

5000

Total calls

Count of Agent

8

4054

Sum of Calls Answered

946

Sum of Call Rejected

81.1%

% calls answered

18.9%

% calls rejected

Avg Satisfaction rate

Dan

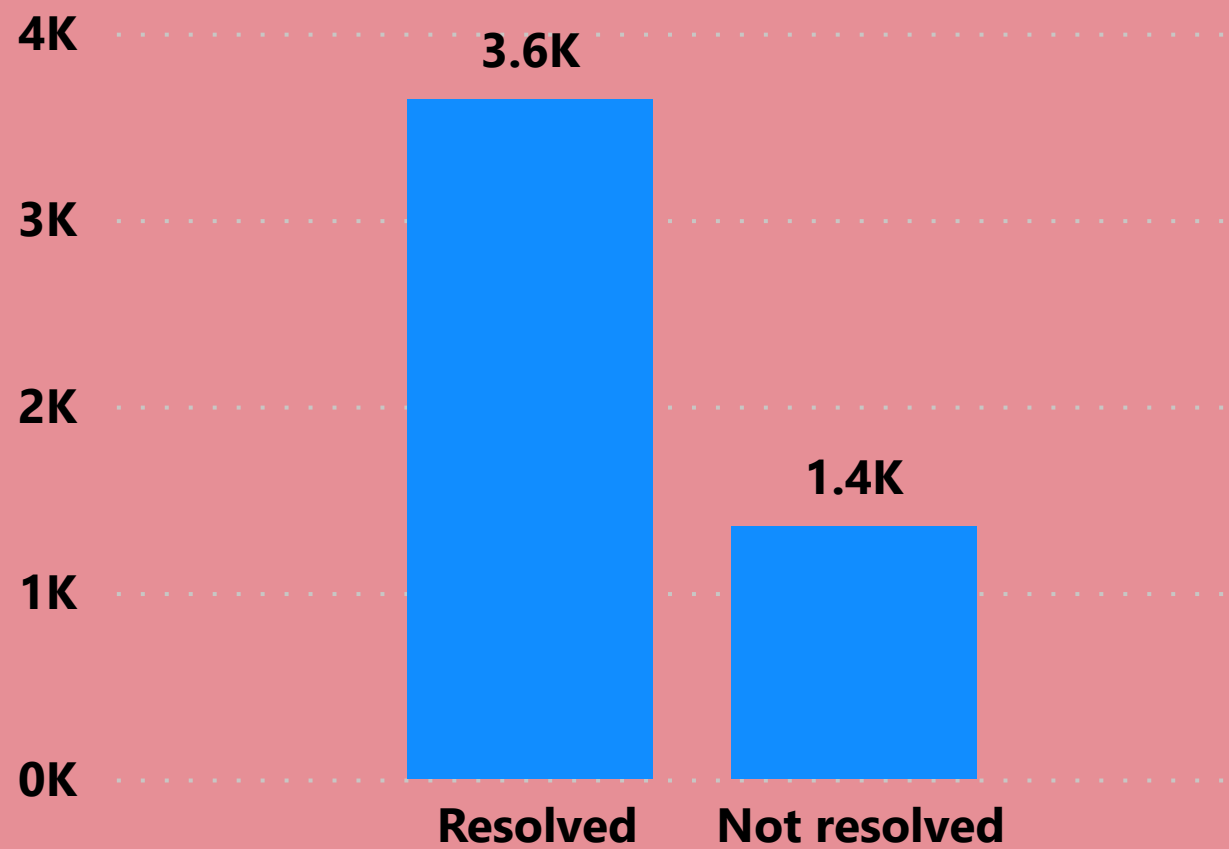
