



CALL CENTER TREND ANALYSIS

Date

01-01-2021

31-03-2021

Agent

All

Topic

All

Total Calls

5000

Abandoned Calls

946

Resolved Calls

3646

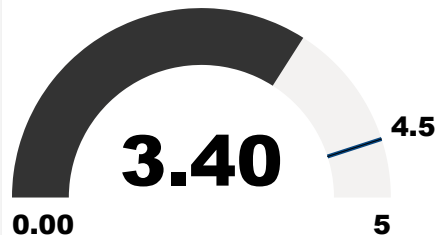
Answered Calls

4054

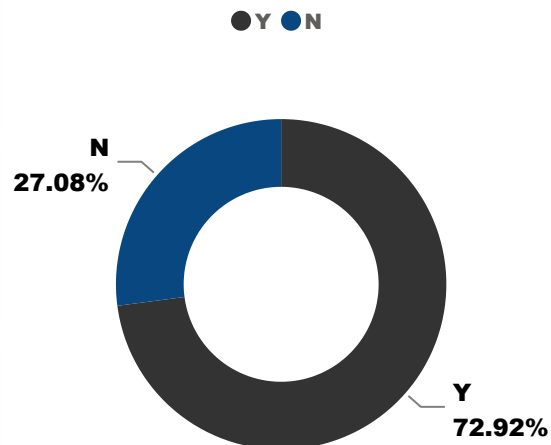
Avg Speed of Answer(Sec)

67.52

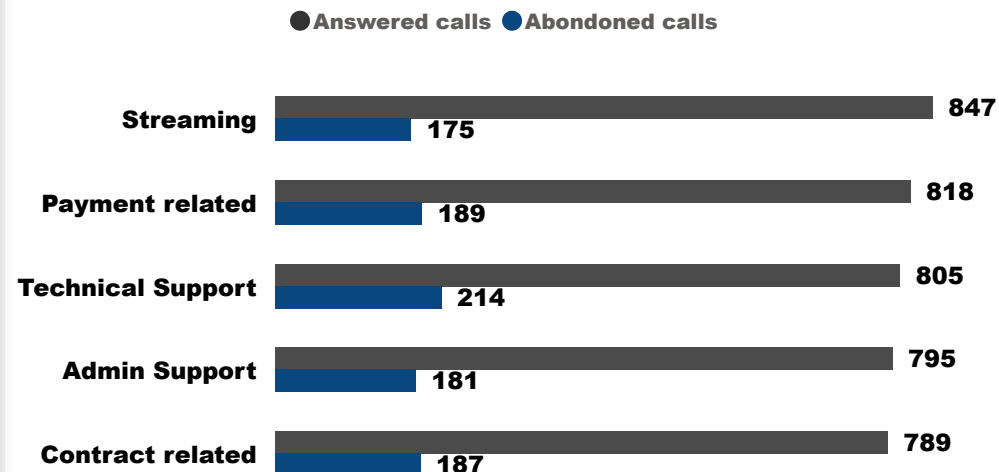
Customer Satisfaction
Rating



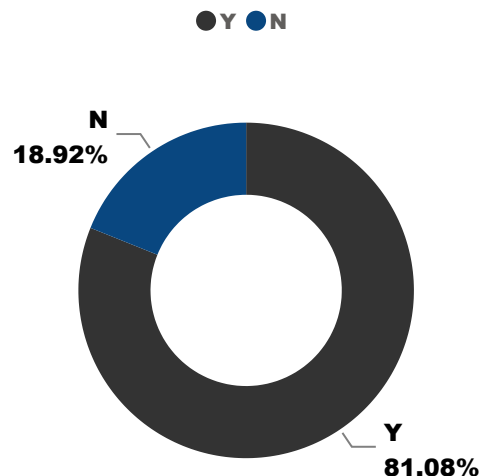
Resolved Calls



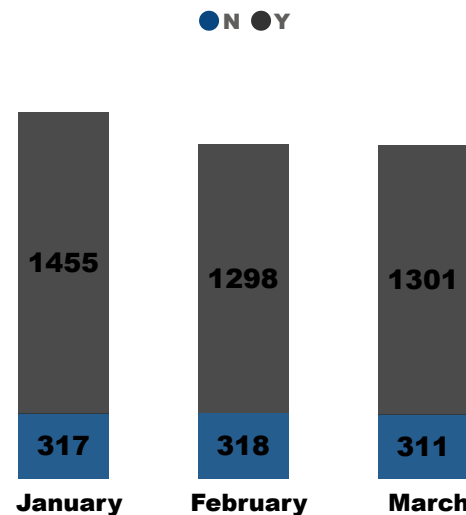
Answered Calls And Abandoned Calls by Topic



