

5000

Call Volume

18.92%

Call Abandonment Rate

89.94%

Resolution Rate

0.80

Satisfaction Score

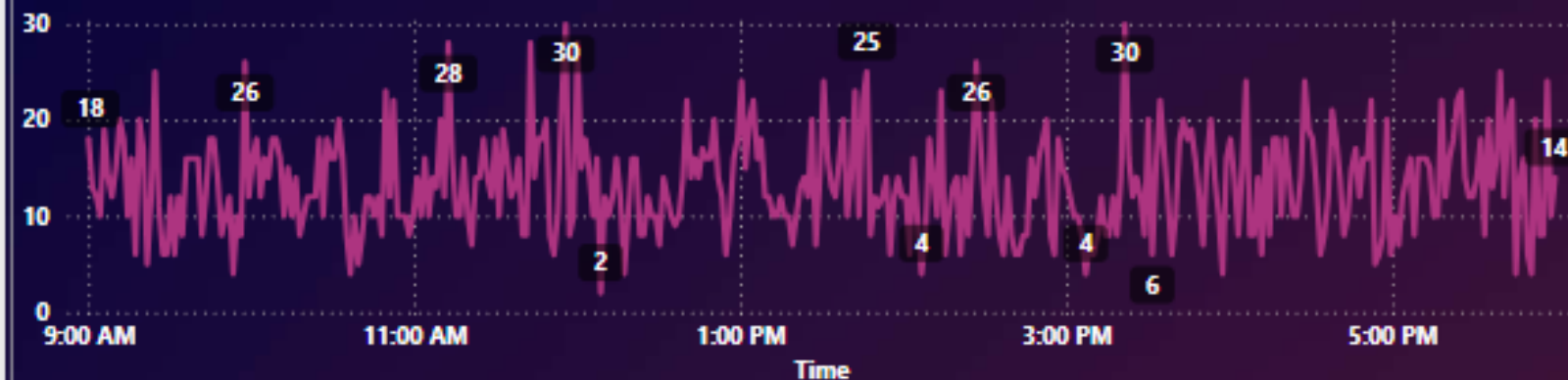
Agent

All

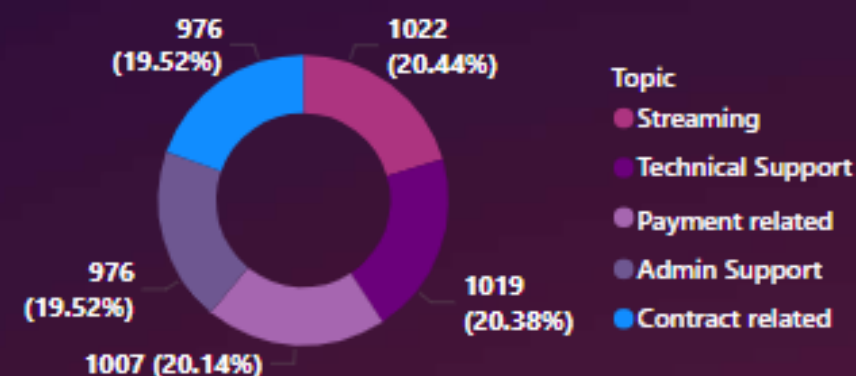
Year-Qtr-Month

All

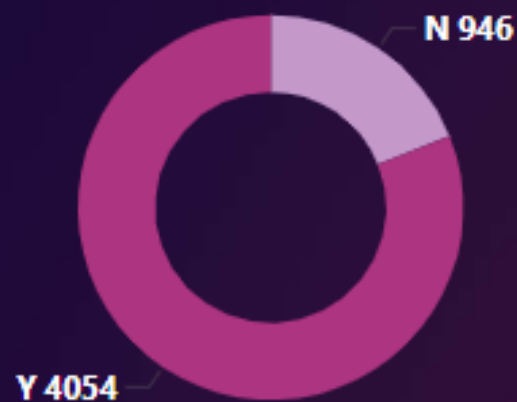
Call Volume by Time



Call Volume by Topic



Call Response



Average Call Duration (hh : mm : ss) by Topic



Total Customer by Satisfaction Rating



Topic

Admin Support

Contract related

Payment related

Streaming

Technical Support

81.08%

Service Level

67.52

Average Answer Speed(s)

00:03:45

Average Call Duration

Year-Qtr-Month

All



Agent	Call Volume	Total Calls Answered	Total Calls Unanswered	Total Resolved	Resolution Rate	Average Answer Speed(s)	Average Call Duration	Satisfaction Score
Martha	638	514	124	461	89.69%	69.49	00:03:44	0.82
Dan	633	523	110	471	90.06%	67.28	00:03:51	0.82
Greg	624	502	122	455	90.64%	68.44	00:03:47	0.80
Diane	633	501	132	452	90.22%	66.27	00:03:39	0.80
Becky	631	517	114	462	89.36%	65.33	00:03:40	0.79
Jim	666	536	130	485	90.49%	66.34	00:03:48	0.79
Stewart	582	477	105	424	88.89%	66.18	00:03:46	0.79
Joe	593	484	109	436	90.08%	70.99	00:03:44	0.78