



Call - Centre Analysis

Agent

All

▼

Topic

All

▼

Date

All

▼

5000

Total Calls

4,054

calls answered

3646

calls resolved

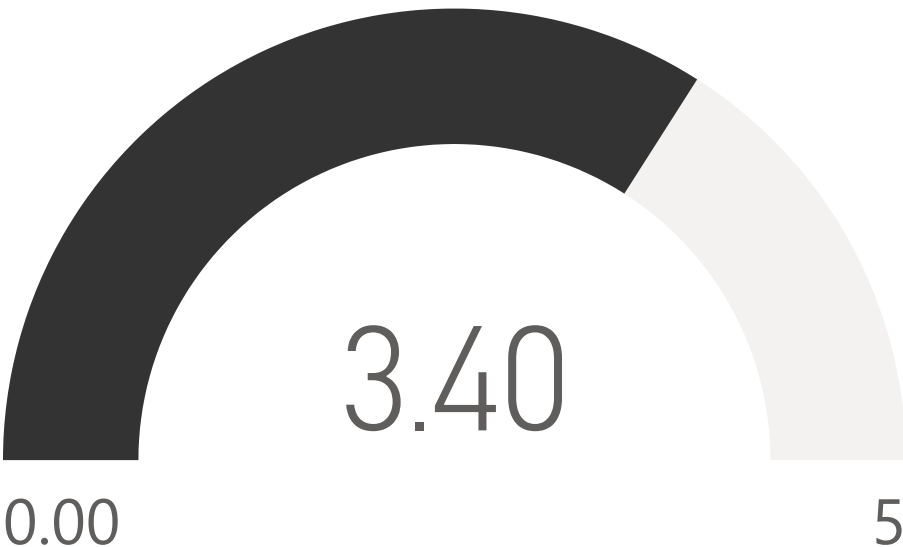
73%

Call Resolution Rate

