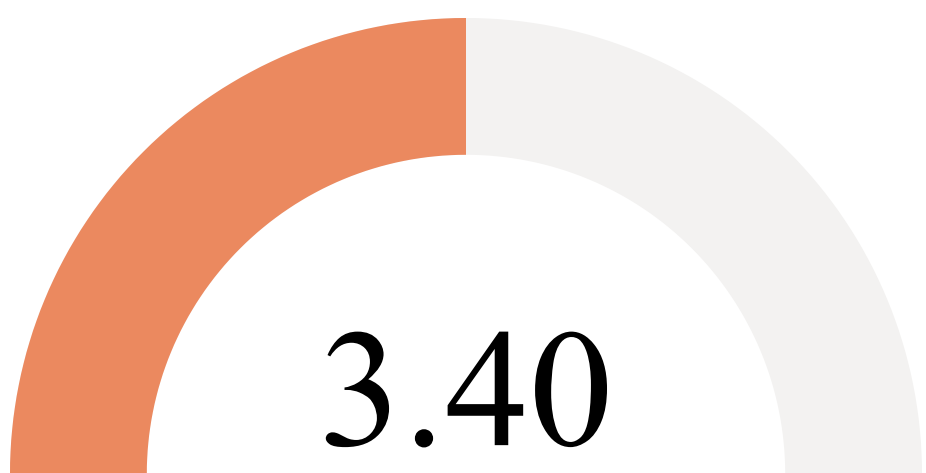


Call Center Trend Analysis



pwc

Satisfaction rating



Agent

- ☐ Select all
- ☐ Becky
- ☐ Dan
- ☐ Diane
- ☐ Greg
- ☐ Jim
- ☐ Joe
- ☐ Martha
- ☐ Stewart

