Call Center Data Analysis

Total Calls	Calls Answered	Issue Resolved	Total Agents	Avg. Answer Speed(s)	Avg. Call Duration(s)
5000	4054	3646	8	67.52	224.92

Overall Customer Satisfaction Rating

3.40

0.00 — 5.00 (4.00)
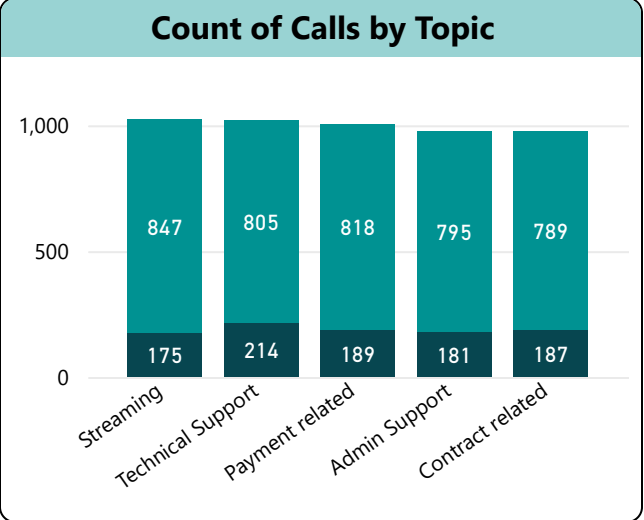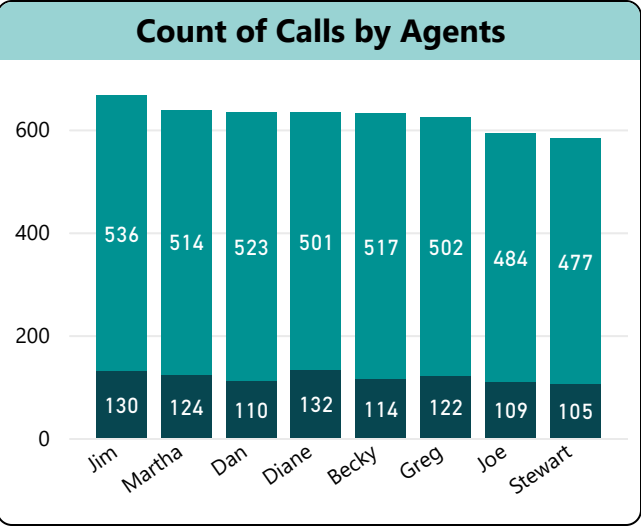
Most Issue Resolved

Jim

Most Rated

Martha

Most Calls Missed

Diane

Agent Performance Quadrant

Agent	Total Calls	CallsAnswered	IssueResolved	Avg. Handle Time	ACSF
Jim	666	536	485	228.11	3.39
Martha	638	514	461	223.73	3.47
Dan	633	523	471	231.19	3.45
Diane	633	501	452	218.95	3.41
Becky	631	517	462	220.01	3.37
Greg	624	502	455	226.80	3.40
Joe	593	484	436	224.10	3.33
Stewart	582	477	424	226.21	3.40

Count of Calls by Agents

Jim	Martha	Dan	Diane	Becky	Greg	Joe	Stewart
536	514	523	501	517	502	484	477
130	124	110	132	114	122	109	105

Count of Calls by Topic

Streaming	Technical Support	Payment related	Admin Support	Contract related
847	805	818	795	789
175	214	189	181	187

Agent

All ▾

Month

All ▾

Day

All ▾

Calls By Time

Calls Distribution