Highest call answered

Jim

Month

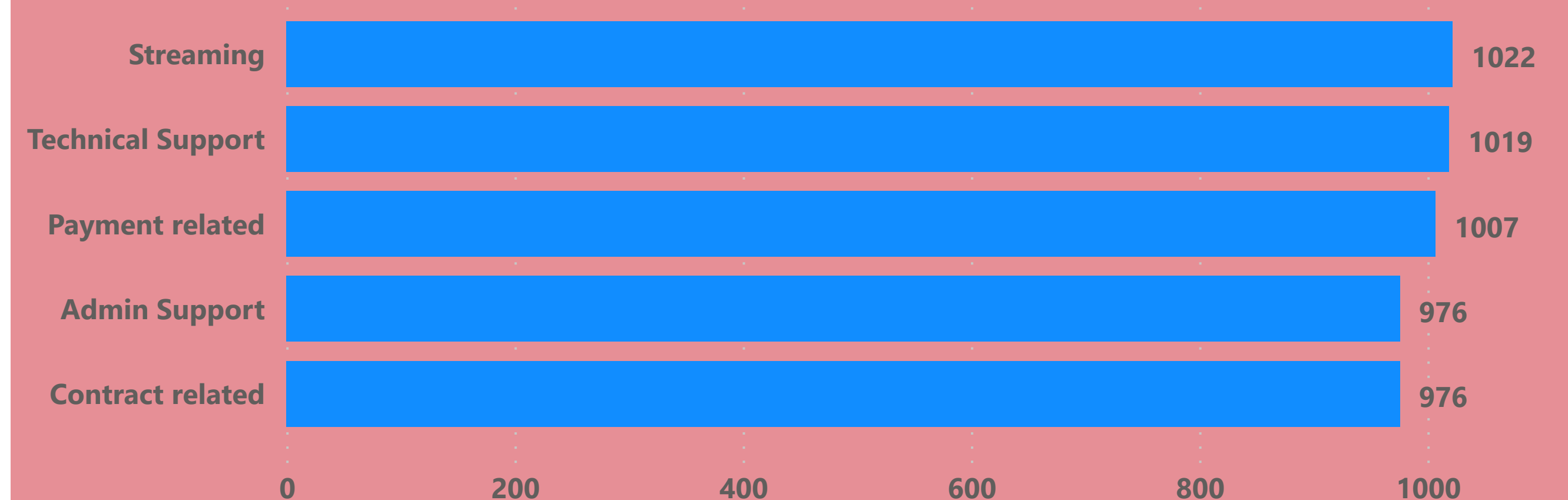
All

Total calls by Resolution



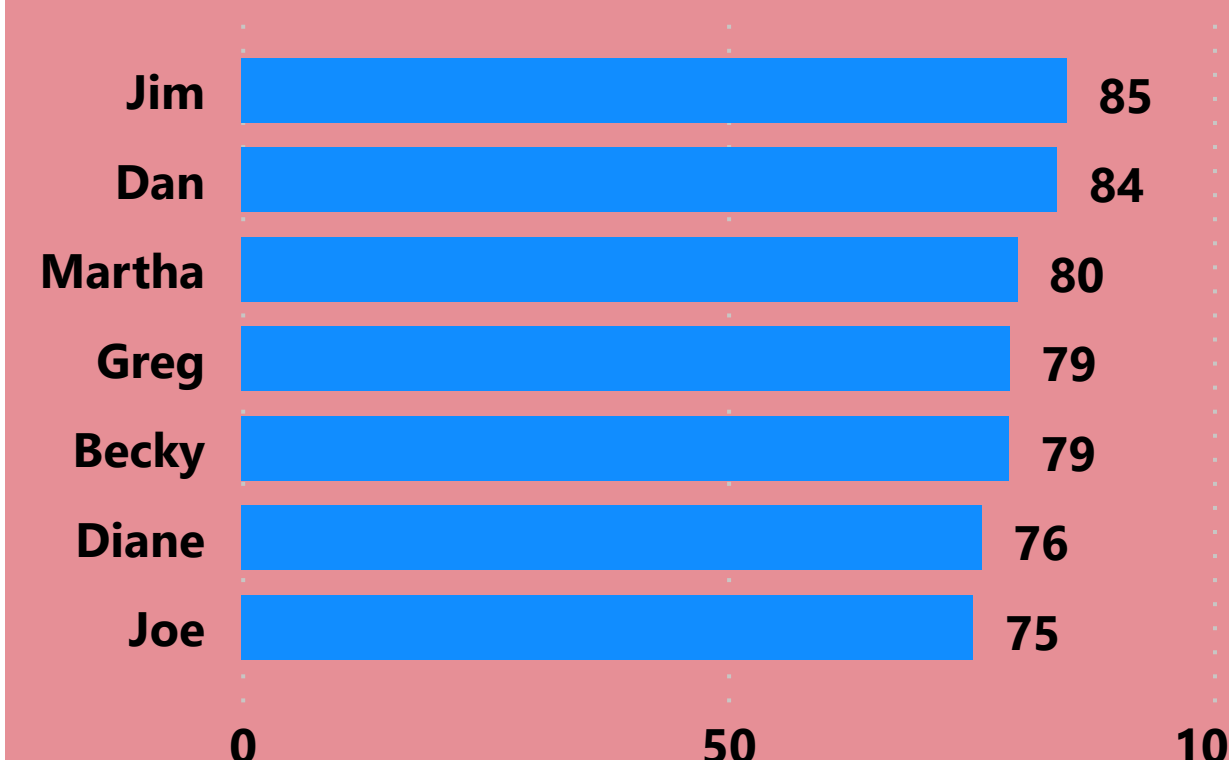
Resolution	Count
Resolved	3600
Not resolved	1400

