




CALL CENTER KPI

 **6,890**
Total Calls

 **5,593**
Calls Answered

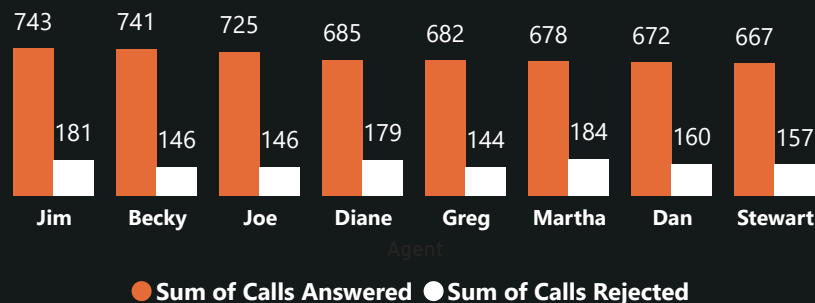
 **1,297**
Calls Rejected

 **5,040**
Calls Resolved

 **1,850**
Unresolved Calls

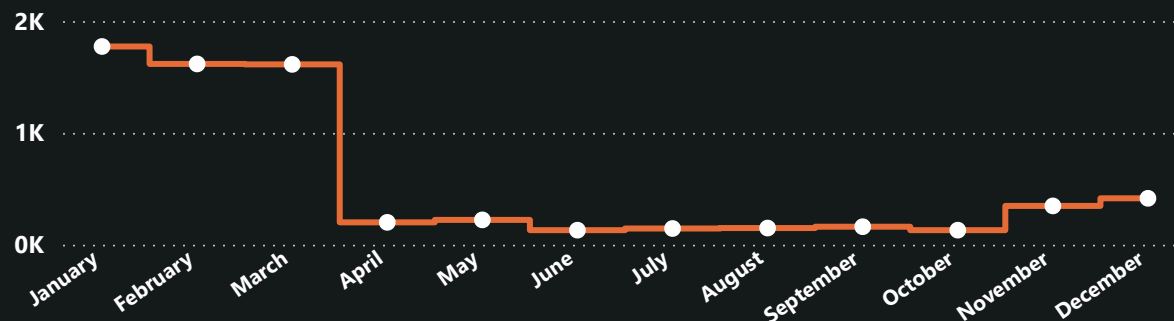
CALL CENTER RECORD PERFORMANCE

Calls Answered and Calls Rejected by Agent

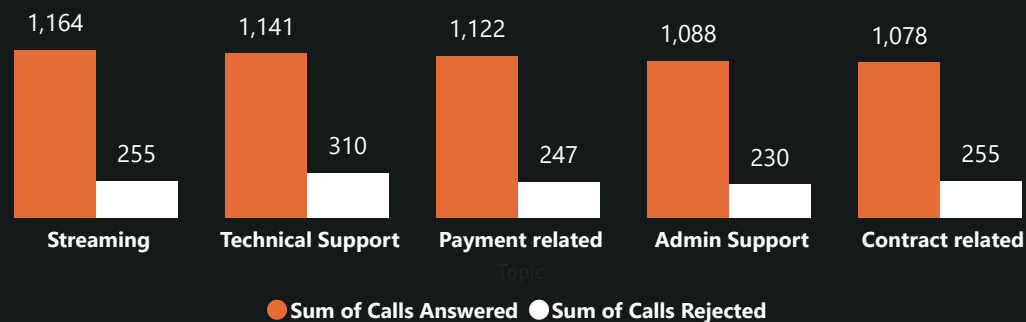


Agent	Total Calls
Stewart	824
Greg	826
Dan	832
Martha	862
Diane	864
Joe	871
Becky	887
Jim	924

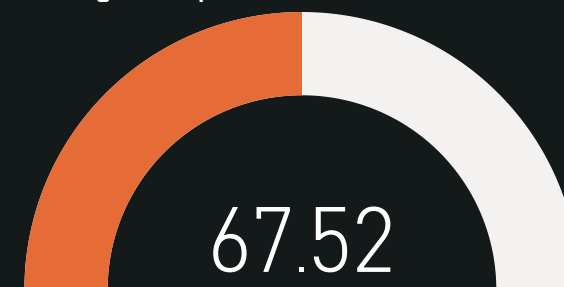
Total Calls by Month



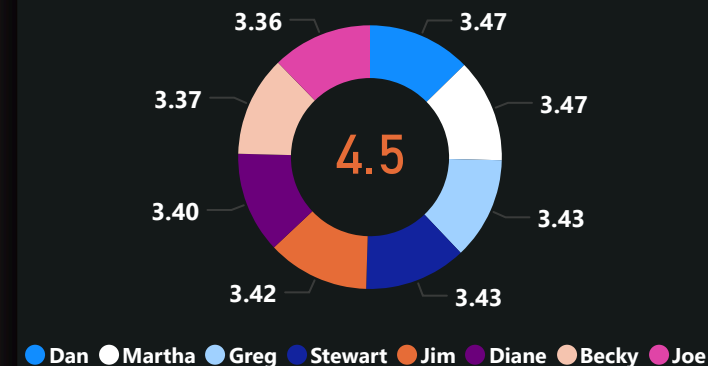
Calls Answered and Calls Rejected by Topic



Average of Speed of answer in seconds



Average Rating by Agent



Total Calls by Topic

Technical Support	1,451
Streaming	1,419
Payment related	1,369
Contract related	1,333
Admin Support	1,318