

Total Calls

5000

Calls  
Answered

4054

Calls Rejected

946

Month: All

January

February

March



# Call Center Trends

Visualizing Customer and Agent Behavior

Total Agents

8

Highest Calls  
Answered

Jim

Highest  
Satisfaction Rate

Dan

% Calls  
Answered

81.08%

% Calls  
Rejected

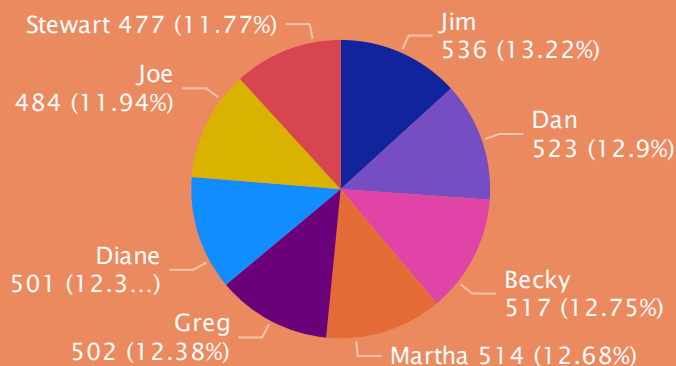
18.92%

Date

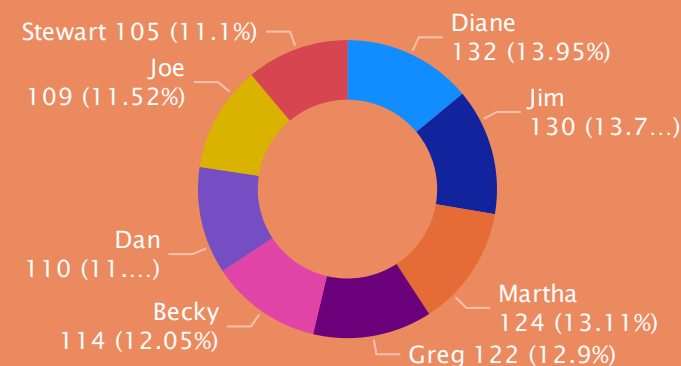
01-01-2021

31-03-2021

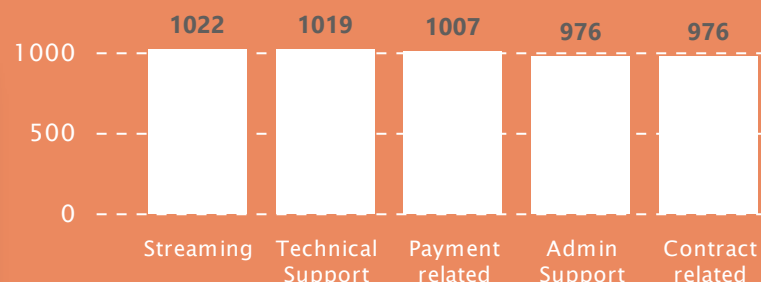
Calls Answered by Agent



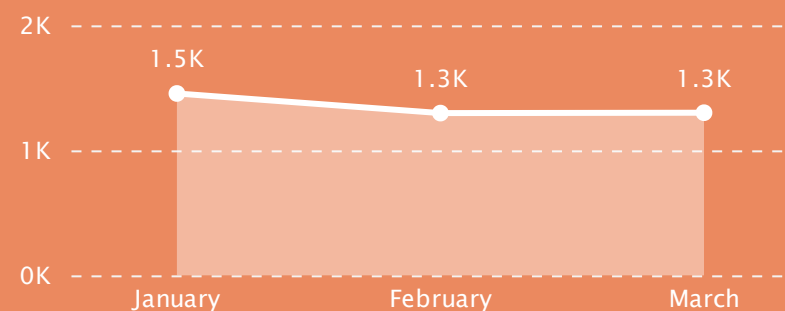
Sum of Calls Rejected by Agent



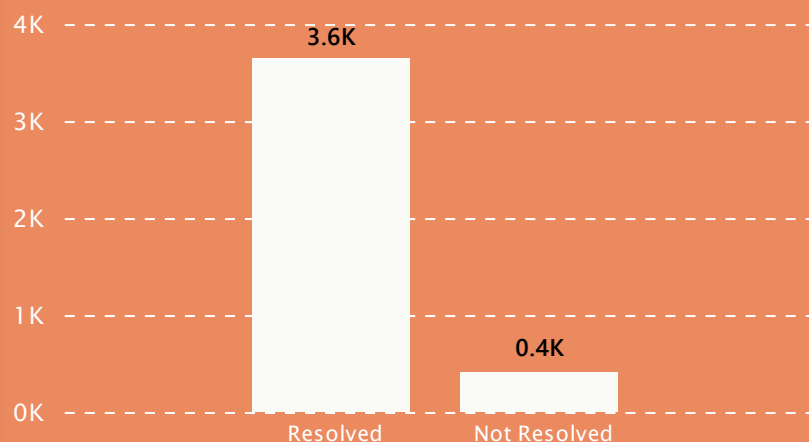
Total Calls by Topic



Total Calls Answered by Month



Total Calls by Resolution



Duration on Call by Agent

