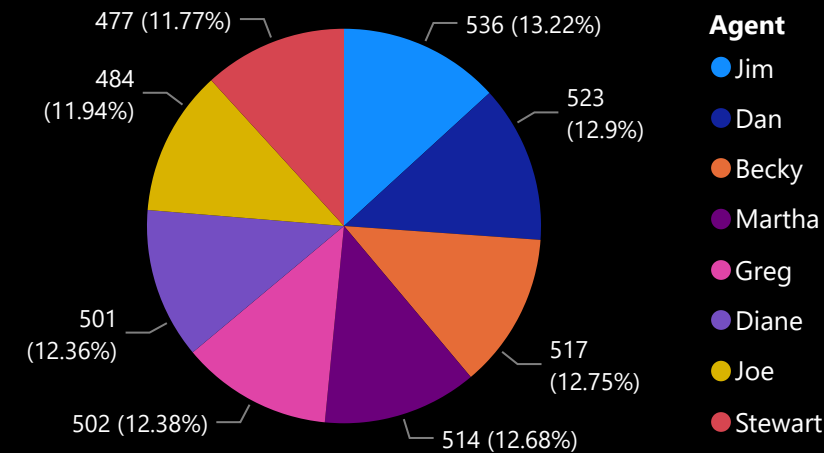
18.9%

## Total calls by Topic

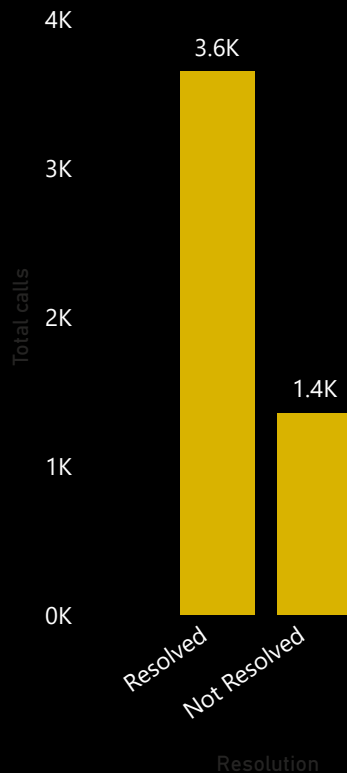
Topic



## Sum of Calls Answered by Agent



## Total calls by Resolution



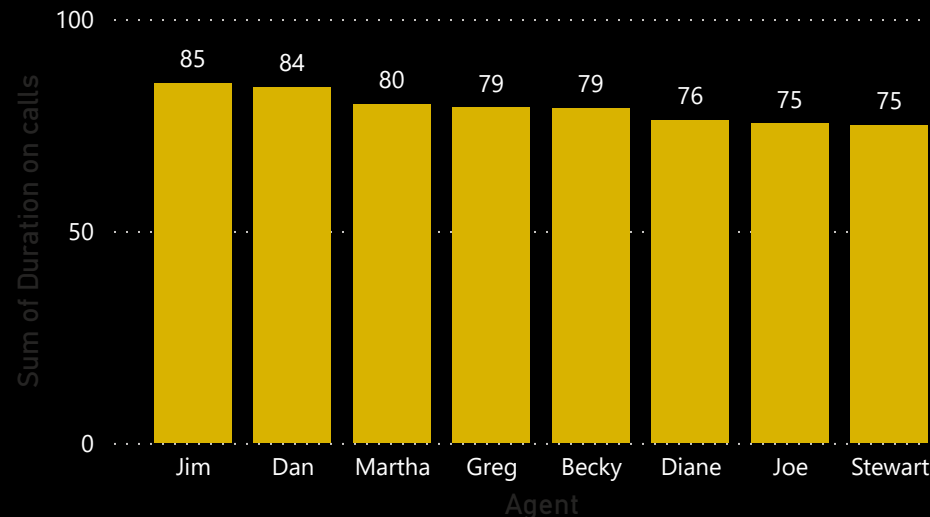
## Highest Saticfaction Rating

Dan

## Highest Calls Answered

Jim

## Sum of Duration on calls by Agent



## Month, Day

- ☐ January
- ☐ February
- ☐ March
- ☐ April
- ☐ May
- ☐ June
- ☐ July
- ☐ August
- ☐ September
- ☐ October
- ☐ November
- ☐ December

## Total calls by Month and Day

