

# Call Centre Analysis

Total Calls

5000

Calls Answer

4054

Issue Resolved

3646

Total Agnet

8

Avg. Answer Speed(s)

54.75

Avg. Answer Speed(s)

24.495

Overall Customer Satisfaction rating



0.00

2.76

5.52

Most Resolve Issue

Jim

Most Rating

Dan

Most Missed Calls

Diane

Agnet

All

Month

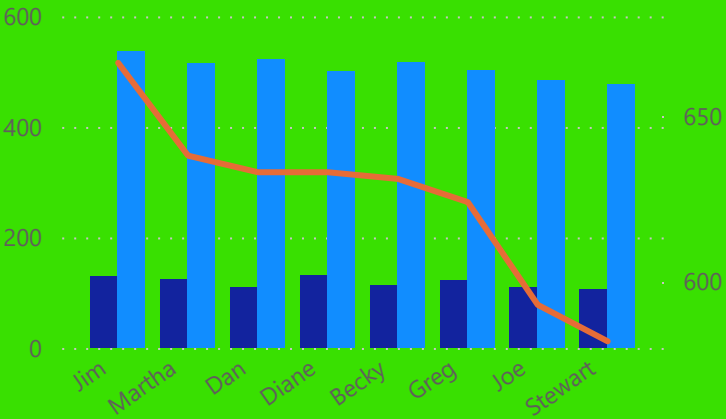
All

Month

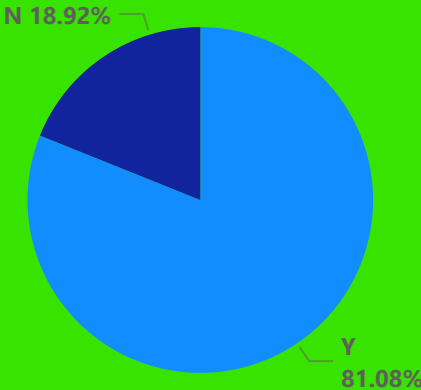
All

Agent	Count of Call Id	CallsAnswered	IssueResolved	Average of AvgTalkDuration
Joe	593	484	436	25.27
Stewart	582	477	424	24.88
Diane	633	501	452	23.53
Greg	624	502	455	23.52
Becky	631	517	462	24.51
Martha	638	514	461	23.94
Dan	633	523	471	25.99
Jim	666	536	485	24.40
Total	5000	4054	3646	24.50

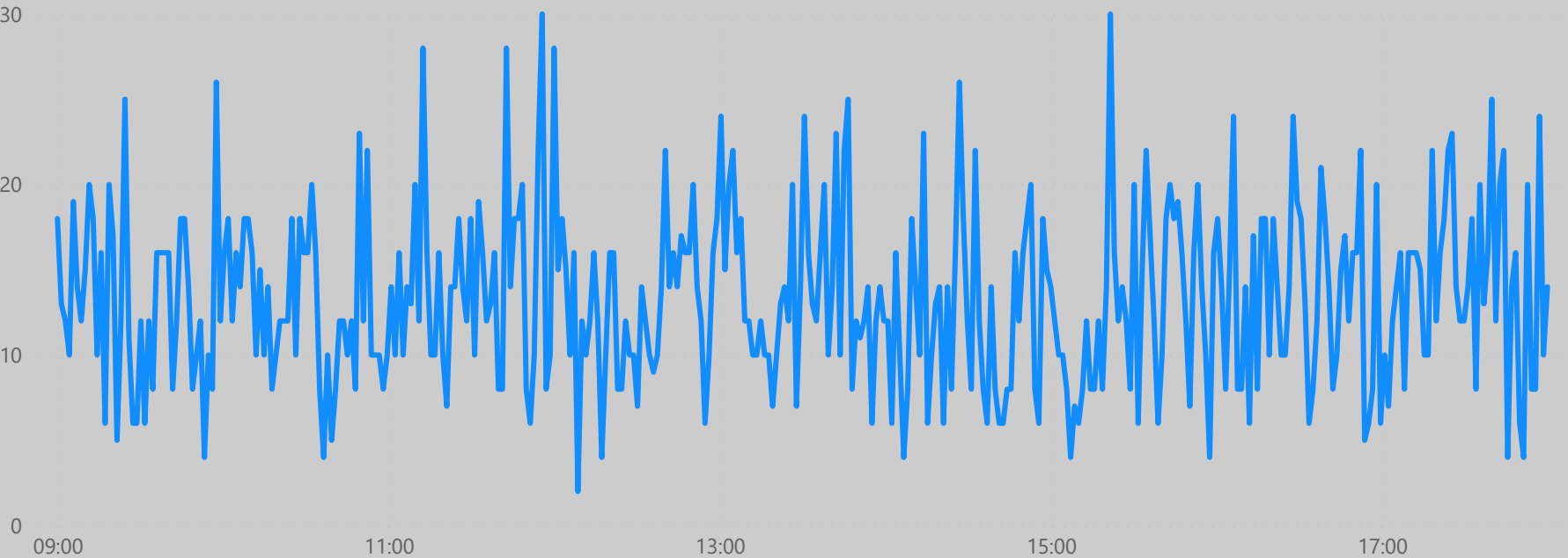
Count of Call by Agent



Count of Calls by Topic



Calls By Time



Calls Distribution