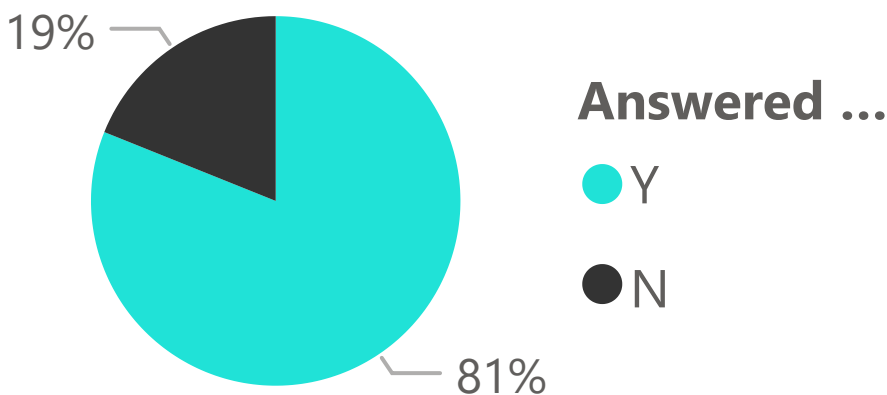
67.52

Avg Speed of Answer

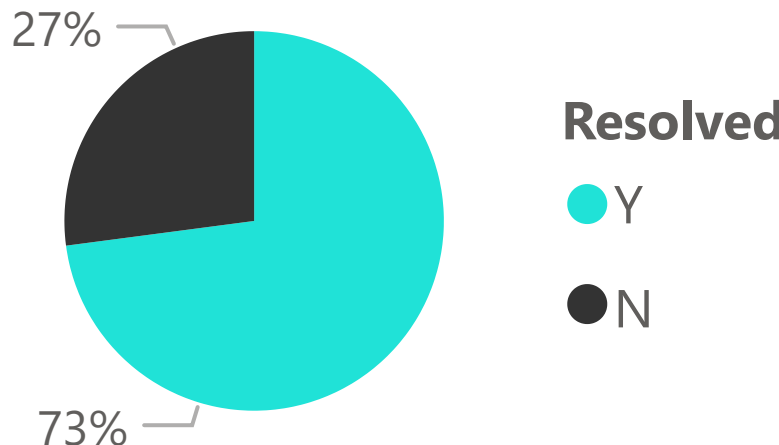
Average Satisfaction rating



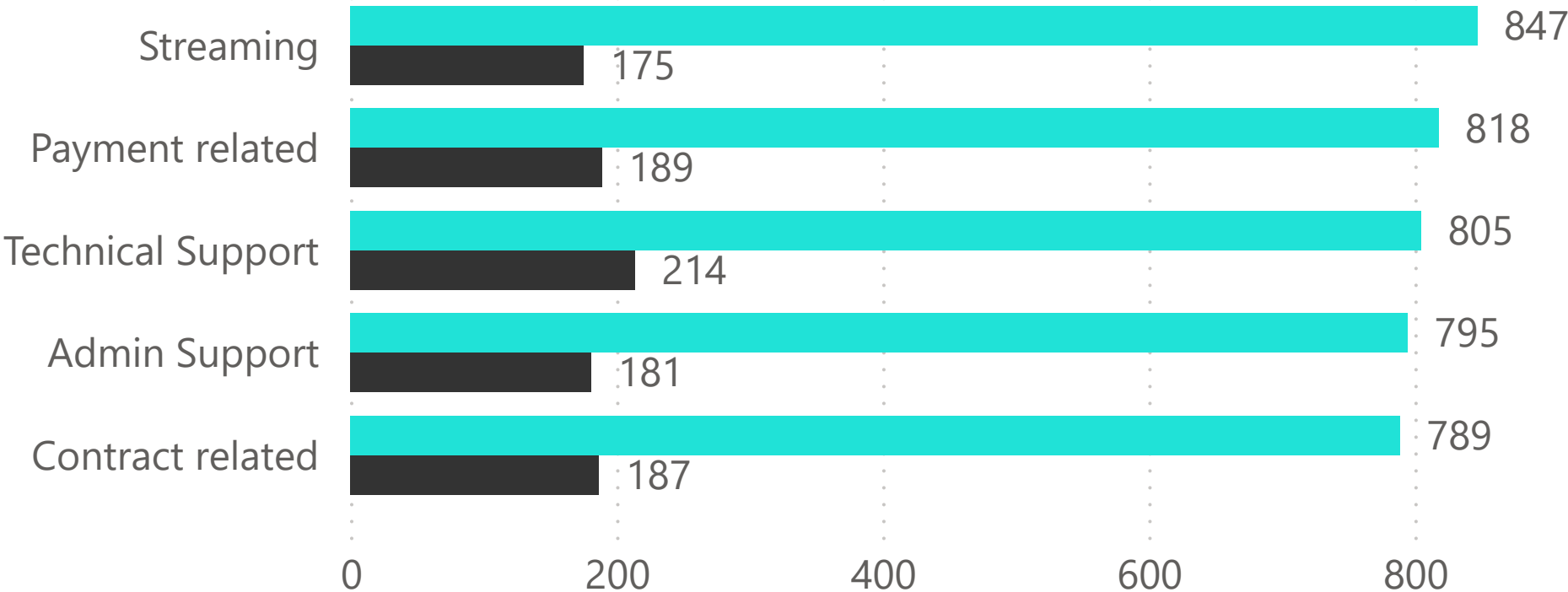
Answered Calls



