

CALL CENTRE ANALYSIS

Resolved

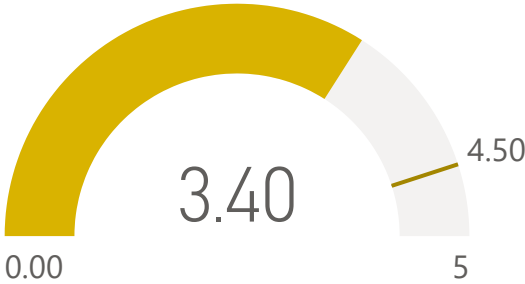
N

Y

Average Speed of Answers
(in seconds)

67.52

Average Satisfaction Rating



Agent

All

Date

01-01-2021

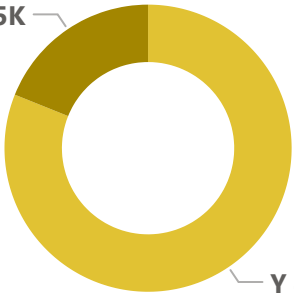


31-03-2021



Answered

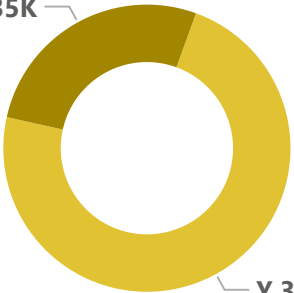
N 0.95K



Y 4.05K

Resolved

N 1.35K



Y 3.65K

Number of Calls per Month

Answered ● N ● Y

2.0K

1.5K

1.0K

0.5K

0.0K

1.46K

0.32K

2021 Qtr 1 January

1.30K

0.32K

2021 Qtr 1 February

1.30K

0.31K

2021 Qtr 1 March

Agent Statistics

Agent	Answered	Resolved (Y)	Avg Satisfaction Rating	Avg Speed of Answers (in sec)
Joe	484	436	3.33	70.99
Martha	514	461	3.47	69.49
Greg	502	455	3.40	68.44
Dan	523	471	3.45	67.28
Jim	536	485	3.39	66.34
Diane	501	452	3.41	66.27
Stewart	477	424	3.40	66.18
Becky	517	462	3.37	65.33