



Call Center Trend Analysis

Virtual internship

Topic

All

Agent

All

Date

01/01/2021

31/03/2021

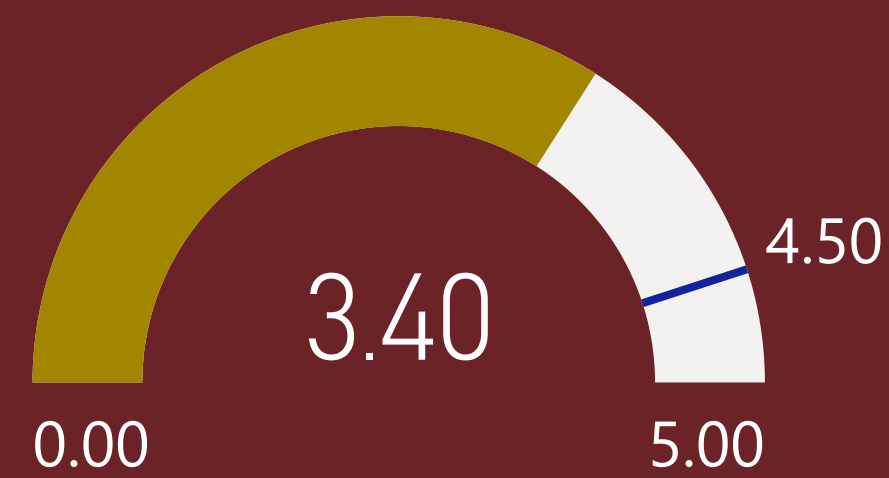
Total Number of Calls

5000

