

CALL CENTRE TRENDS

- ☐ Becky
- ☐ Dan
- ☐ Diane
- ☐ Greg
- ☐ Jim
- ☐ Joe
- ☐ Martha

Week...

☐ No

☐ Yes

01-01-2021

31-03-2021



Afternoon

Evening

Morning

5000

Total Calls

4054

Calls Answered

3646

Calls Resolved

68

Avg Answer Speed (sec)

225.13

Avg Talk Duration (sec)

3.33

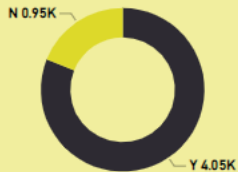
Avg Customer Rating

8

Total Agents

Answered vs Unanswered Calls

Count of Call Id by Answered (Y/N)



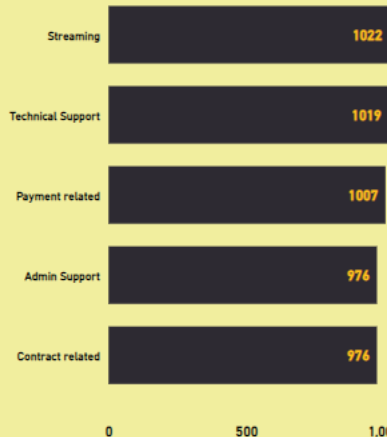
Resolved vs Unresolved Calls

Count of Call Id by Resolved



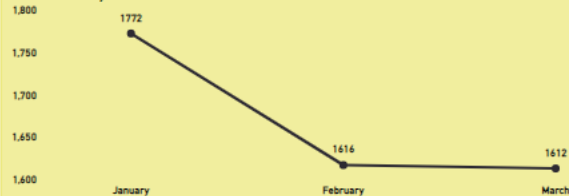
Calls by Topic

Count of Call Id by Topic



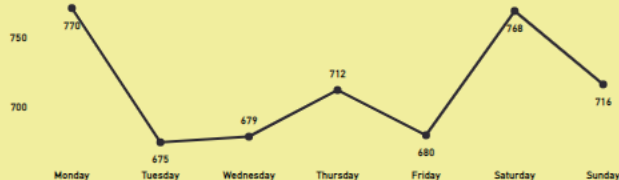
Calls by Month

Count of Call Id by Month



Calls by Day

Count of Call Id by Day



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- ☐ Becky
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- ☐ Martha

Week...

☐ No

☒ Yes

01-01-2021



31-03-2021



Afternoon

Evening

Morning

101

Total Calls

83

Calls Answered

75

Calls Resolved

64

Avg Answer Speed (sec)

227.04

Avg Talk Duration (sec)

3.24

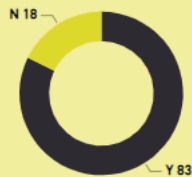
Avg Customer Rating

1

Total Agents

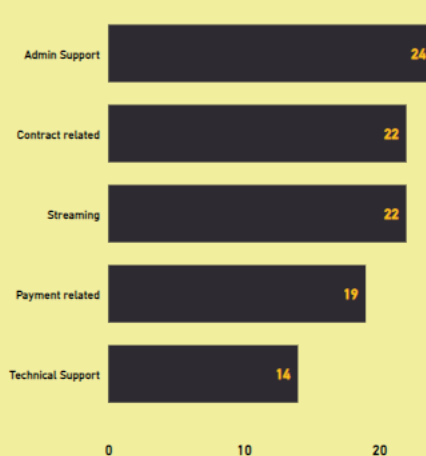
Answered vs Unanswered Calls

Count of Call Id by Answered (Y/N)