Date

01-01-2021 31-03-2021

Month

- ☒ Select all
- ☒ Jan
- ☒ Feb
- ☒ Mar

Day

All

Recieved Calls

5000

Answered Calls

4054

Resolved Calls

3646

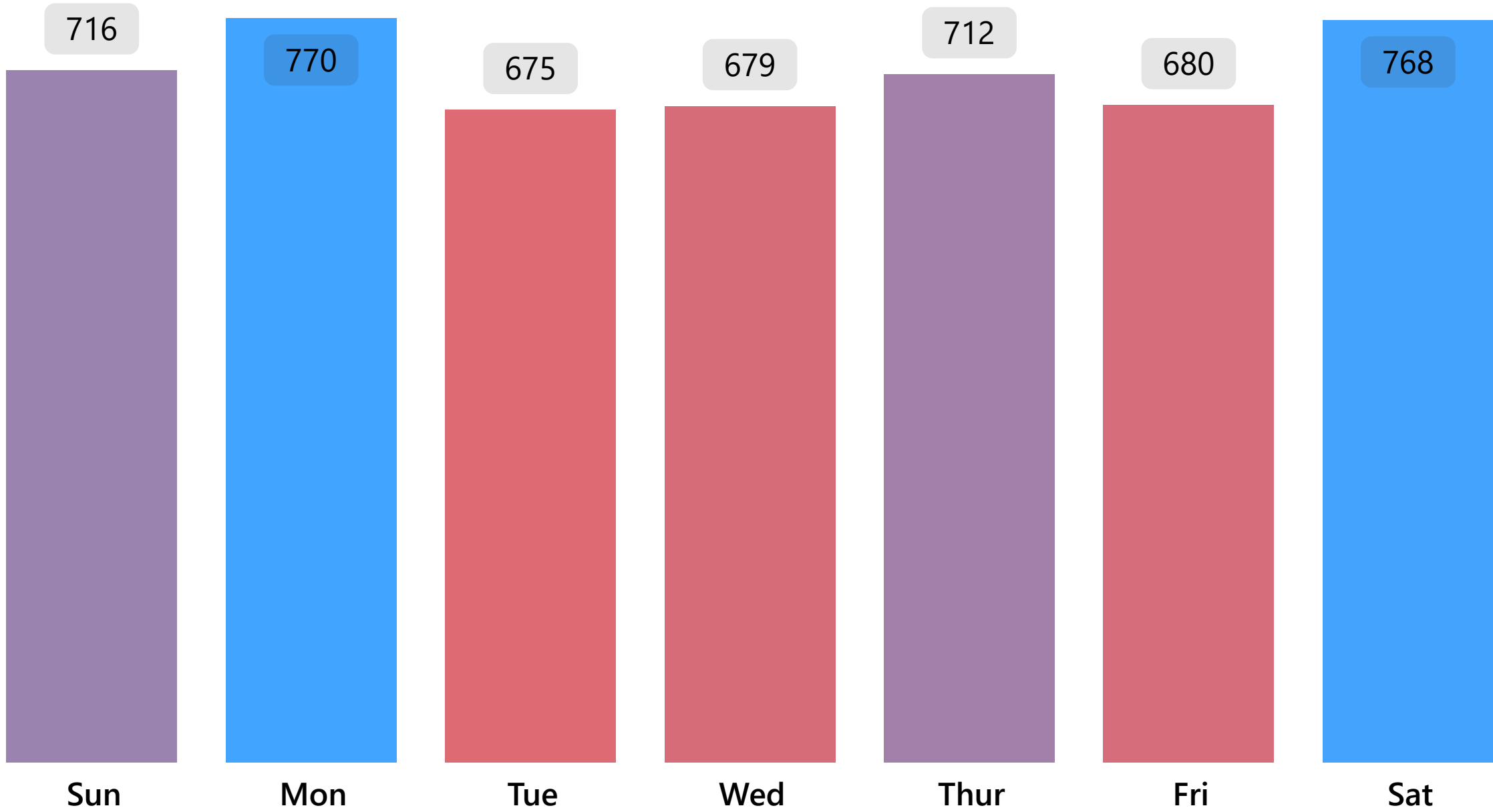
MissedCalls

946

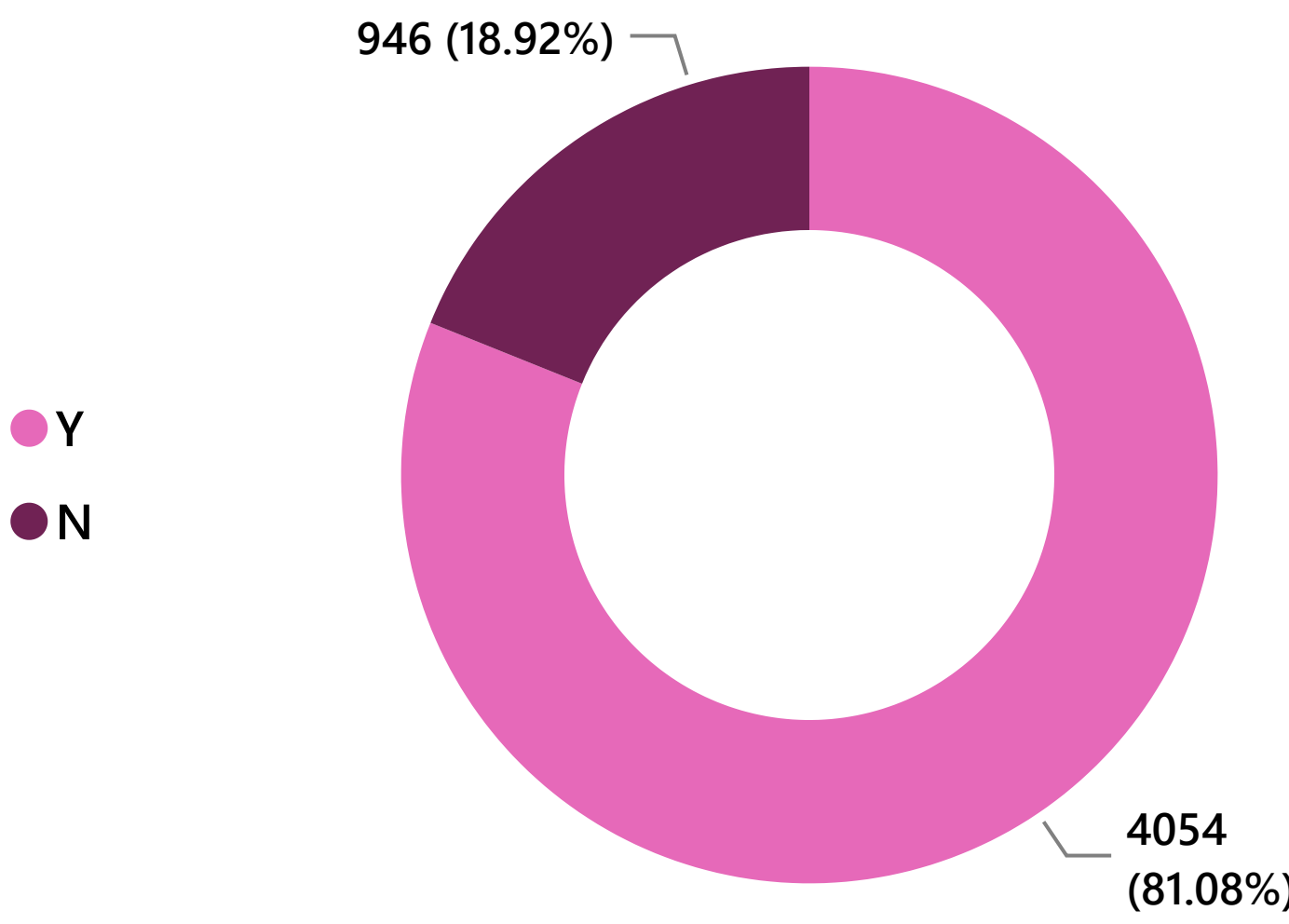
Avg Ans Speed (sec)

