

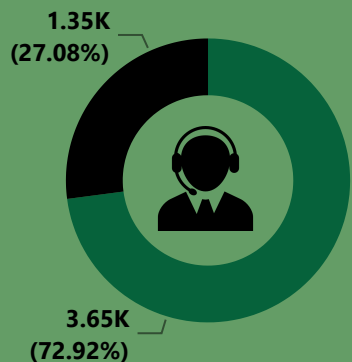
01-01-2021

31-03-2021

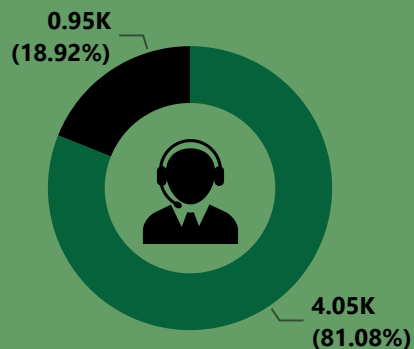
Average of Satisfaction rating



Call Resolved



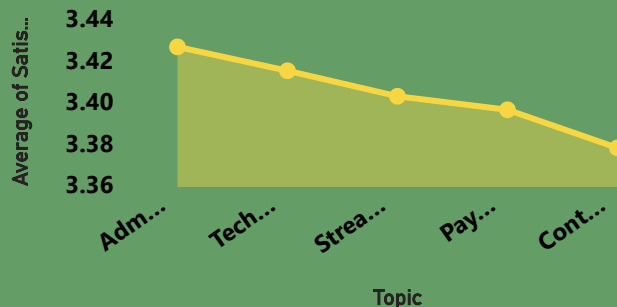
Call Answered Y/N



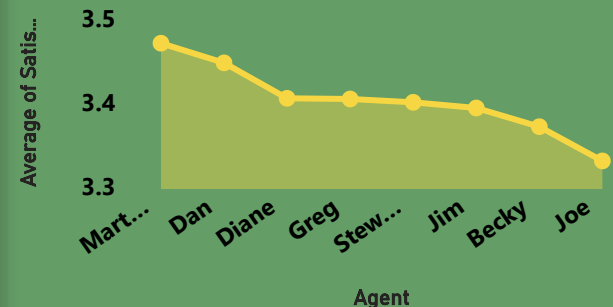
PWC Call Centre Trends



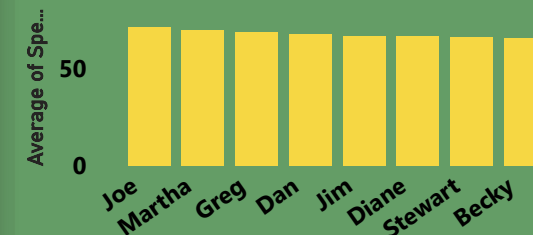
Average of Satisfaction rating by Topic



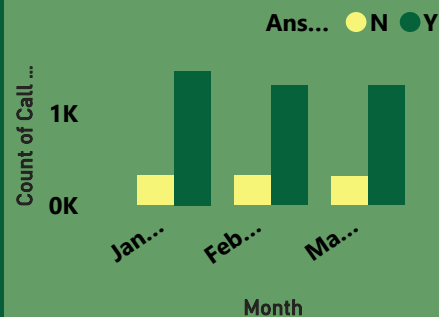
Average of Satisfaction rating by Agent



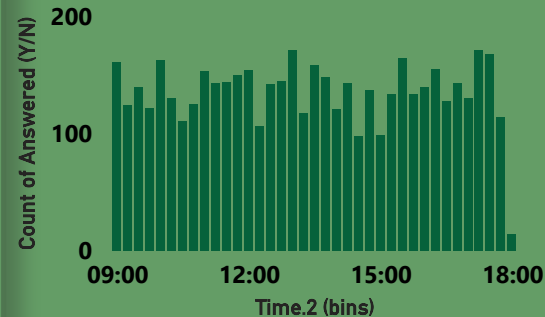
Average of Speed of answer in seconds by Agent



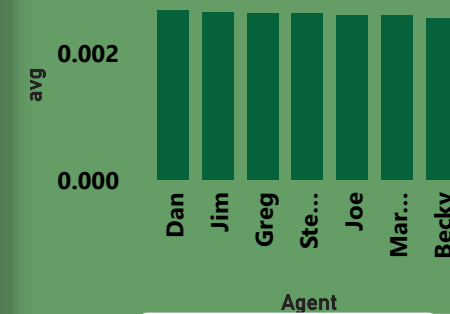
Call Id by Month and Answered (Y/N)



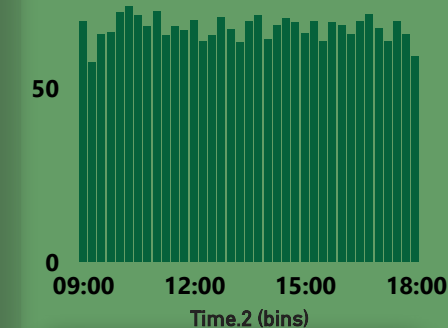
Call Id by Month and Answered (Y/N)



Avg call time of agent



Avg speed of ans



Agent	Count of Resolved	Count of Answered (Y/N)	Average of Speed of answer in seconds	Earliest AvgTalkDuratio
Becky	631	631	65.33	31 December 1899
Dan	633	633	67.28	31 December 1899
Diane	633	633	66.27	31 December 1899
Greg	624	624	68.44	31 December 1899
Jim	666	666	66.34	31 December 1899
Joe	593	593	70.99	31 December 1899
Martha	638	638	69.49	31 December 1899
Stewart	582	582	66.18	31 December 1899

Agent

- Select all
- Becky
- Dan
- Diane
- Greg
- Jim
- Joe
- Martha
- Stewart

