

Call Center Data Analysis

Month

All

Calls Answered

4054

Total Calls

5000

Avg Satisfaction

3.40

Count of Agent

8

Avg Answer speed

274K

Agent

Becky

Dan

Diane

Greg

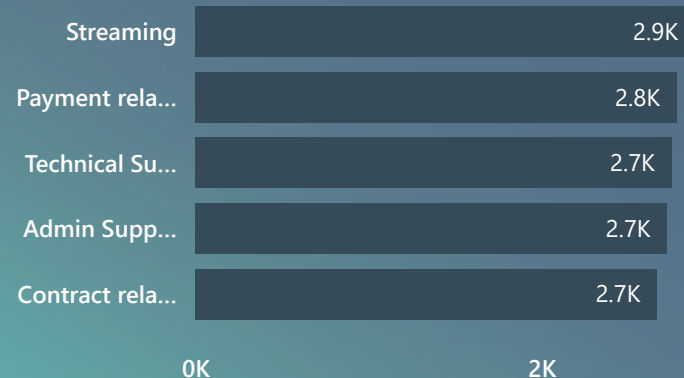
Jim

Joe

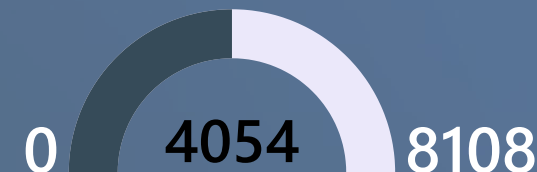
Martha

Stewart

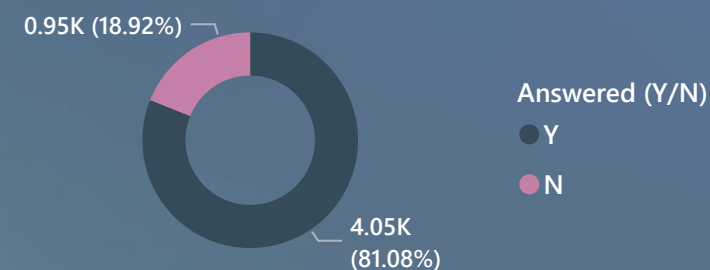
Sum of Satisfaction rating by Topic



Overall Customer Satisfaction rating



Call Durations



Count of AvgTalkDuration by Agent



Count of Answered (Y/N) by Agent