67.52

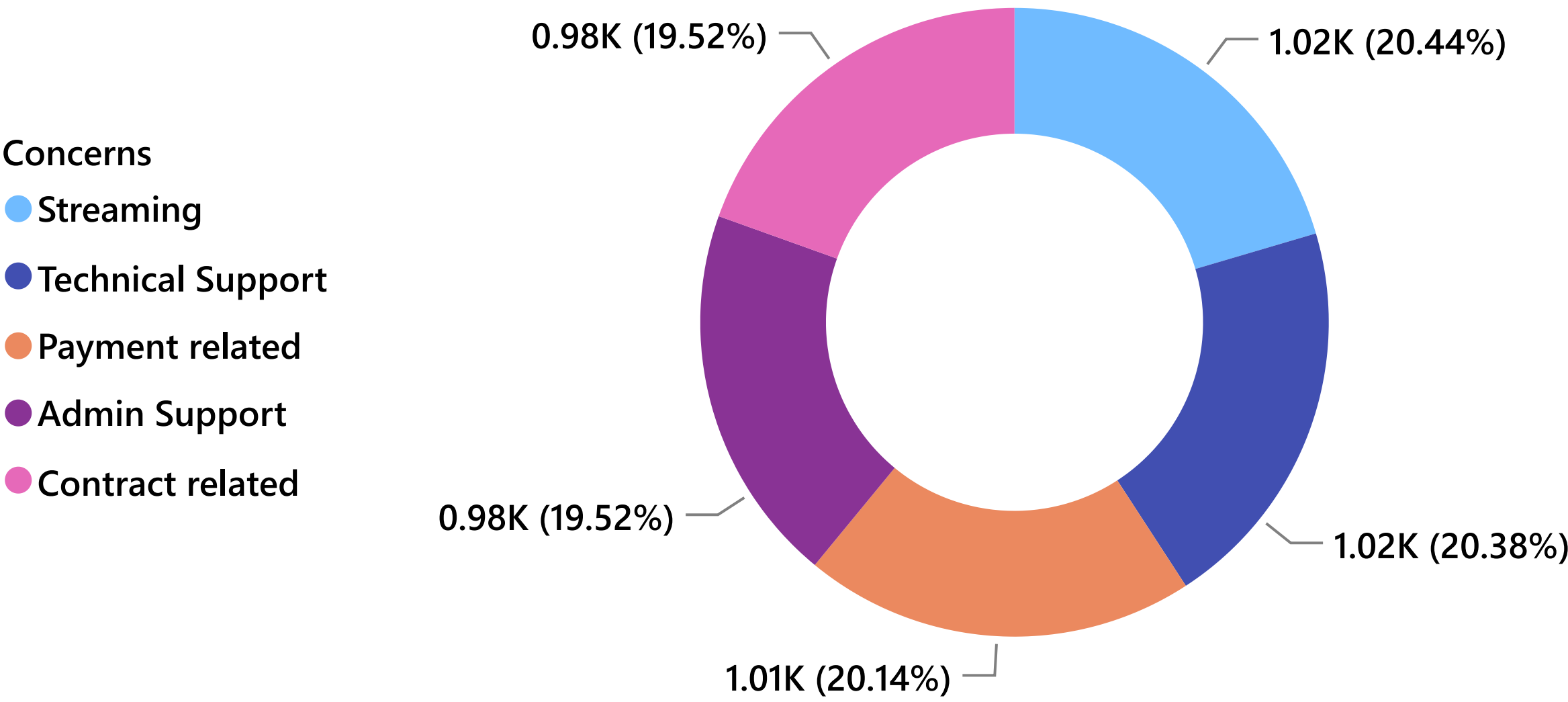
Total Calls by Week Day



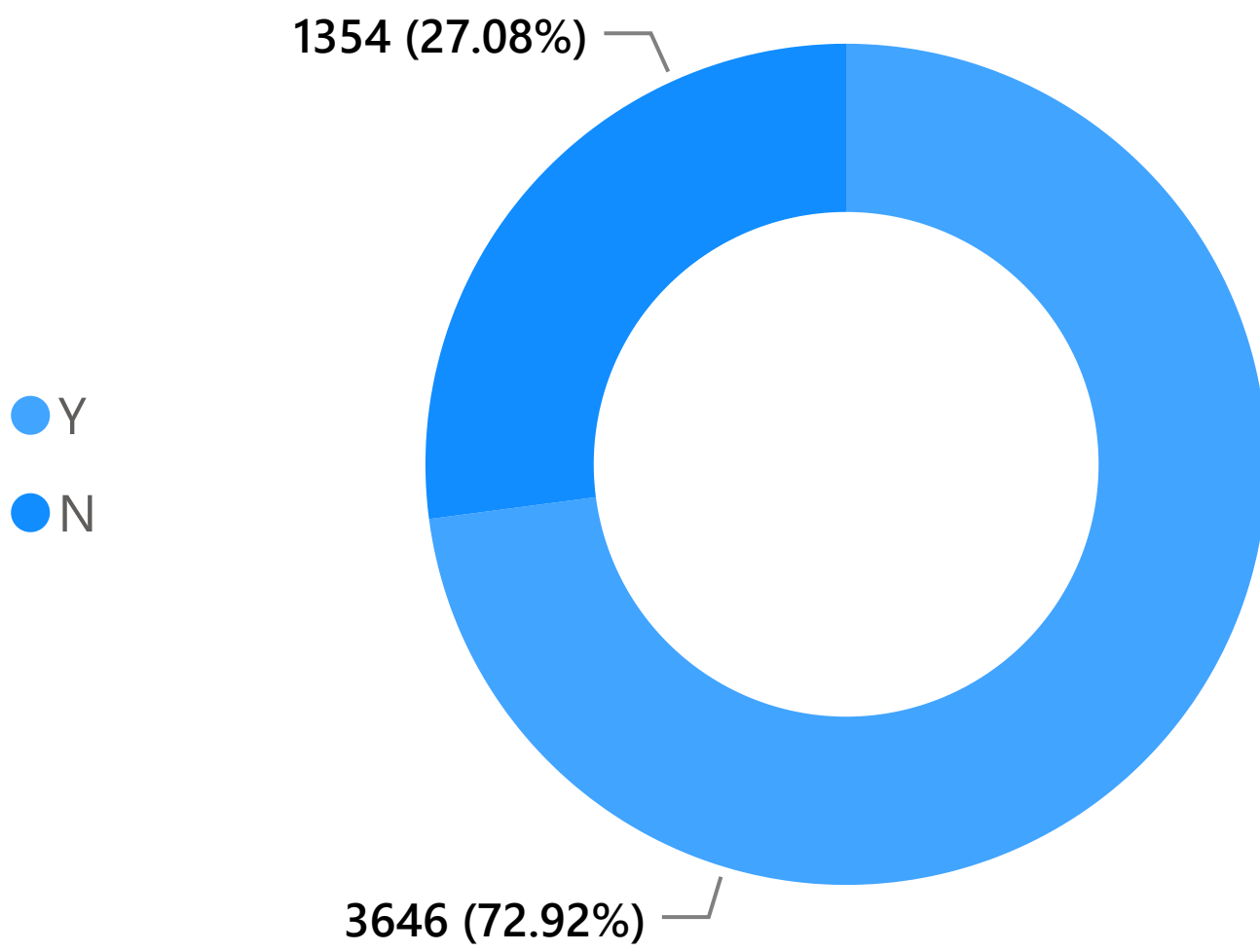
Answered Calls



