

Call Center Data

Agent

Select all

Becky

Dan

Diane

Greg

Jim

Joe

Martha

Stewart



5000

Total Calls



3646

Calls Answered



946

Calls Rejected



3646

Count of Resolved



1354

Calls Unresolved

Resolved Y/N

N

Y

01-01-2021

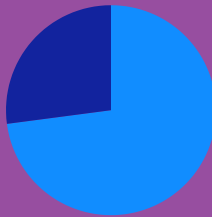
31-03-2021

Answered Y/N

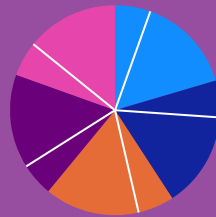
N

Y

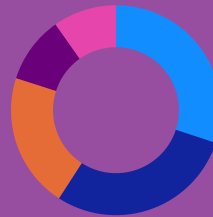
Calls Resolved
Statuts



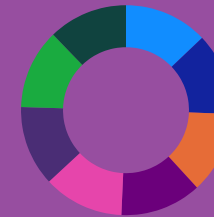
Topic Wise
Resolution



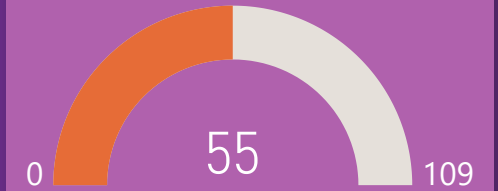
Customers
Satisfaction Rating



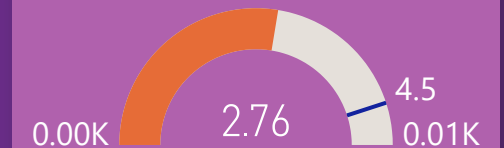
Avg Rating by
Agent



Avg Speed of Answer



Avg Satisfaction Rating



Top 3 Agents By ratings

Dan

2.85

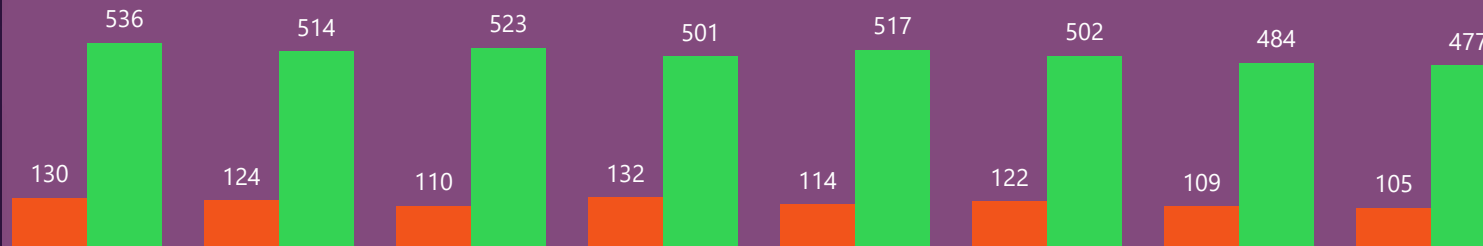
Martha

2.80

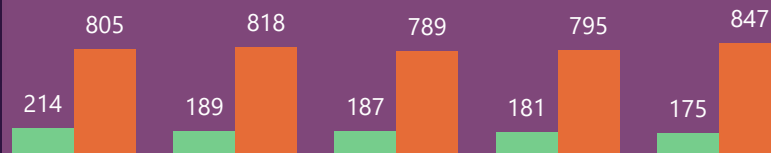
Stewart

2.79

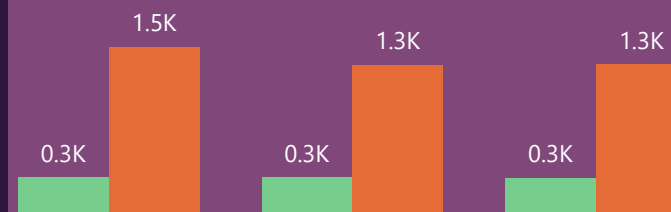
Calls By Agent

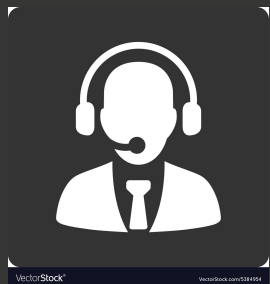


Calls Rejected and CallsAnswered by
Topic



Calls Answered (Y/N) by Month





01-01-2021



31-03-2021



Total Calls

5000

Total Calls Answered

4054

Total Calls Resolved

3646

Agent

Select all

Becky

Dan

Diane

Greg

Jim

Joe

Martha

Stewart

Agent	CallsAnswered	Calls Rejected	Resolved	Calls Unresolved	Satisfaction rating	Topic	Average of Speed of answer in seconds	Year	Month
Becky		5	N	5	0	Admin Support		2021	Jan
Becky		9	N	9	0	Admin Support		2021	Feb
Becky		7	N	7	0	Admin Support		2021	Mar
Becky		8	N	8	0	Contract related		2021	Jan
Becky		11	N	11	0	Contract related		2021	Feb
Becky		8	N	8	0	Contract related		2021	Mar
Becky		7	N	7	0	Payment related		2021	Jan
Becky		10	N	10	0	Payment related		2021	Feb
Becky		9	N	9	0	Payment related		2021	Mar
Becky		10	N	10	0	Streaming		2021	Jan
Becky		4	N	4	0	Streaming		2021	Feb
Becky		4	N	4	0	Streaming		2021	Mar
Becky		9	N	9	0	Technical Support		2021	Jan
Becky		8	N	8	0	Technical Support		2021	Feb
Becky		5	N	5	0	Technical Support		2021	Mar
Dan		2	N	2	0	Admin Support		2021	Jan
Dan		10	N	10	0	Admin Support		2021	Feb
Dan		9	N	9	0	Admin Support		2021	Mar
Dan		9	N	9	0	Contract related		2021	Jan
Dan		8	N	8	0	Contract related		2021	Feb
Dan		5	N	5	0	Contract related		2021	Mar
Total	4054	946		1354				55	

Total Calls

5000

Agent	Topic	Average of Speed of answer in seconds	Overallcall	Average of Satisfaction rating	Year	Month
Becky	Admin Support	54	33	3	2021	January
Becky	Admin Support	52	42	3	2021	February
Becky	Admin Support	51	46	3	2021	March
Becky	Contract related	54	43	2	2021	January
Becky	Contract related	48	33	2	2021	February
Becky	Contract related	54	38	3	2021	March
Becky	Payment related	56	46	3	2021	January
Becky	Payment related	54	46	3	2021	February
Becky	Payment related	58	46	3	2021	March
Becky	Streaming	52	50	3	2021	January
Becky	Streaming	58	44	3	2021	February
Becky	Streaming	57	43	3	2021	March
Becky	Technical Support	47	44	3	2021	January
Becky	Technical Support	58	47	3	2021	February
Becky	Technical Support	47	30	3	2021	March
Dan	Admin Support	64	30	3	2021	January
Dan	Admin Support	52	46	3	2021	February
Dan	Admin Support	46	32	2	2021	March
Dan	Contract related	50	38	3	2021	January
Total		55	5000	3		