

Call Center Trends

5000
Total No. of Calls

Month

All

Satisfaction Category

All

Topic

Admin Support

Contract related

Payment related

Streaming

Technical Support

4054
Answered Call

946
Not Answered Call

3646
Resolved Call

1354
Not resolved Call

67.52
Avg Speed of Answer

Answered & Not Answered Call by Agent

Agent	Sum of Answered Call	Sum of Not Answered Call
Jim	536	130
Dan	523	110
Becky	517	114
Martha	514	124
Greg	502	122
Diane	501	132
Joe	484	109
Stewart	477	105

Sum of Resolved Call and Sum of Not resolved Call by Agent

Agent	Sum of Resolved Call	Sum of Not resolved Call
Jim	485	181
Dan	471	162
Becky	462	169
Martha	461	177
Greg	455	169
Diane	452	181
Joe	436	157
Stewart	424	158

AvgTalkDuration by Agent

Agent	AvgTalkDuration
Jim	536
Dan	523
Becky	517
Martha	514
Greg	502
Diane	501
Joe	484
Stewart	477

Avg Speed of Answer by Agent

Agent	Avg Speed of Answer
Joe	71
Martha	69
Greg	68
Dan	67
Jim	66
Diane	66
Stewart	66
Becky	65

Call Center Trends

4054
Answered Call

946
Not Answered Call

3646
Resolved Call

1354
Not resolved Call

67.52
Avg Speed of Answer

5000
Total No. of Calls

Topic

All

Total No. of Calls by Agent

Agent	Count	Percentage
Jim	666	13.32%
Martha	638	12.76%
Dan	633	12.66%
Diane	633	12.66%
Becky	631	12.62%
Greg	624	12.48%
Joe	593	11.86%
Stewart	582	11.64%

Agent

Jim

Martha

Dan

Diane

Becky

Greg

Joe

Stewart

Total No. of Calls by Topic

Topic	Count
Streaming	1022
Technical Support	1019
Payment related	1007
Admin Support	976
Contract related	976

Month

January

February

March

April

May

June

July

August

September

October

November

December

Sum of Resolved Call by Satisfaction Category

Satisfaction Category	Count
Normal	1106
Satisfied	1054
Very Satisfied	756
Very Dissatisfied	375
Dissatisfied	355
Blank	0

Agent

Becky

Dan

Diane

Greg

Jim

Joe

Martha

Stewart