



overview

Agent
Analysis

5000

Total call

Day Name

All

Month Name

All

Topic

All

CALL CENTER TREND ANALYSIS

4054

calls ans

946

Abandoned ...

3646

problem resol...

1354

No resolved

54.75

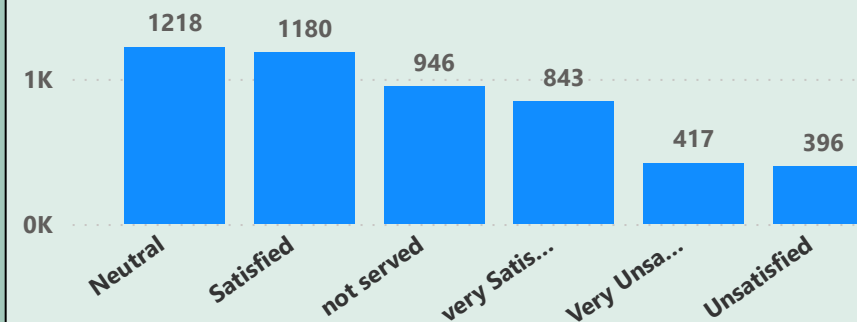
Speed of Ans In Sec

40.46%

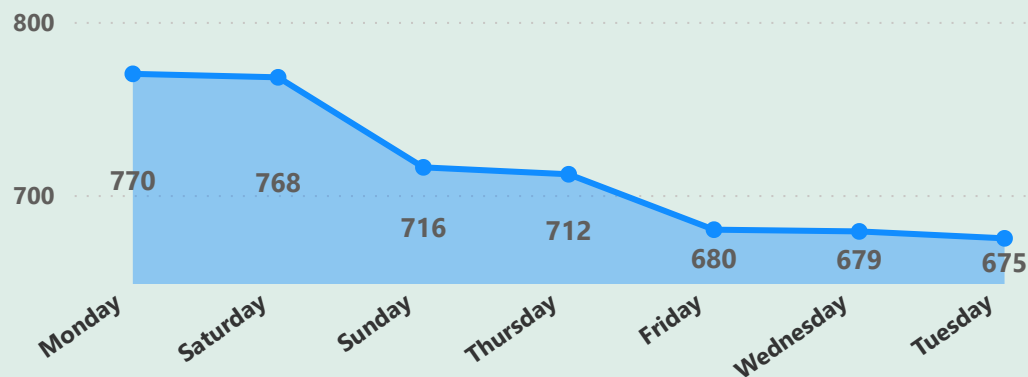
CAST%

Agent	Total call	calls ans	Abandoned calls	avg speed of ans	problem reso
Jim	666	536	130	53.39	
Martha	638	514	124	55.98	
Dan	633	523	110	55.59	
Diane	633	501	132	52.45	
Becky	631	517	114	53.53	
Greg	624	502	122	55.06	
Joe	593	484	109	57.94	
Stewart	582	477	105	54.24	

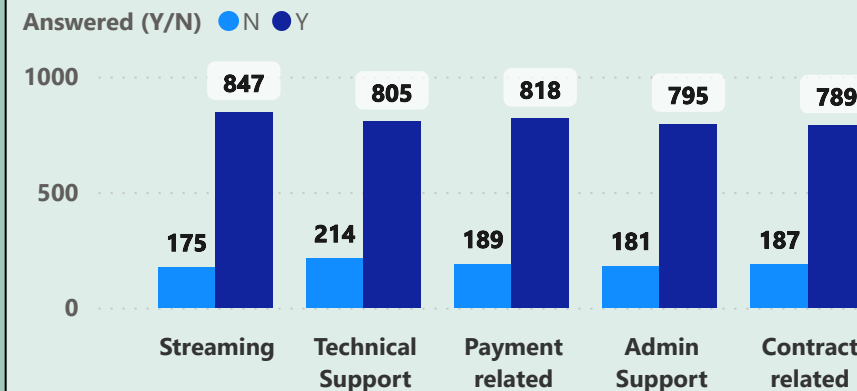
call by Customer satisfaction



Total call by Day Name



call by Topic and Answered (Y/N)





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Agent
Analysis

5000

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All

Day Name

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Month Name

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CALL CENTER TREND ANALYSIS

4054

calls ans

946

Abandoned calls

54.75

Speed of Ans In Sec

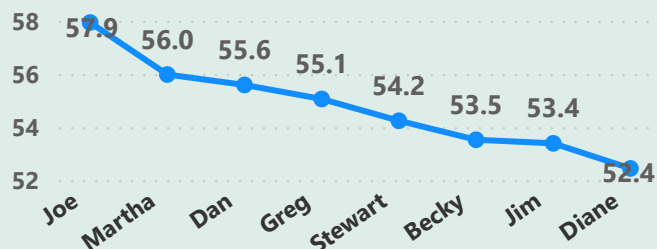
180.0

Ava Handle time

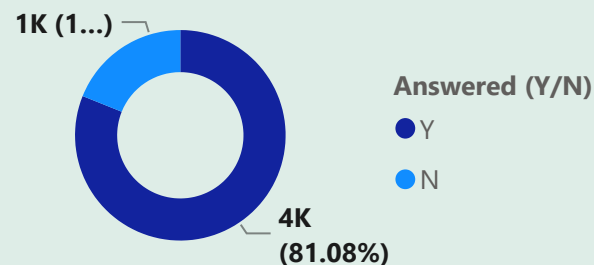
40.46%

CAST%

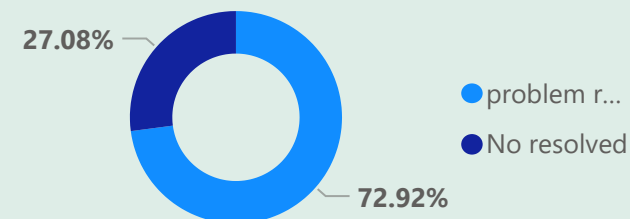
avg speed of ans by Agent



Total call by Answered (Y/N)



problem resolved and No resolved



Agent	Total call	calls ans	Abandoned calls	avg speed of ans	problem resolved	CAST%
Jim	666	536	130	53.39	485	5.3
Martha	638	514	124	55.98	461	5.4
Dan	633	523	110	55.59	471	5.2
Diane	633	501	132	52.45	452	4.9
Becky	631	517	114	53.53	462	5.2
Greg	624	502	122	55.06	455	4.8
Joe	593	484	109	57.94	436	4.6
Stewart	582	477	105	54.24	424	4.9

First Agent by highest Rating

Martha

First Agent by highest call attend

Jim