

Total Call

5K

Call Answered

4K

Call Rejected

1K

Month

January

February

March

Sum of Durtion on call and Sum of Call answered by Agent

● Sum of Durtion on call ● Sum of Call answered

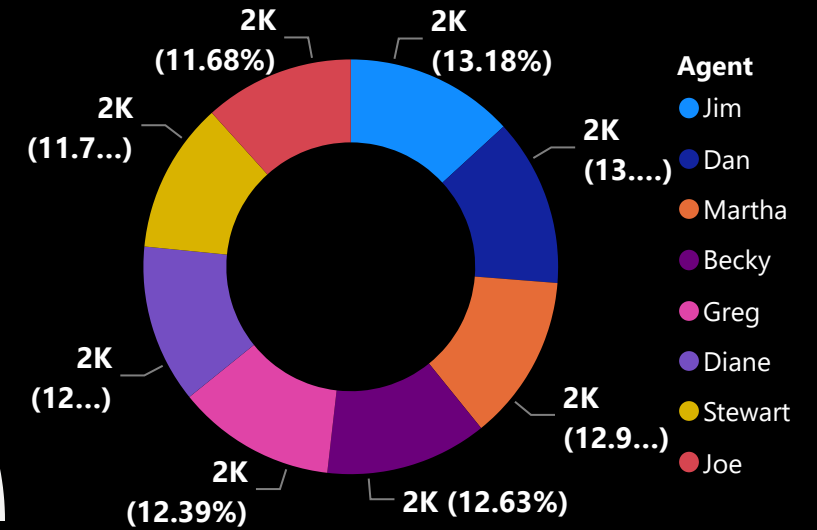


Agent Total Call

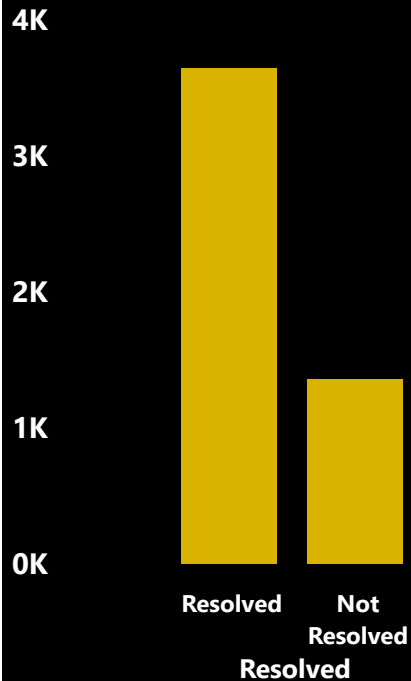
Becky	631
Dan	633
Diane	633
Greg	624
Jim	666
Joe	593
Martha	638
Stewart	582

CALL CENTRE PERFORMANCE REPORT

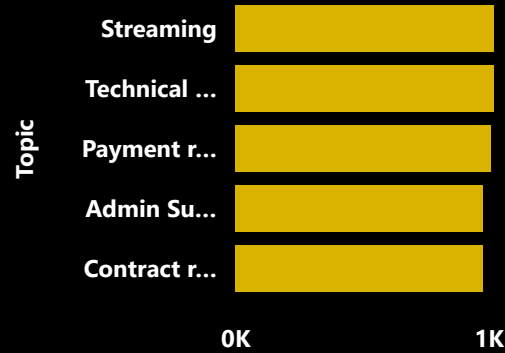
Sum of Satisfaction rating by Agent



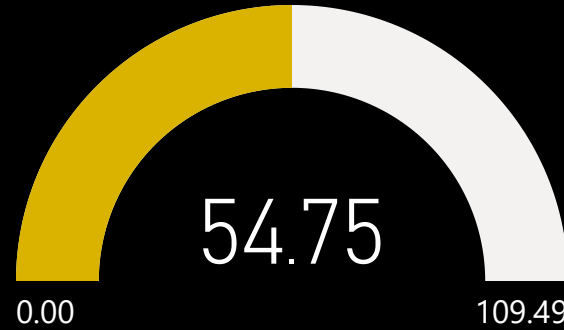
Total Call by Resolved



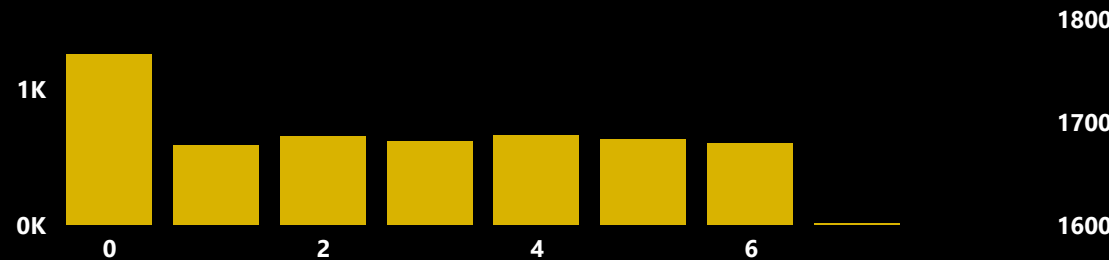
Total Call by Topic



Average of Speed of answer in seconds



Total Call by Minute



Total Call by Month