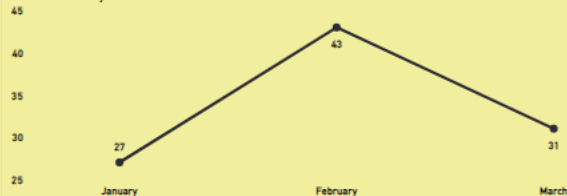
Calls by Topic

Count of Call Id by Topic



Calls by Month

Count of Call Id by Month



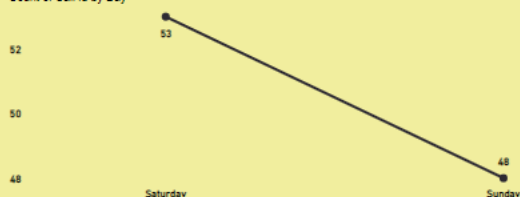
Resolved vs Unresolved Calls

Count of Call Id by Resolved



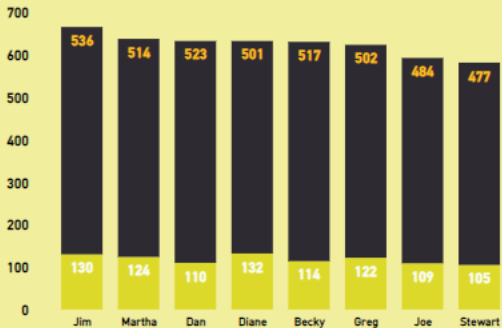
Calls by Day

Count of Call Id by Day



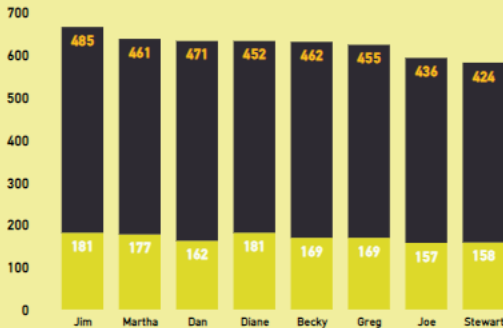
Calls Answered per Agent

● N ● Y



Calls Resolved per Agent

● N ● Y



Resolution % per Agent

% Resolved by Agent



Agent	Total Calls	Calls Answered	Calls Resolved	Avg Answer Speed (sec)	Avg Talk Duration (sec)	Avg Customer Rating
Becky	631	517	462	66	221.09	3.30
Dan	633	523	471	67	230.29	3.37
Diane	633	501	452	67	220.42	3.32
Greg	624	502	455	68	226.65	3.33
Jim	666	536	485	67	227.70	3.32
Joe	593	484	436	70	224.45	3.27
Martha	638	514	461	69	224.17	3.38
Stewart	582	477	424	67	226.17	3.33

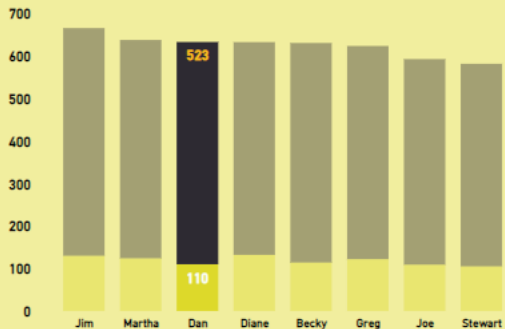
Avg Customer Ratings per Agent

Avg Customer Rating by Agent



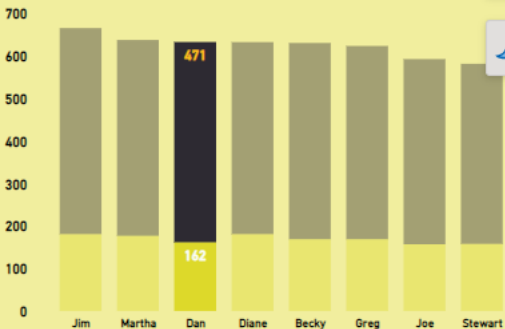
Calls Answered per Agent

● N ● Y

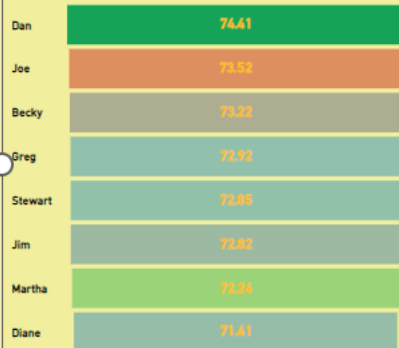


Calls Resolved per Agent

● N ● Y



Resolution % per Agent



Agent	Total Calls	Calls Answered	Calls Resolved	Avg Answer Speed (sec)	Avg Talk Duration (sec)	Avg Customer Rating
Dan	633	523	471	67	230.29	3.37

Avg Customer Ratings