Total calls by Topic



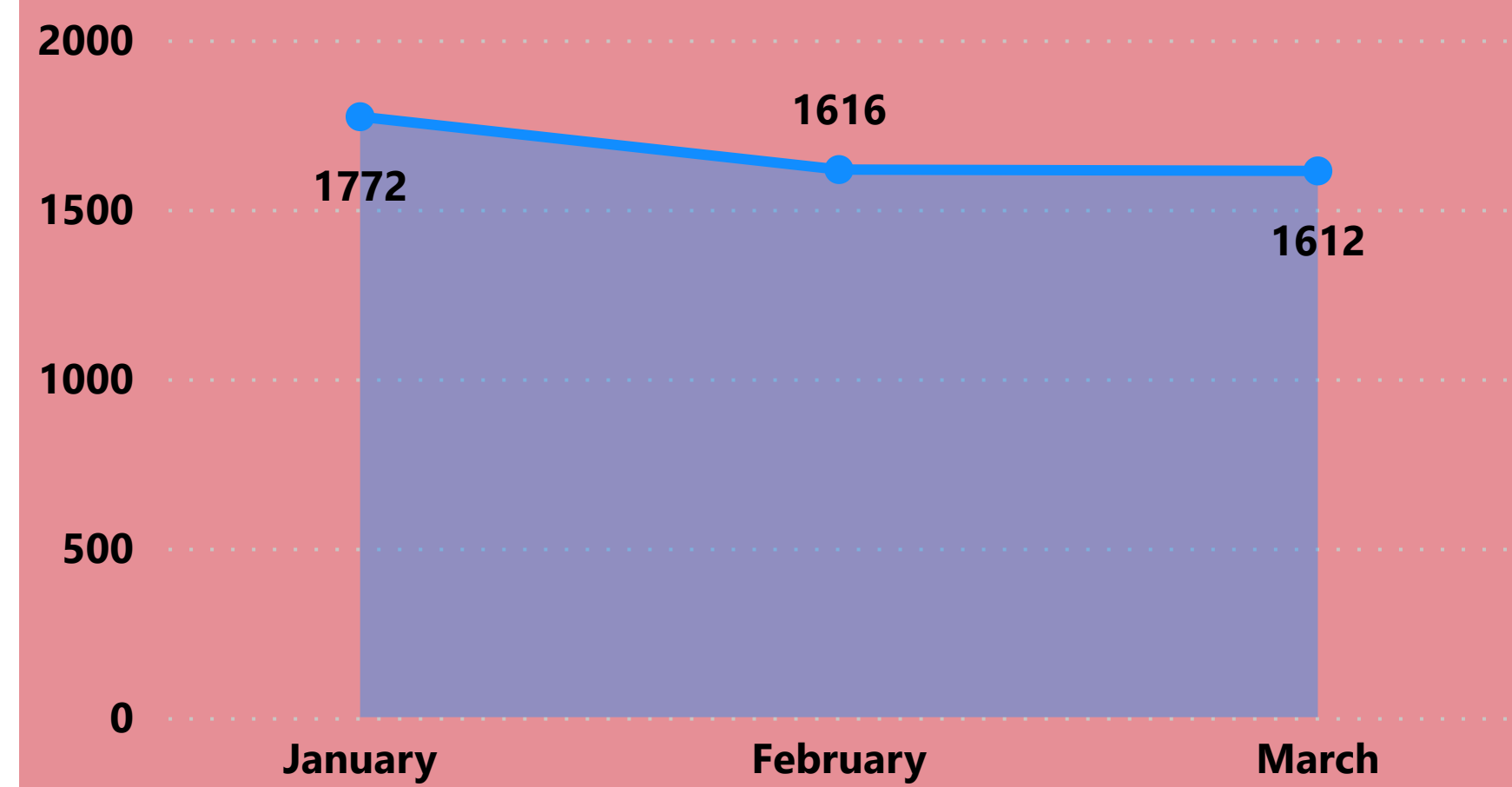
Topic	Count
Streaming	1022
Technical Support	1019
Payment related	1007
Admin Support	976
Contract related	976

