

PhoneNow Call Centre Trend Analysis

Total Calls

5000

Answered Calls

4054

Rejected Calls

946

Avg Customer
Rating

3.40

Avg speed of
answer in sec

67.52

Total Agents

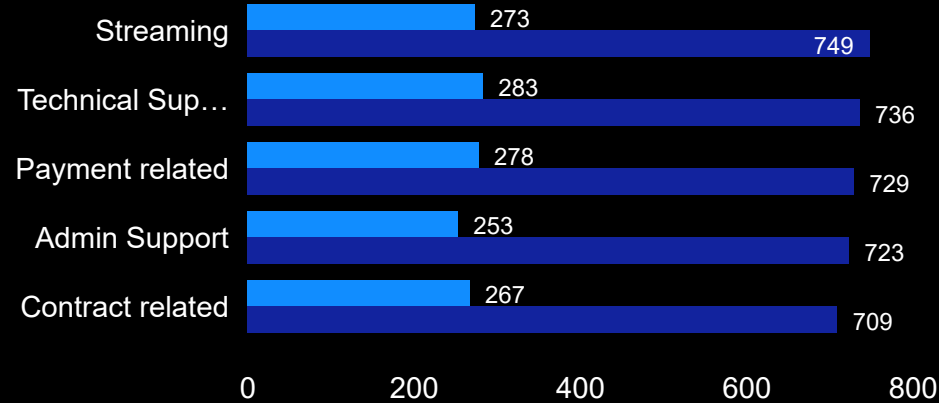
8

Agent

All

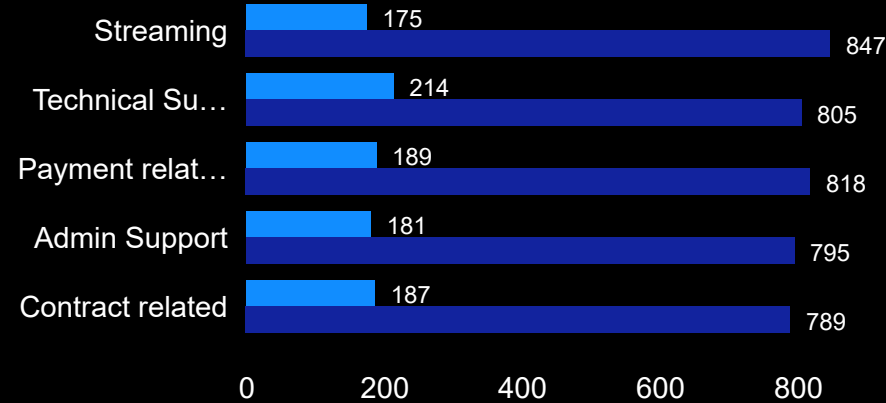
Issues Resolved by Topic

Resolved ● N ● Y



Calls Answered by Topic

Answered (Y/N) ● N ● Y



Date

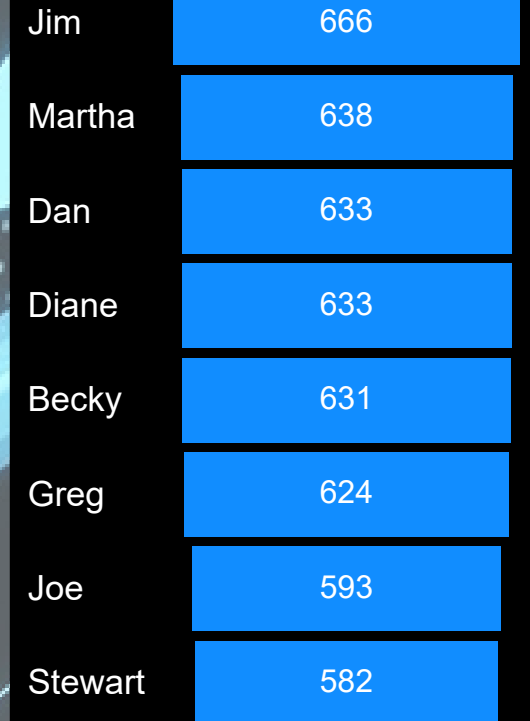
01-01-2021



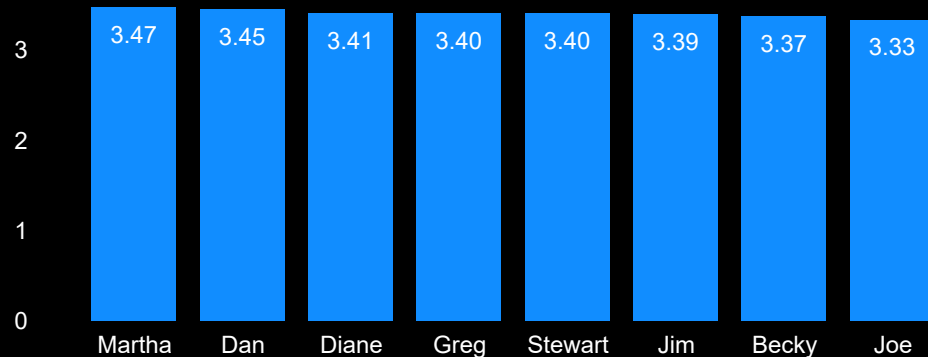
31-03-2021



Calls by Agents



Average Customer Ratings by Agent



Total Calls By Topic

