📊 Call Center Training Data Analyzer

Upload CSV Data Files

Upload CSV files to analyze call center performance. Required files are marked with "*". Optional files provide additional insights.

*Required Files

Agent Status Summary

192 rows, 16 columns - Agent utilization, logged time, queue time, break time

📄

training Agent Status Summary.csv

0.04 MB

Agent Performance Summary

192 rows, 17 columns - Calls answered, handle times, transfers, holds

📄

Training Agent Performance Summary.csv

0.05 MB

Training Interactions

96K+ rows, 15 columns - Individual call records, abandonment, duration, queues

📄

Training Interactions.csv

14.79 MB

Optional Enhancement Files

Historical Adherence

Schedule adherence, conformance, exceptions - adds workforce management insights

HistoricalAdherence 7_24.csv

0.02 MB

Calculated Time Summary

Weekly time tracking - adds time utilization analysis (separate from call center data)

CalculatedTimeSummaryByWeek-L1-
L3GroupedHoursSummary_1756248847844.csv

0.04 MB

5 of 5 files uploaded. Analysis ready!

Required: ✓ Agent Status, ✓ Agent Performance, ✓ Training Interactions
Optional: ✓ Historical Adherence, ✓ Time Summary

Call Center Training Data Analysis

Data Period: 7/24/25 11:52 PM to 8/9/25 12:59 PM

ⓘ Calculation Formulas   ⌃

Active Agents   **170 of 170 total**

Formula: Count of agents with Logged In time > 0
Agents who worked during the reporting period

Total Calls   **59,825 calls**

Formula: Σ(Calls Answered across all agents)
Sum of 'Answered' column from Agent Performance data

Transfer Rate   **6.9%**

Formula: (Total Calls Transferred ÷ Total Calls Answered) × 100
Percentage of calls that were transferred to another agent

Productive Utilization   **38.0%**

Formula: Σ(Talk Time + Hold Time + ACW Time) ÷ Σ(Agent Login Time) × 100
Productive work time vs total logged time (industry standard)

On-Queue Utilization   **60.1%**

Formula: Σ(On-Queue Time) ÷ Σ(Agent Login Time) × 100
Traditional utilization showing time available for calls vs total logged time

Average Speed of Answer   **8.3 min**

Formula: Σ(Queue Wait Time for answered calls) ÷ Number of Answered Calls
Average queue time for calls that were answered (excludes abandoned calls)

Abandonment Rate   **0.1%**

Formula: (Abandoned Calls ÷ Total Interactions) × 100
Percentage of calls abandoned by callers before being answered

Average Handle Time   **10.1 min**

Formula: Σ(Talk Time + Hold Time + ACW Time) ÷ Number of Handled Calls
Weighted average based on call volume per agent

Utilization Metrics Explained:

Productive Utilization (38.0%) measures actual work time (Talk + Hold + ACW) vs. total logged time, showing true agent productivity.

On-Queue Utilization (60.1%) measures time available for calls vs. total logged time, showing traditional call center availability.

ACTIVE AGENTS

170

of 170 total

TOTAL CALLS

59,825

75,412 interactions

TRANSFER RATE

6.9%

calls transferred

PRODUCTIVE UTILIZATION

38.0%

actual work time

ON-QUEUE UTILIZATION

60.1%

traditional method

AVG SPEED OF ANSWER

8.3 min

average queue time
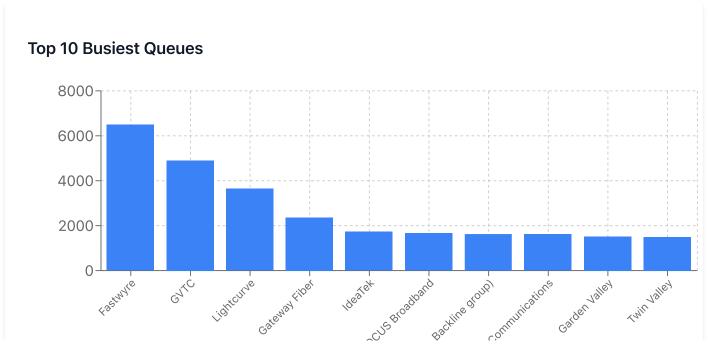
ABANDONMENT RATE

0.1%

calls abandoned

AVG HANDLE TIME

10.1 min

64 agents in 5-10min range

Top 10 Busiest Queues

FC   - 2 (no   Allo

Top 10 Performers (by Calls Answered)

