



Topic

All

Agent

All

Time Hours

All

Customer Call Trends

Total Calls Recieved

5,000

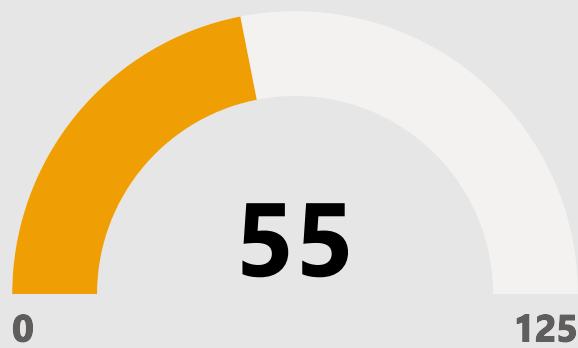
Total Calls Answered

4054

Total Resolved

3646

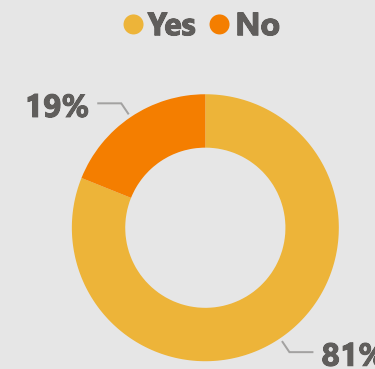
Average Speed of Answer



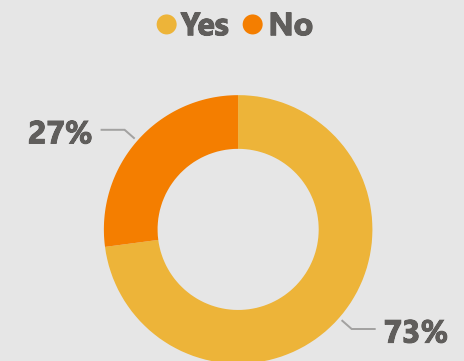
Average Satisfactory Rating



Calls Answered and Abandoned

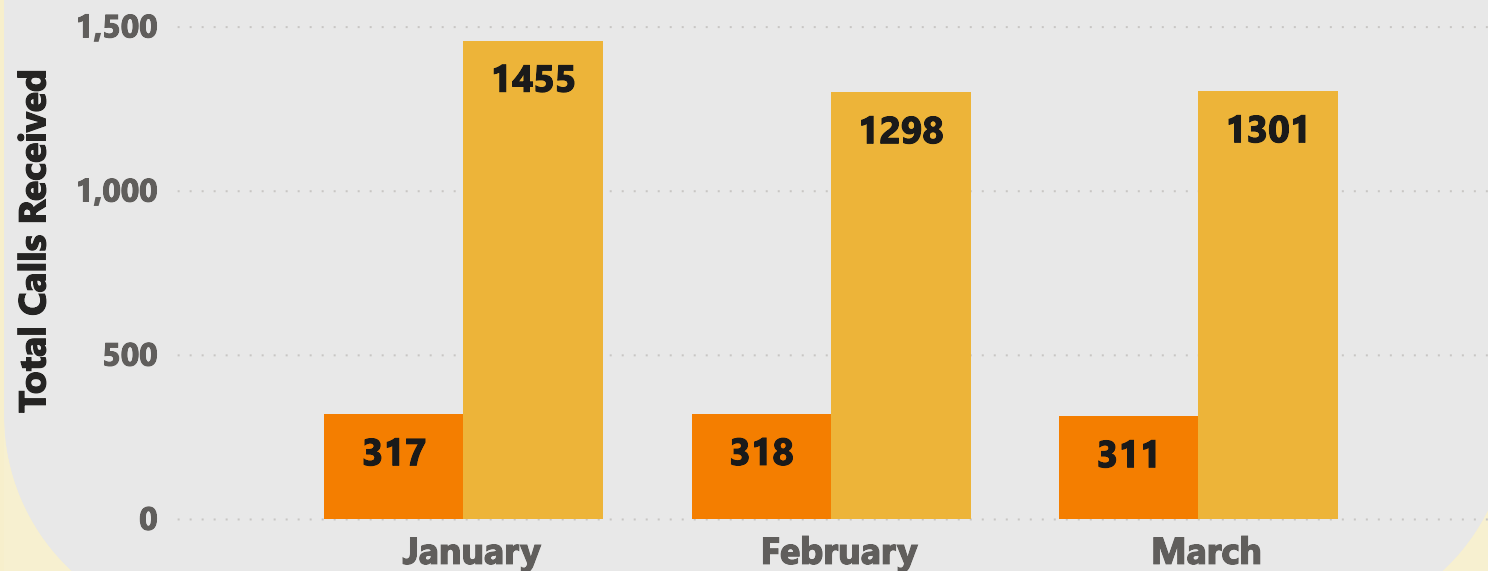


Calls Resolved and Unresolved



Total Calls Received by Month

Answered ● No ● Yes



Average Talk Duration by Calls Answered

Resolved ● No ● Yes

