

Call Center Performance Report

Total Agents

8

Total Calls

5000

Total Calls Answered

4054

Total Calls Rejected

946

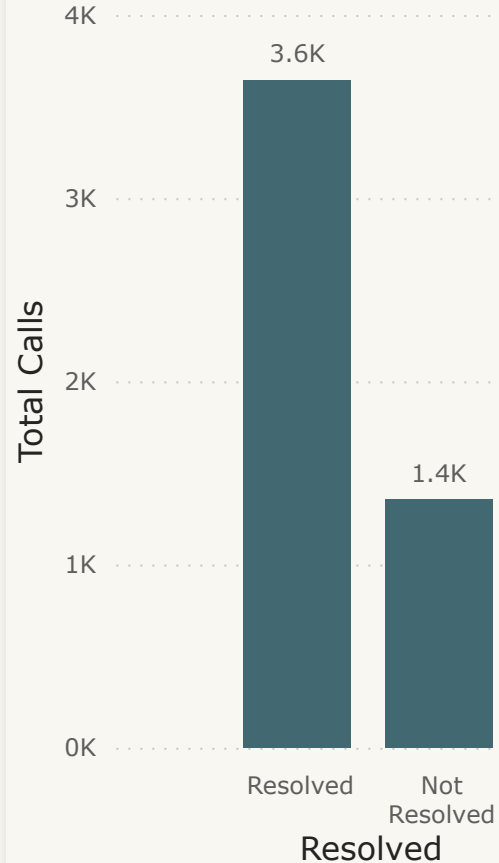
Percentage of Call Answered

81.1%

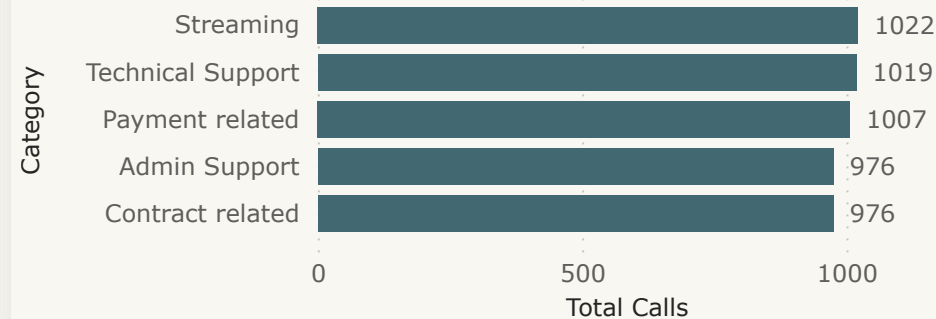
Percentage Of Call Rejected

18.9%

Total Calls - Resolution



Total Calls by Category



Highest Call Answered Agent

Jim

Highest Satisfactory Rate Agent

Dan

Months

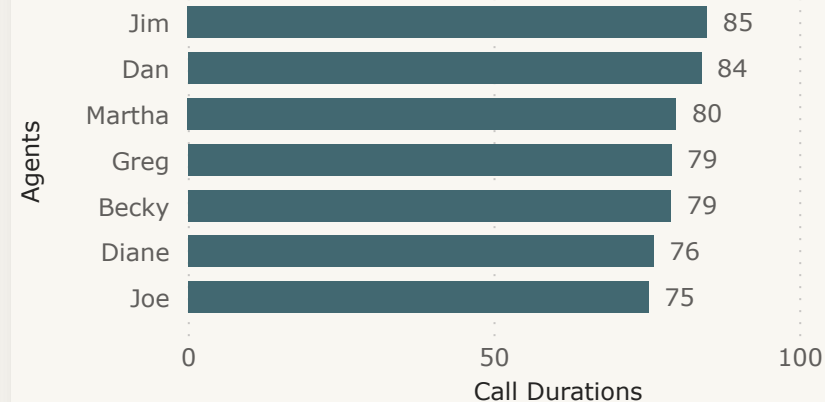
- ☐ January