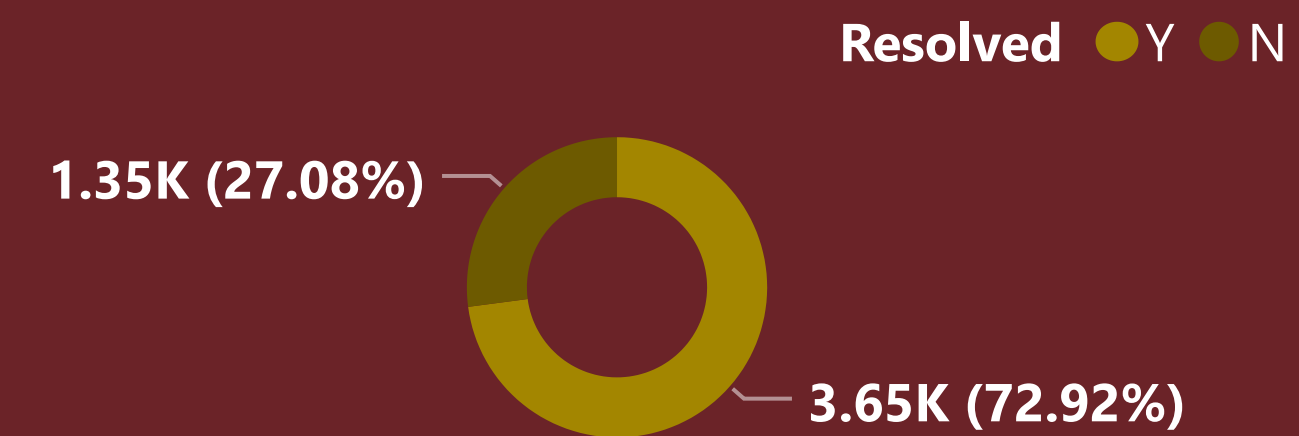
Average of Speed of Answer in Seconds

67.52

Average Customer Satisfaction

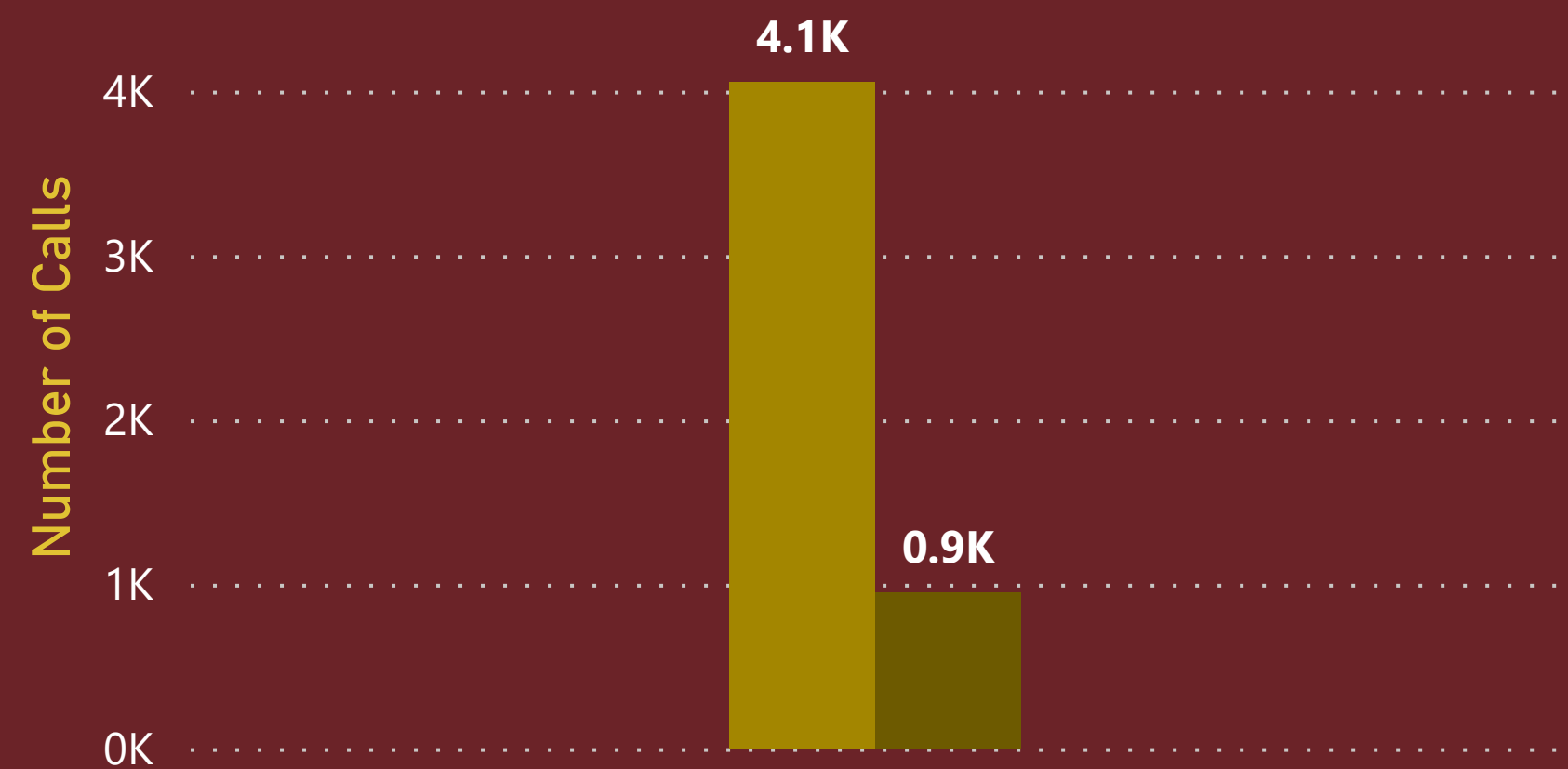


Resolved Calls

