

Call Volume  
**5000**

#### Agent Analysis

Last Call Received  
3/31/2021 5:39:50 PM

Agent

All

Topic

All

Day

All

Month

All

Clear filters

## Call Centre Trends - Overview

**68%**

CSAT

**89.94%**

Resolved %

**18.92%**

Abonded%

**67.52**

Speed of Answer

(in sec)

**224.92**

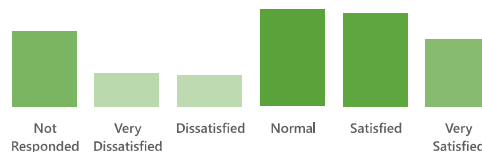
Avg call handling time

(in sec)

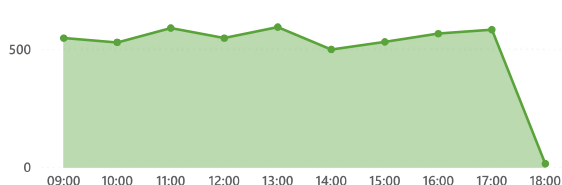
#### Agents Performance

Agent	Total_calls	Abonded%	Speed o...	Resolved %	CSAT
Joe	593	18.38%	70.99	90.08%	67%
Becky	631	18.07%	65.33	89.36%	67%
Jim	666	19.52%	66.34	90.49%	68%
Stewart	582	18.04%	66.18	88.89%	68%
Greg	624	19.55%	68.44	90.64%	68%
Diane	633	20.85%	66.27	90.22%	68%
Dan	633	17.38%	67.28	90.06%	69%
Martha	638	19.44%	69.49	89.69%	69%

#### Call Count based on Satisfaction Levels



#### Call Volume by Hour



#### Call Volume by Day