Sum of Duration on calls by Agent



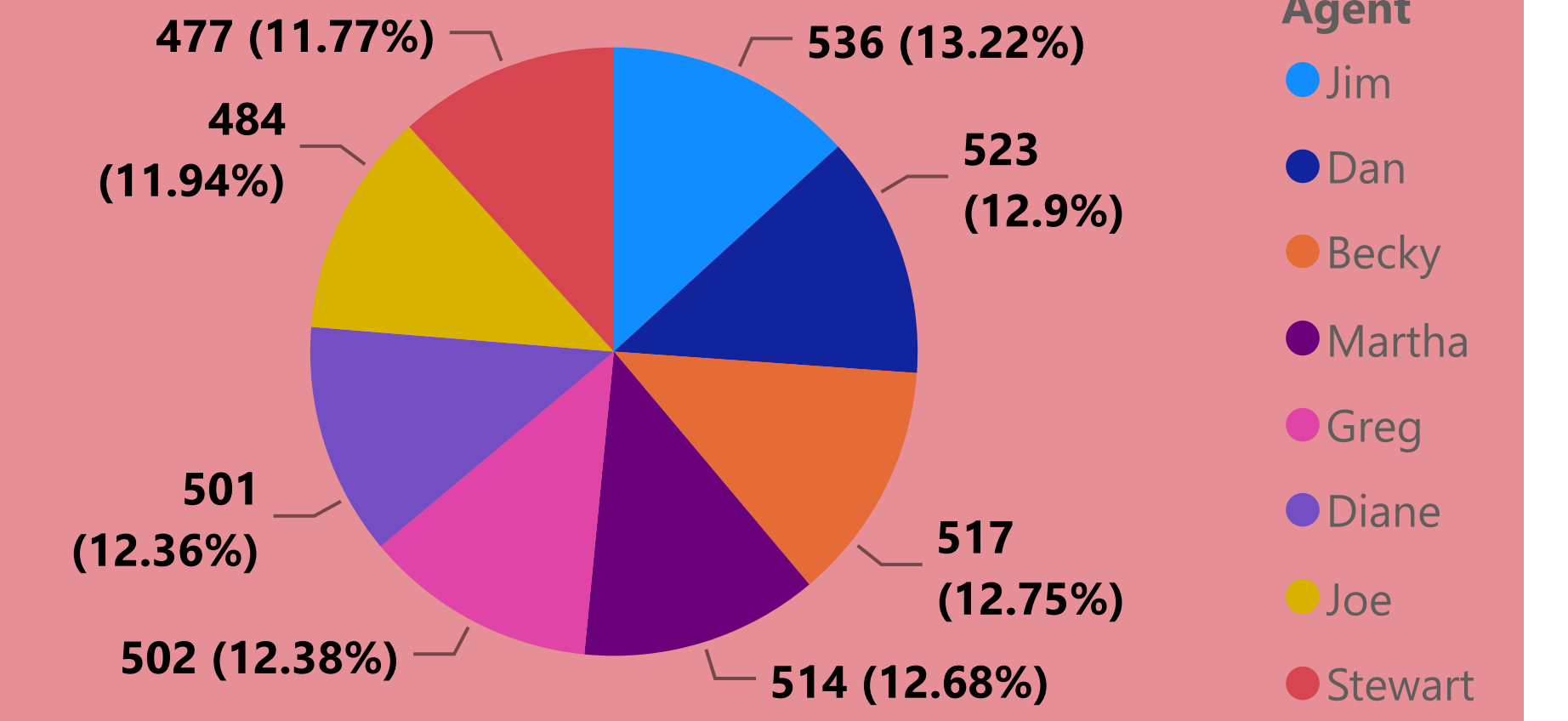
Agent	Duration
Jim	85
Dan	84
Martha	80
Greg	79
Becky	79
Diane	76
Joe	75

Total calls by Month



Month	Count
January	1772
February	1616
March	1612

Sum of Calls Answered by Agent



Agent	Count	Percentage
Jim	536	13.22%
Dan	523	12.9%
Becky	517	12.75%
Martha	514	12.68%
Greg	502	12.38%
Diane	501	12.36%
Joe	484	11.94%
Stewart	477	11.77%

CALL CENTRE PERFORMANCE REPORT