



CALL CENTRE TREND ANALYSIS

Issue Resolved

3646

Total Agents

8

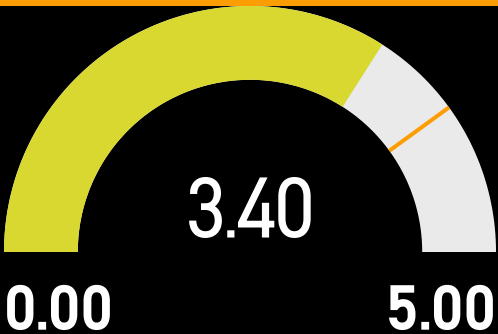
Avg. Answer Speed(s)

67.52

Avg. Call Duration(s)

224.92

Overall Customer Satisfaction Rating



Calls Answered

4054

Total Calls

5000

Most Issue Re...

Jim

Most Rated

Martha

Most Calls Mi...

Diane

Agent

All



Month

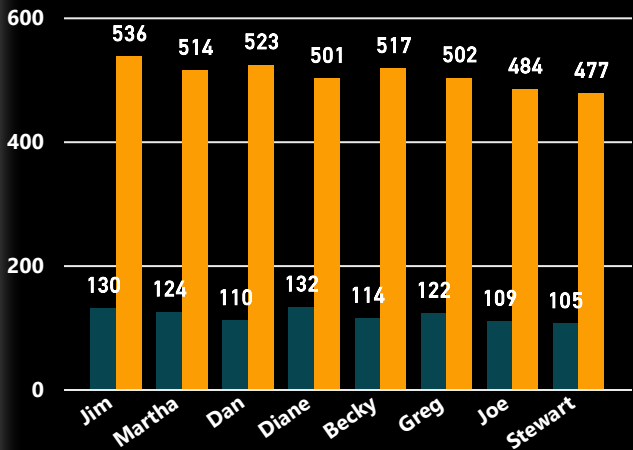
All



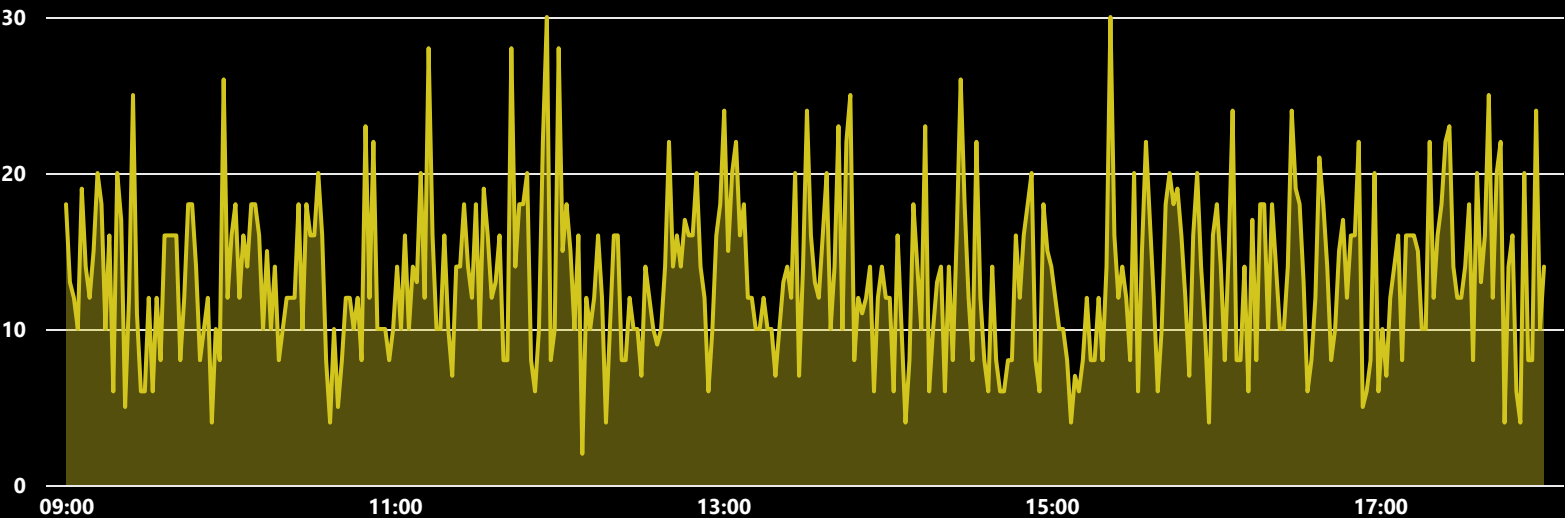
Agent Performance Quadrant

Agent	Total Calls	CallsAnswered	IssueResolved	Avg. Handle Time	ACSR
Stewart	582	477	424	226.21	3.40
Martha	638	514	461	223.73	3.47
Joe	593	484	436	224.10	3.33
Jim	666	536	485	228.11	3.39
Greg	624	502	455	226.80	3.40
Diane	633	501	452	218.95	3.41
Dan	633	523	471	231.19	3.45
Becky	631	517	462	220.01	3.37

Calls by Agents



Calls By Time



Calls by Topic

