

Call Center Analysis

Dates

01-01-2021

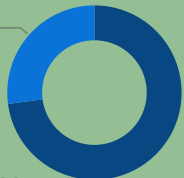


31-03-2021



Distribution of calls by resolution status

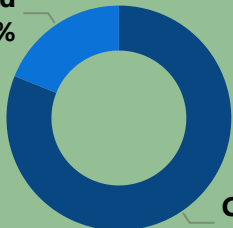
Not resolved
27.08%



Resolved 72.92%

Distribution of calls

Call Not Answerd
18.92%



Call Answerd
81.08%

Average speed of answer(second)

67.52

Topics



Select all



Admin Support



Contract related



Payment related

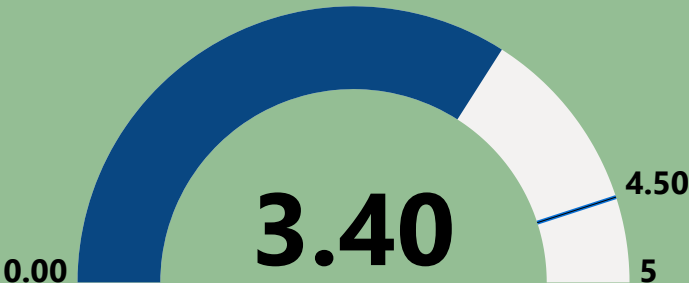


Streaming



Technical Support

Average customer satisfaction



Agent's performance quadrant

Agent	Average speed of answer	Call answered	Avg satisfaction rating	Resolved
Joe	70.99	484	3.33	436
Becky	65.33	517	3.37	462
Jim	66.34	536	3.39	485
Stewart	66.18	477	3.40	424
Greg	68.44	502	3.40	455
Diane	66.27	501	3.41	452
Dan	67.28	523	3.45	471
Martha	69.49	514	3.47	461
Total	67.52	4054	3.40	3646

Calls by month

● Call Answerd ● Call Not Answerd