AGENT	CALLS ANSWERED	TRANSFER RATE	HOLD RATE	AVG HANDLE TIME
Justice Derringer	884	8.7%	2.9%	6.8 min
Josef Matson	783	7.2%	3.6%	8.9 min
Rich Vonder Haar	771	4.4%	0.9%	8.5 min
Max McAnany	762	5.6%	58.3%	9.9 min
Zach Jacobs	753	6.4%	10.6%	10.9 min
Lyric Randle	750	12.8%	0.8%	7.1 min
Hugo Santiago-Quinones	737	3.4%	35.4%	8.1 min
Tony Pham	733	8.0%	1.6%	7.9 min
Sam Izokpu	729	3.2%	7.1%	8.5 min
Daniel Motto	711	13.9%	23.1%	10.1 min

Bottom 10 Performers (by Calls Answered)

AGENT	CALLS ANSWERED	TRANSFER RATE	HOLD RATE	AVG HANDLE TIME
Blake Hudson	1	0.0%	0.0%	6.6 min
Clinton Gaither	1	200.0%	0.0%	4.5 min
Harland Cooper	1	0.0%	100.0%	2.1 min

AGENT	CALLS ANSWERED	TRANSFER RATE	HOLD RATE	AVG HANDLE TIME
James Thompson	1	0.0%	100.0%	5.3 min
Kyle Bonpua	1	0.0%	0.0%	9.7 min
Alexander Moran	2	250.0%	100.0%	2.3 min
Brad Rothgeb	2	250.0%	150.0%	2.4 min
Dusty Brittingham	2	150.0%	50.0%	1.9 min
Megan Webb	3	66.7%	66.7%	1.6 min
Will Scheffer	4	25.0%	25.0%	1.7 min

Queue Abandonment Rates

Fastwyre

Total Calls: 6490
Abandoned: 2
Rate: 0.0%

GVTC

Total Calls: 4897
Abandoned: 3
Rate: 0.1%

Lightcurve

Total Calls: 3649
Abandoned: 0
Rate: 0.0%

Gateway Fiber

Total Calls:	2366
Abandoned:	1
Rate:	0.0%

IdeaTek

Total Calls:	1734
Abandoned:	0
Rate:	0.0%

FOCUS Broadband

Total Calls:	1662
Abandoned:	0
Rate:	0.0%

Agent Utilization Distribution

Formula: (On-Queue Time ÷ Logged Time) × 100

Traditional utilization showing time available for calls vs total logged time

90-100%	2 agents
80-89%	26 agents
70-79%	55 agents
60-69%	19 agents
50-59%	10 agents
40-49%	5 agents
30-39%	9 agents
20-29%	3 agents
10-19%	2 agents
0-9%	3 agents

Individual Agent Utilization

Zac Freedle	Arron Hupala
91.8%	90.3%

Dan Andersen	Justin Bryan

89.5%	88.6%
Joshua Livingston	Jackie Fardal
88.5%	87.3%
Clinton Gaither	Brian Nicewander
86.8%	86.0%
Michael Khamdalanikone	Sheldon Hill
85.7%	83.6%
Joel Long	Deward Absher
83.4%	83.2%
Robert White	Joshua Hines
82.9%	82.2%
Rich Vonder Haar	Tyler Early
82.1%	81.8%
Matthew Devlin	Yen Nguyen
81.4%	81.4%
Tyson Hailey	Daniel Motto
81.3%	81.1%
Gabe Carter	Darren Oneil
81.1%	81.1%
Lake Moore	Cole Crews
80.7%	80.6%
Sam Izokpu	Alex Stover
80.6%	80.3%
Matt Black	Jim McMeen
80.1%	80.0%
Charles Sanders	Douglas Rasmussen
80.0%	80.0%
Justice Derringer	Dan Ring
80.0%	79.7%
Dom Graves	Brandon Bellars
79.7%	79.6%
Deren Hinckley	Matt Bianco
79.4%	79.2%
David Phillips	Lyric Randle
79.0%	78.9%
Joseph Arnold	Elvis Frazier
78.8%	78.8%
Dez Zimmerman	Tony Pham
78.5%	78.5%

