CALL CENTER PERFORMANCE REPORT

Total Call	Answered call	Rejected call	Resolved call	Unresolved call
6890	5593	1297	5040	1850

Answered call Vs Rejected call by Topic

● answered call ● Rejected call

Topics: Streaming, Technical Support, Payment related, Admin Support, Contract related
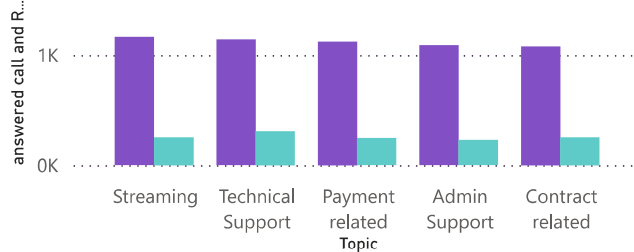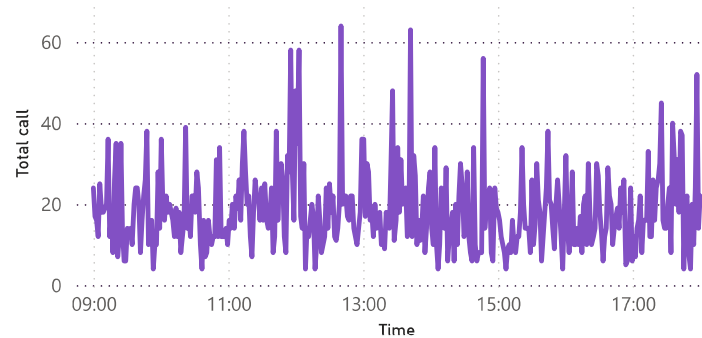
Daily Calls Trend

Average of Satisfaction rating

3.42

Average of Speed of answer in seconds

67.52

Monthly Calls Trend

Monthly values: 5K (January), 0.2K (April), 0.2K (May), 0.1K (June), 0.1K (July), 0.1K (August), 0.2K (September), 0.1K (October), 0.3K (November), 0.4K (December)

Total Calls Breakdown

Answered (Y/N) ✕		Resolved
Y		

Total call 6890 → Y 5593 → Y 5040, N 553
N 1297
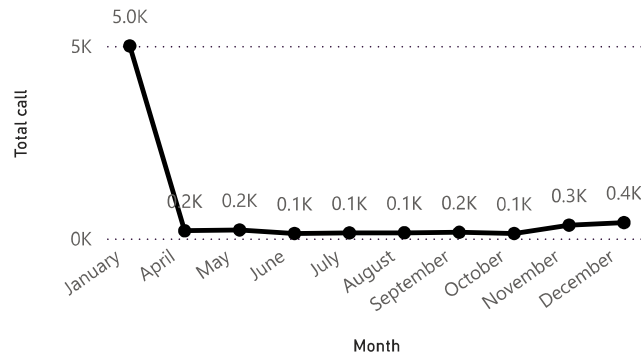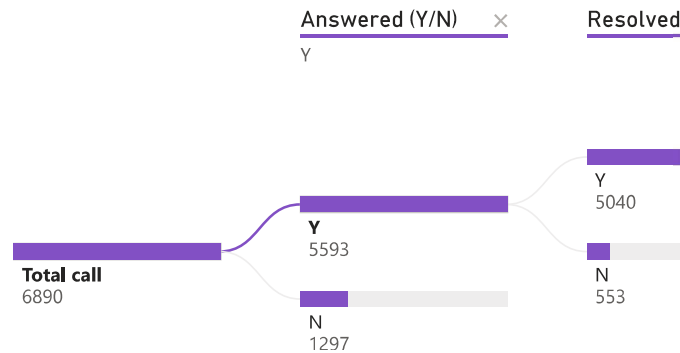
Month Name

Month ⌄

All ⌄

Agent Name

Agent ⌄

All ⌄

Total call by Year and Month

5K 5.0K

4K

3K

Total call

2K

1K

0.2K 0.2K 0.1K 0.1K 0.1K 0.2K 0.1K 0.3K 0.4K

0K

0.2K 0.1K 0.1K

Jan 2021   Mar 2021   May 2021   Jul 2021   Sep 2021   Nov 2021   Jan 2022

Year