



# CALL CENTRE TRENDS

3970

Total calls received

Date

1/19/2021



3/31/2021



Topic

All

Agent

All

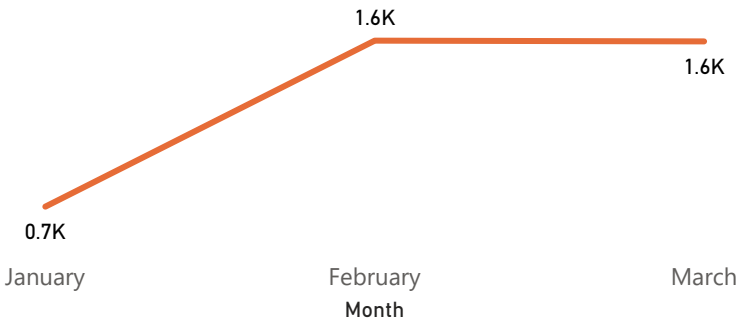
## Agent Performance Insights

Agent	Total Calls Answered	Abandoned calls	Avg Speed of Answer in sec	Avg Satisfaction Rate
Becky	415	93	52.83	2.75
Dan	422	88	54.78	2.85
Diane	399	105	52.74	2.68
Greg	400	105	54.98	2.65
Jim	427	107	52.58	2.72
Joe	366	89	57.04	2.66
Martha	412	98	56.52	2.80
Stewart	365	79	54.30	2.78

3206

Total Calls Answer...

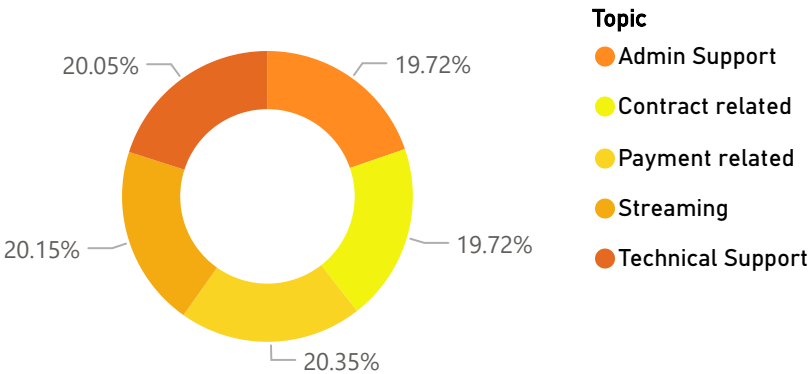
## Total Calls Received by Month



764

Abandoned calls

## Distribution of Calls by Topic



54.43

Avg Speed of Answe...

## Average Satisfaction Rate