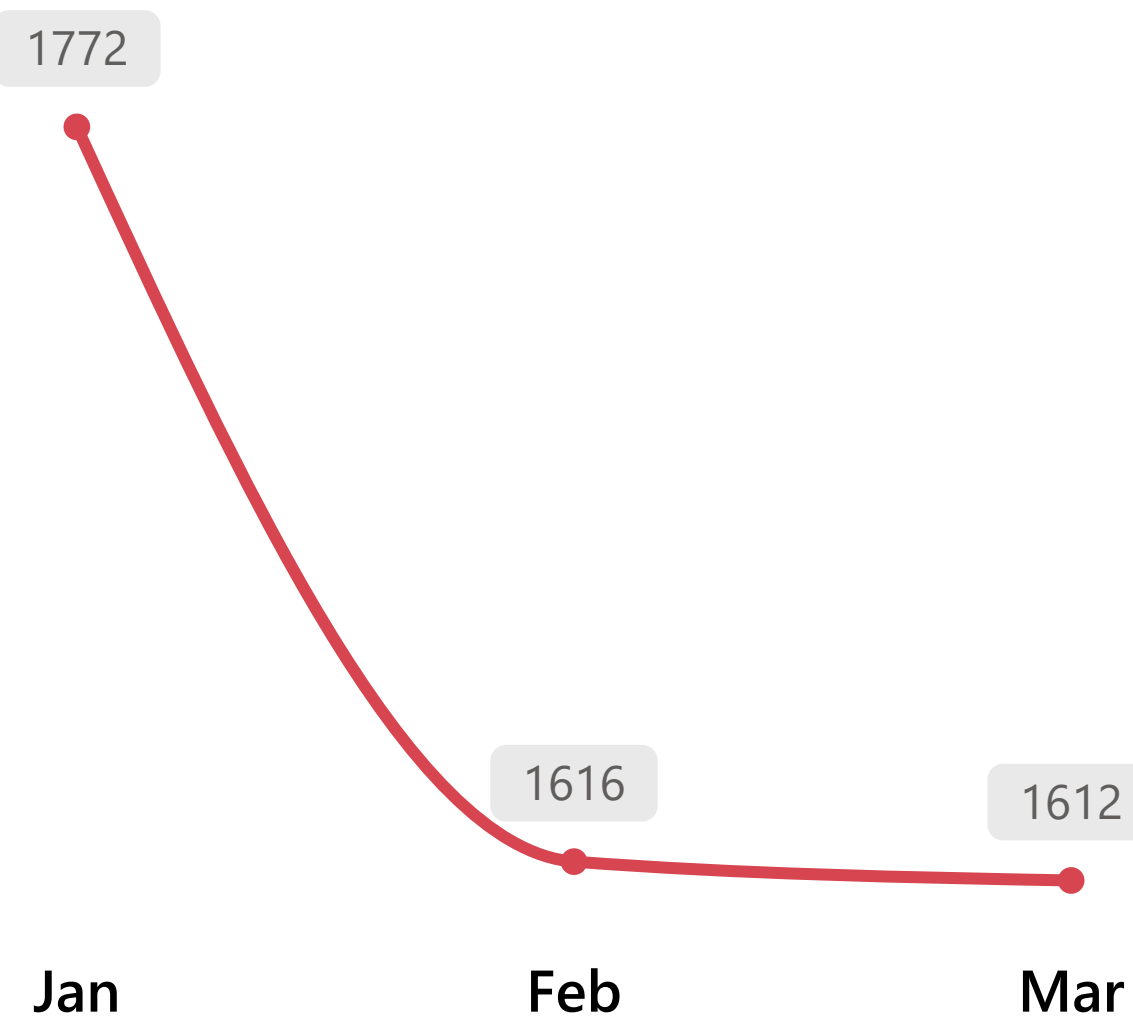
Total Calls by Concern



Resolved Calls



Total Calls by Month



Total Calls by Hour