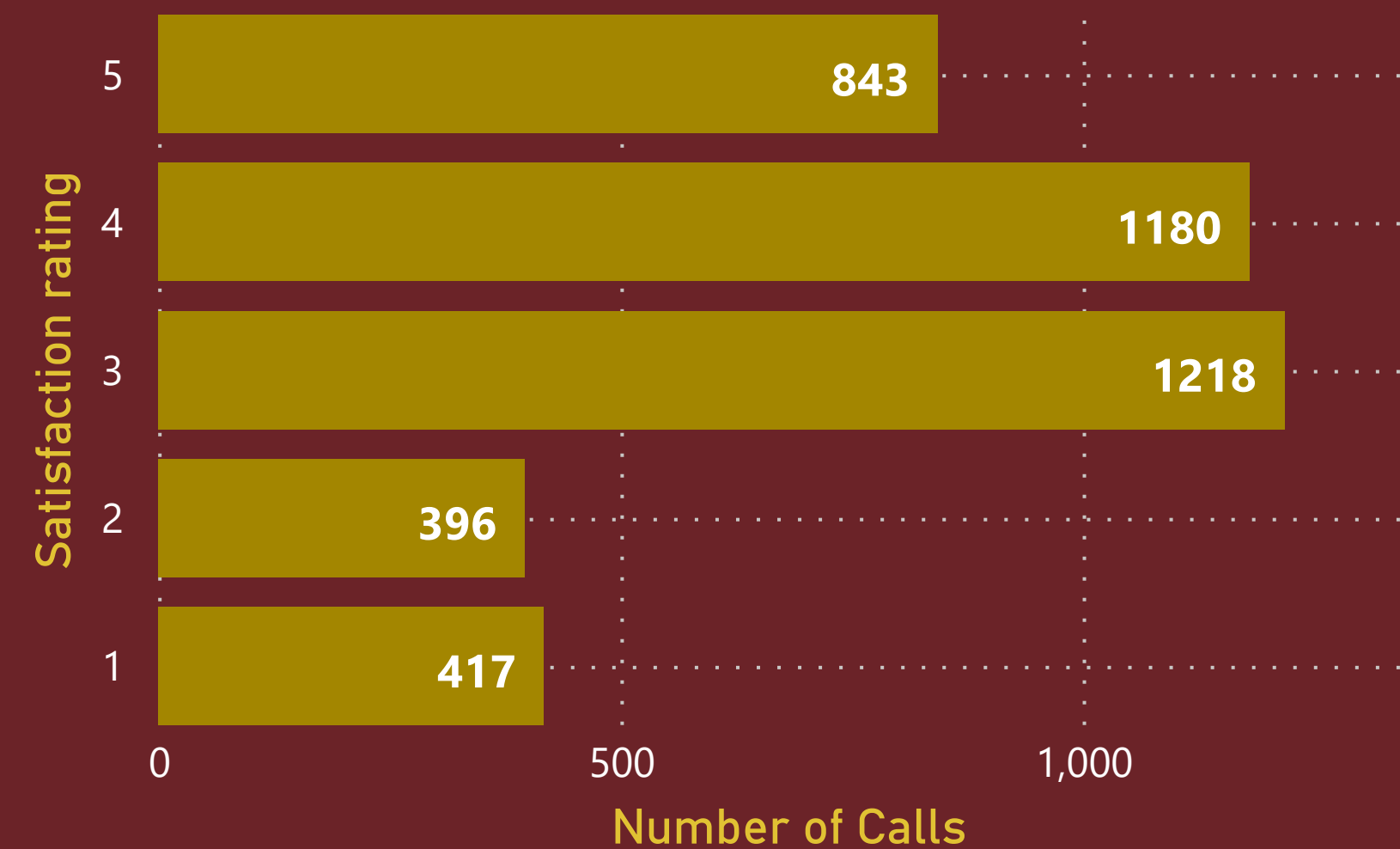


Calls Answered and Calls Abandoned

● Calls Answered ● Calls Abandoned



Calls by Satisfaction Rating



Total Calls by Month