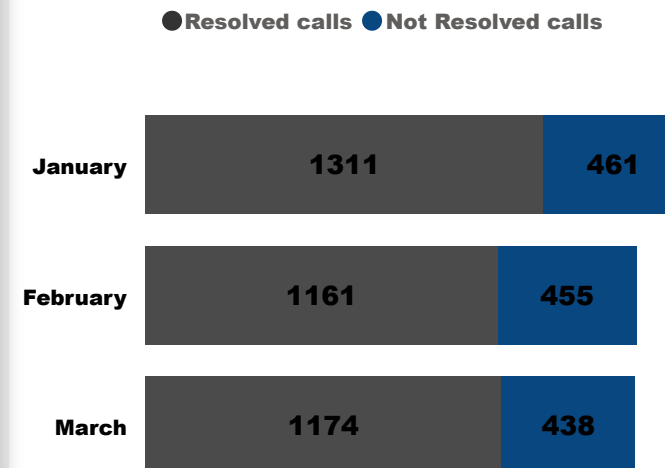
Answered Calls



Number of calls per Month



Calls Resolved/ Not Resolved by Month



Date

01-01-2021



31-03-2021



CALL CENTER TREND ANALYSIS

Total Agent

8

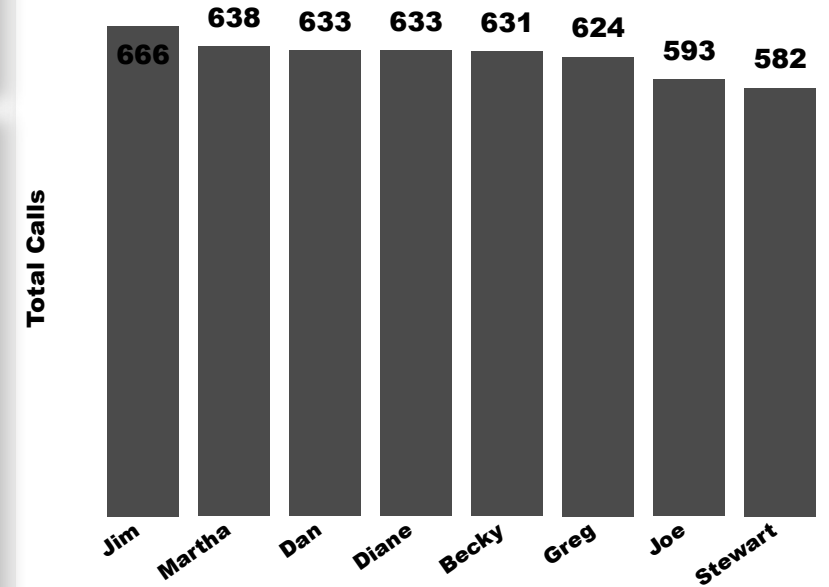
Agent

All

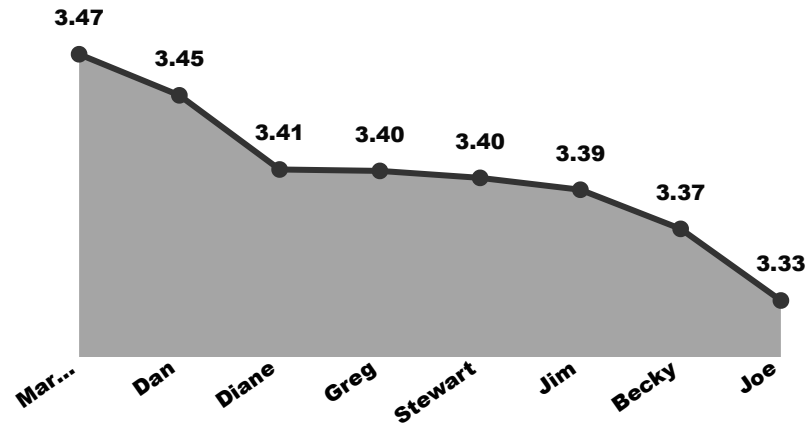
Topic

All

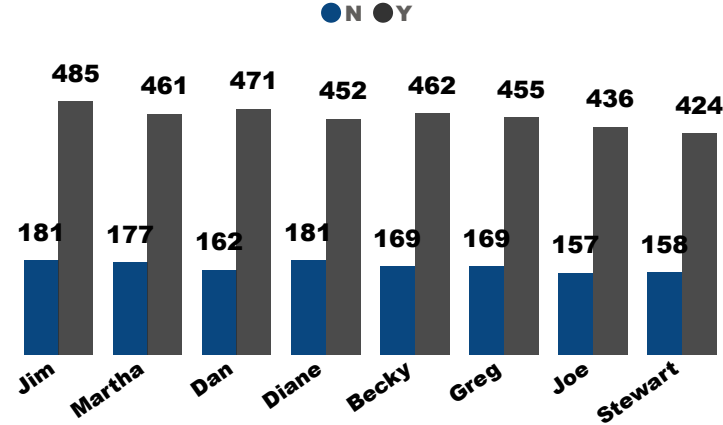
Total Calls by Agent



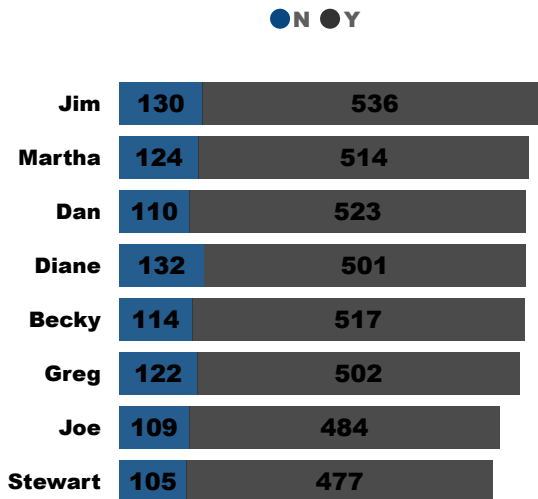
Satisfaction rating by Agent



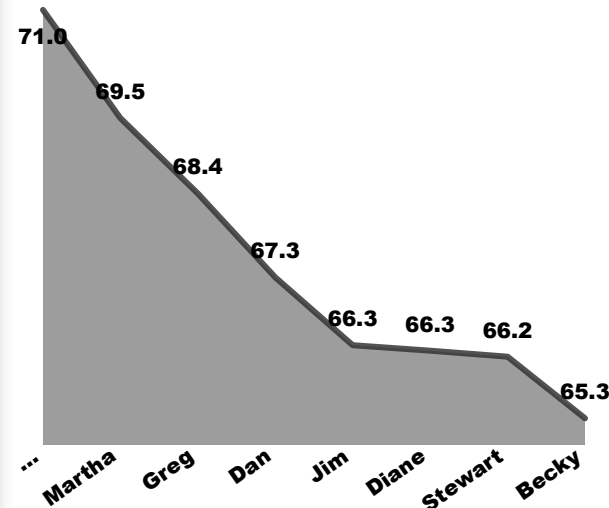
Resolved Calls by Agents



Answered Calls by Agents



Avg Speed of Answer(Sec) by Agent



Agent Statistics

Agent	Total Calls	Calls Answered	Calls Missed	Issue Resolved	Avg Sat Rating	% Calls Ans
Stewart	582	477	105	424	3.40	81.96
Martha	638	514	124	461	3.47	80.56
Joe	593	484	109	436	3.33	81.62
Jim	666	536	130	485	3.39	80.48
Greg	624	502	122	455	3.40	80.45
Diane	633	501	132	452	3.41	79.15
Dan	633	523	110	471	3.45	82.62
Becky	631	517	114	462	3.37	81.93
Total	5000	4054	946	3646	3.40	81.08