



Call Center Analysis

5000

TotalCalls

4054

AnsweredCalls

3646

ResolvedCalls

946

AbandonedCalls

5

Topics

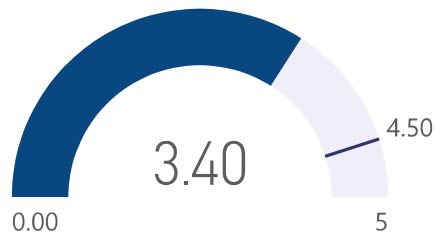
8

Agents

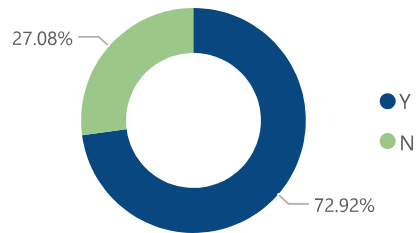
13:17:17

Total Duration

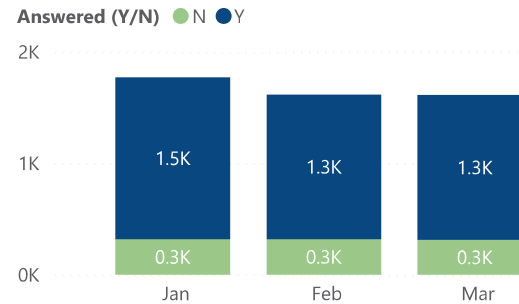
Average Satisfaction Rating



Resolved Calls



No of Calls Per Month



01-01-2021

31-03-2021

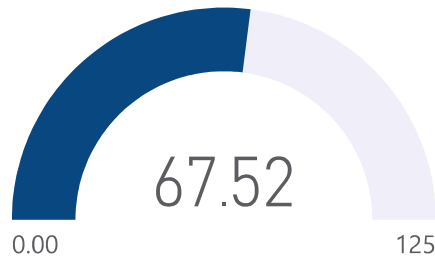
Topic

All

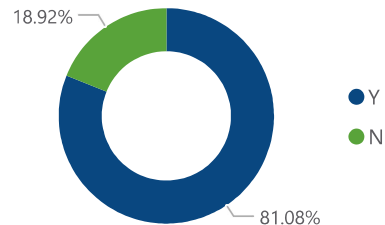
Agent

All

Average Speed Of Answer



Answered Calls



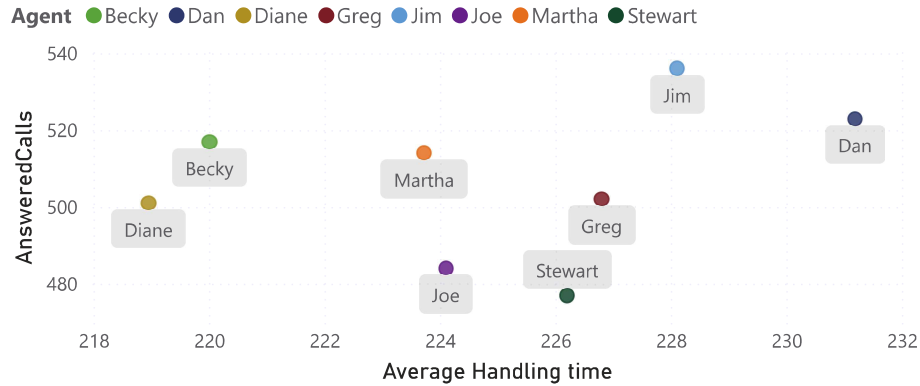
Agent	AnsweredCalls	ResolvedCalls	Average Satisfaction	Avg SOA(in sec)
Becky	517	462	3.37	65.33
Dan	523	471	3.45	67.28
Diane	501	452	3.41	66.27
Greg	502	455	3.40	68.44
Jim	536	485	3.39	66.34
Joe	484	436	3.33	70.99
Martha	514	461	3.47	69.49
Stewart	477	424	3.40	66.18
Total	4054	3646	3.40	67.52

Reset

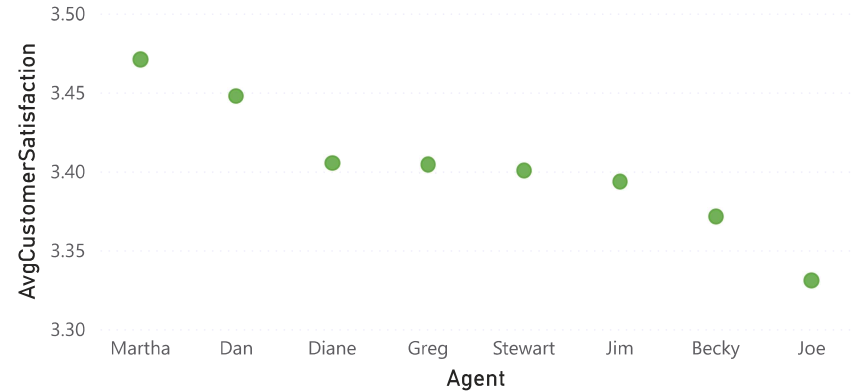


Call Center Analysis

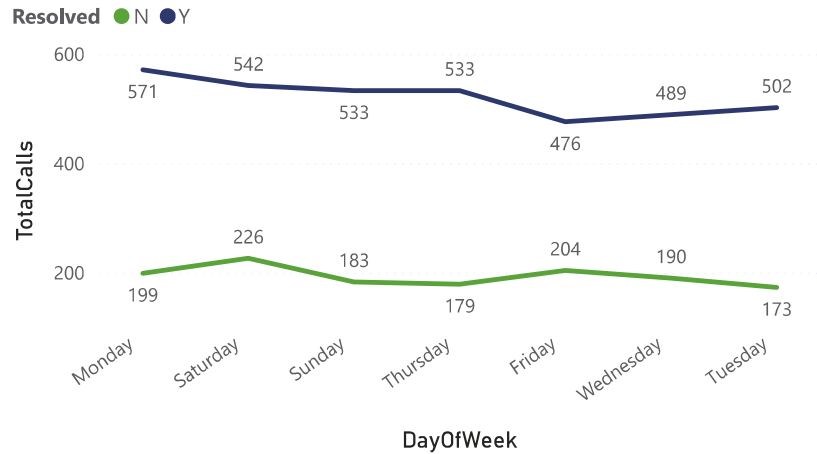
Agents Performance



Agents Satisfaction Rating



Call Analysis By Day



Topic Wise Analysis