Skylar Bean 78.4%	Austin Neemann 78.4%
David McWilliams 78.2%	Michael Frisch 78.1%
Zee Young 78.0%	Isaiah Martin 77.9%
Josef Matson 77.7%	Chase Leporin 77.7%
Max McAnany 77.6%	Bruno Braschi 77.3%
Jeff Stokes 77.3%	Cale Schmitz 77.3%
Aaron Muccino 77.3%	Billy McCuen 77.1%
Corben Ross 77.1%	Hugo Santiago-Quinones 76.7%
Axel Munguia 76.6%	Sera Taeschner 76.6%
Jeremy Armstrong 76.5%	Zion Stinnett 76.4%
Josh Adams 76.4%	Brian Andersen 76.3%
Marc Hawkinson 76.0%	Jacob Hersh 75.5%
Michael Grosser 75.4%	Jake Anderson 75.4%
Luis Vargas 75.2%	Eli Bradley 75.1%
Seth Chanove 75.1%	Phil Spencer 74.9%
Nate Sturtz 74.8%	Scotty Heritage 74.4%
Emily Valentine 74.0%	Daniel Halvorsen 74.0%
Adrian Yip 73.8%	Alvaro Solis 73.7%
Robert Crenshaw 73.3%	Jaden Gomez 73.1%
David Liao	Dory Pattison

73.1%   72.7%

Bryan Renner   Phalen Williams
72.6%   72.3%

Davis Nguyen   Eric Helms
72.3%   72.1%

Phyllis Conley   Shaun Stephens
70.7%   70.5%

Francisco Guerrero   Cameron Rensing
70.3%   70.3%

Ben Lantz   Ryan Luther
70.0%   70.0%

Tim Dawson   Jessica Ortega
70.0%   69.2%

Jon Fogarty   Carlos Giraudy
69.2%   69.0%

Tim Paulauskas   Jason Luu
67.4%   67.1%

Zach Jacobs   Camden McKinney
66.8%   66.8%

Scotty Smith   Ethan Hammond
66.6%   66.3%

Brittany Rosenbaugh   Adrien Banuelos
65.7%   65.6%

Ian Sehr   Armando Suarez Hernandez
65.6%   65.6%

Liz George   Daniel Politte
63.0%   62.9%

Megan McCaffrey   Mae Transier
62.2%   61.7%

Juniper Kapfer   Terrell Morris
60.6%   60.6%

Cayleigh Thalmann   Kevin Crowe
60.4%   60.3%

Victor Heiar   Zachary Vany
60.0%   57.9%

Will Scheffer   Kevin Heckart
55.9%   55.8%

Jaylen Esposito   Gabe Norman
53.8%   53.1%

Austin Frese
52.4%

Whitney Trahin
51.4%

Matt Michaelsen
51.2%

Jimmie Klein
50.8%

Marcus Gaither
50.8%

Cameron Keyton
49.9%

Paige Rombou
47.6%

Matthew Koons
44.5%

Codey Santi-Mendoza
44.4%

Graem Murray
41.8%

Tom Covey
41.2%

Emily Stephens
40.0%

Ezekiel Zeller
38.9%

Chris Simon
38.7%

Megan Webb
38.1%

Dusty Brittingham
36.9%

Doug Hernandez
35.8%

Alexander Moran
35.1%

Logan Wells
34.0%

Jason Seal
33.5%

Chuck Dionne
33.3%

Blake Hudson
28.3%

Katherine Zink
28.0%

Brad Rothgeb
26.7%

Russell Caldwell
17.4%

Terry Cochran
10.9%

Nick Rhodes
7.4%

Harland Cooper
4.2%

James Thompson
2.6%

Total agents: 149

High (80%+)   Good (60-79%)   Fair (40-59%)   Low (<40%)