

CUSTOMER SUPPORT EFFICIENCY REPORT

Total Calls

1772

RESOLVED_CALLS

1311

ANSWERED CALLS

1455

AVERAGE SPEED
OF ANSWER

55.19

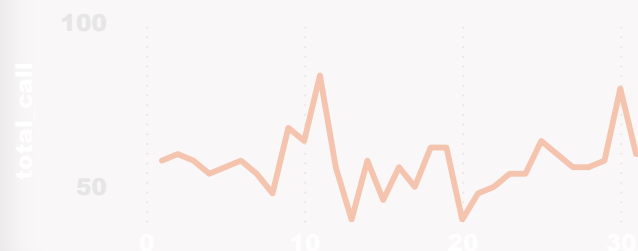
AVERAGE
SATISFACTION RATE

2.84

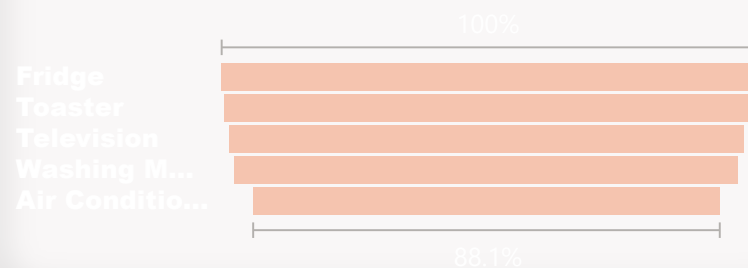
Resolution_rate

90.1%

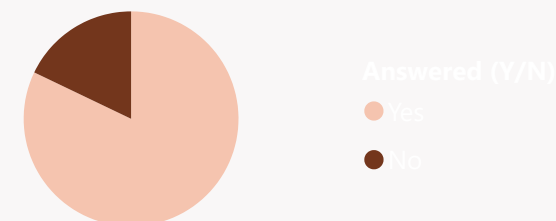
Call trend overtime



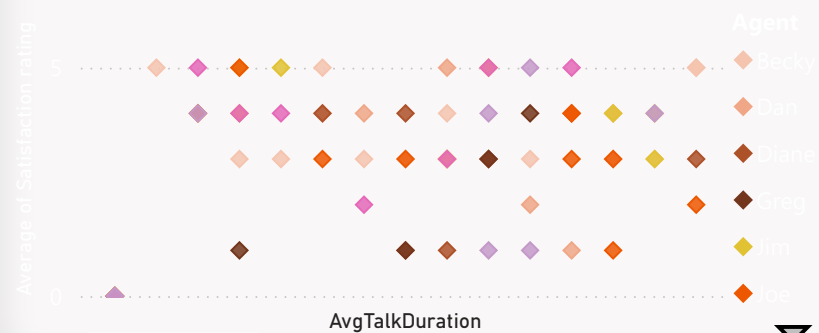
Average of Satisfaction rating by Department



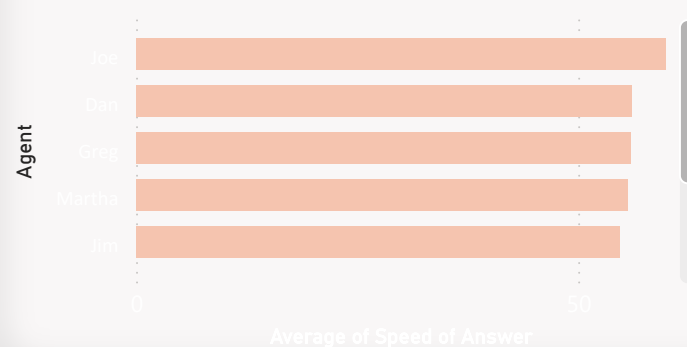
Answered vs Unanswered Calls



Average Talk Duration vs Satisfaction



Average of Speed of Answer by Agent



Resolution Rate by Department