- ☐ February
- ☐ March

Date Range

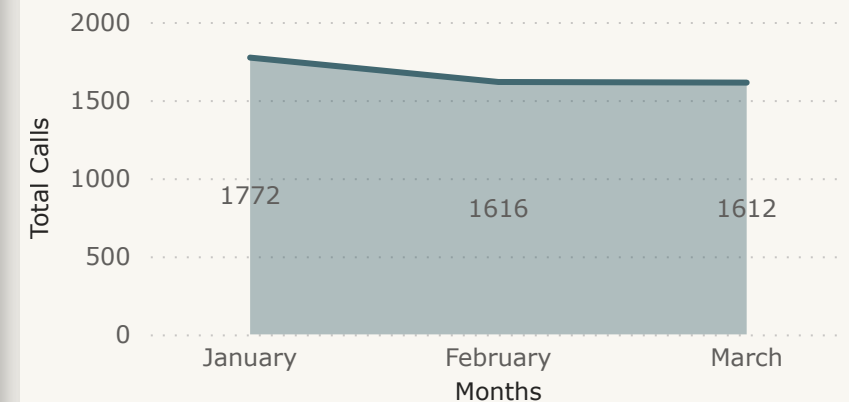
01/01/2021

31/03/2021

Call Durations by Agents



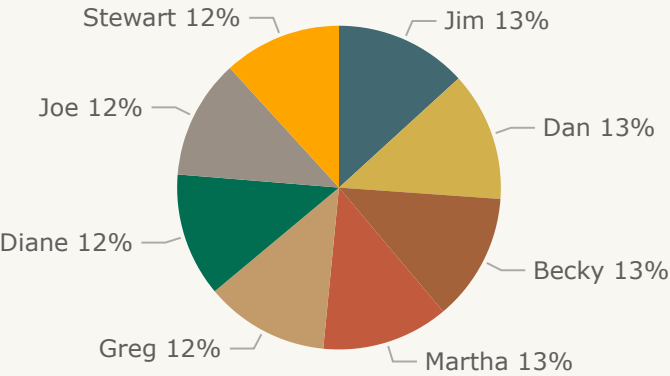
Total Calls by Month



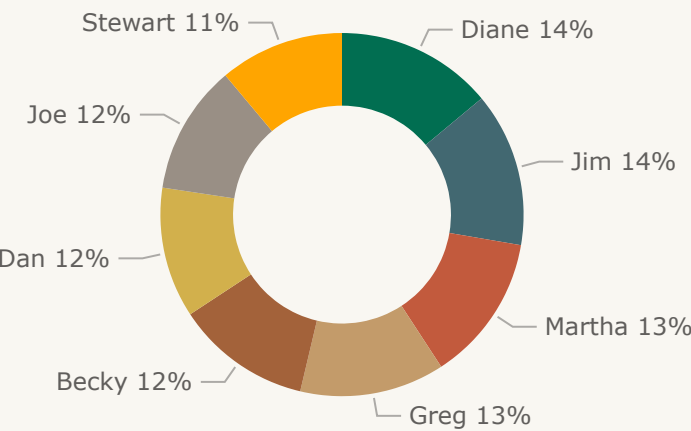
Average of Satisfaction rating



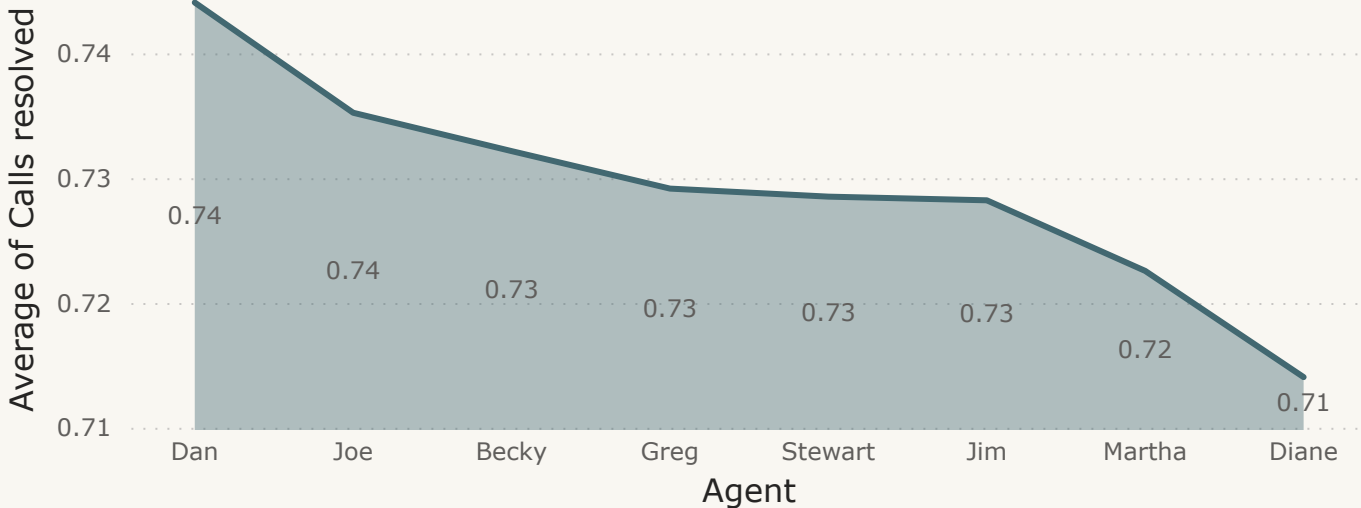
Calls Answered by Agent



Calls Rejected by Agent



Average of Calls resolved by Agents



Average handle time (talk duration) vs Calls answered