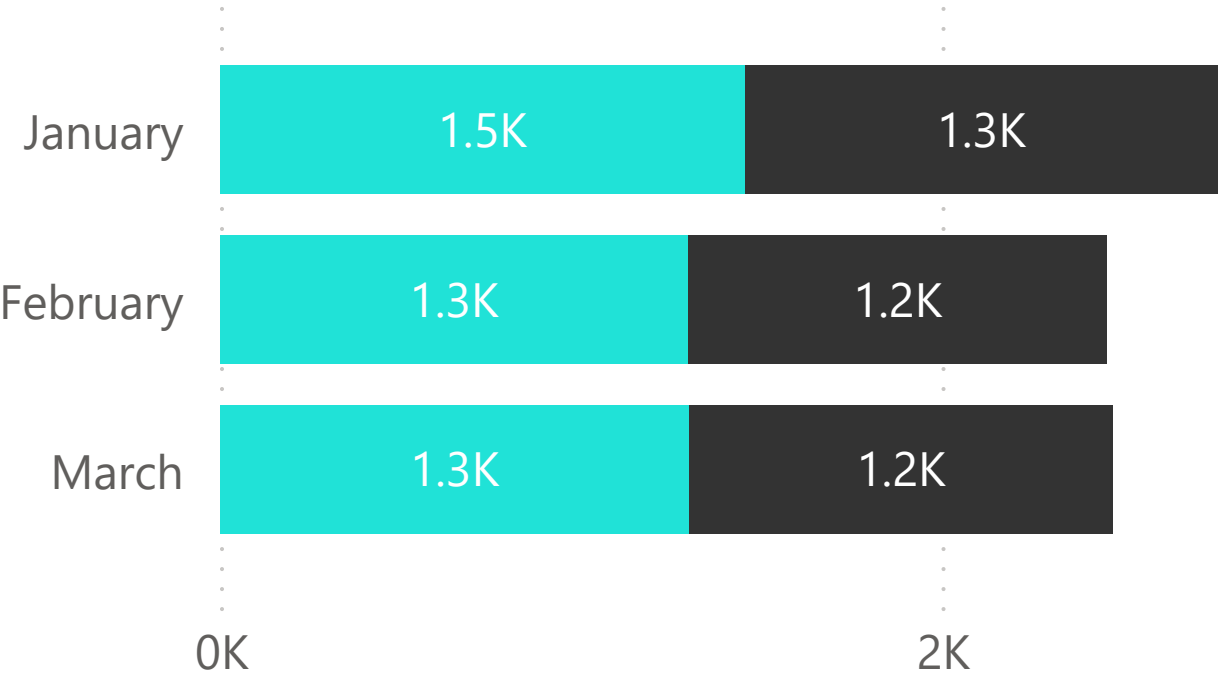
Resolved Calls



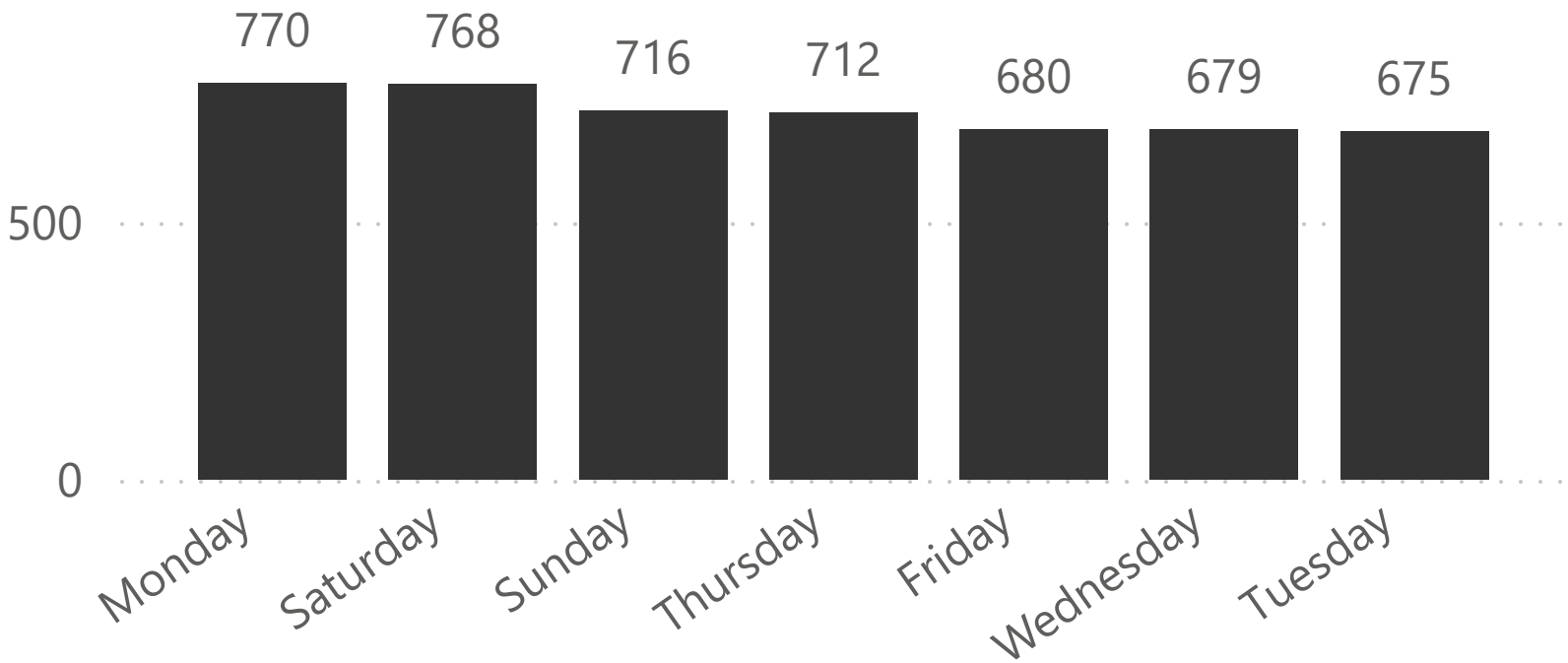
calls answered calls abandoned



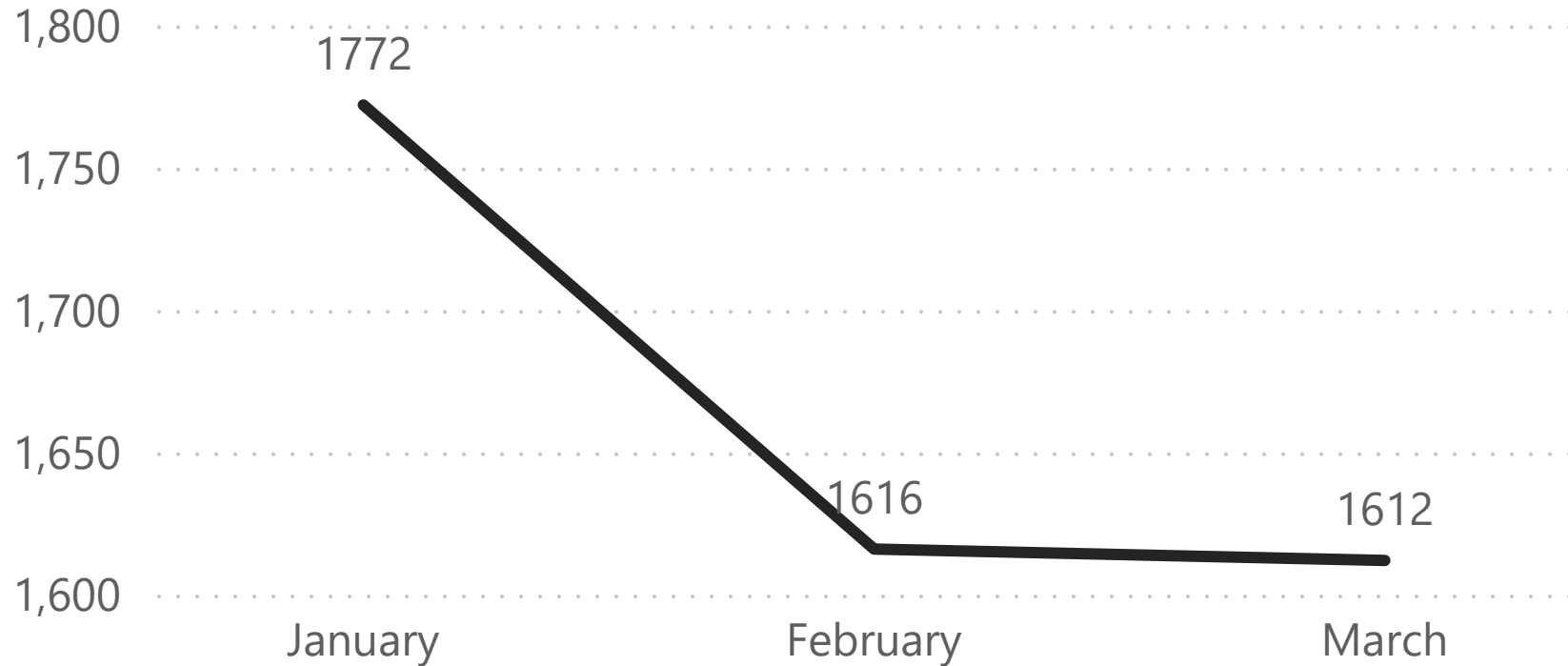
calls answered calls resolved



Calls By Weekdays



Total Calls by Month



Call - Centre Analysis

Agent

All

Topic

All

Date

All

5000

Total Calls

Jim

Most Issues Resolved

Martha

Highest Rated Agent

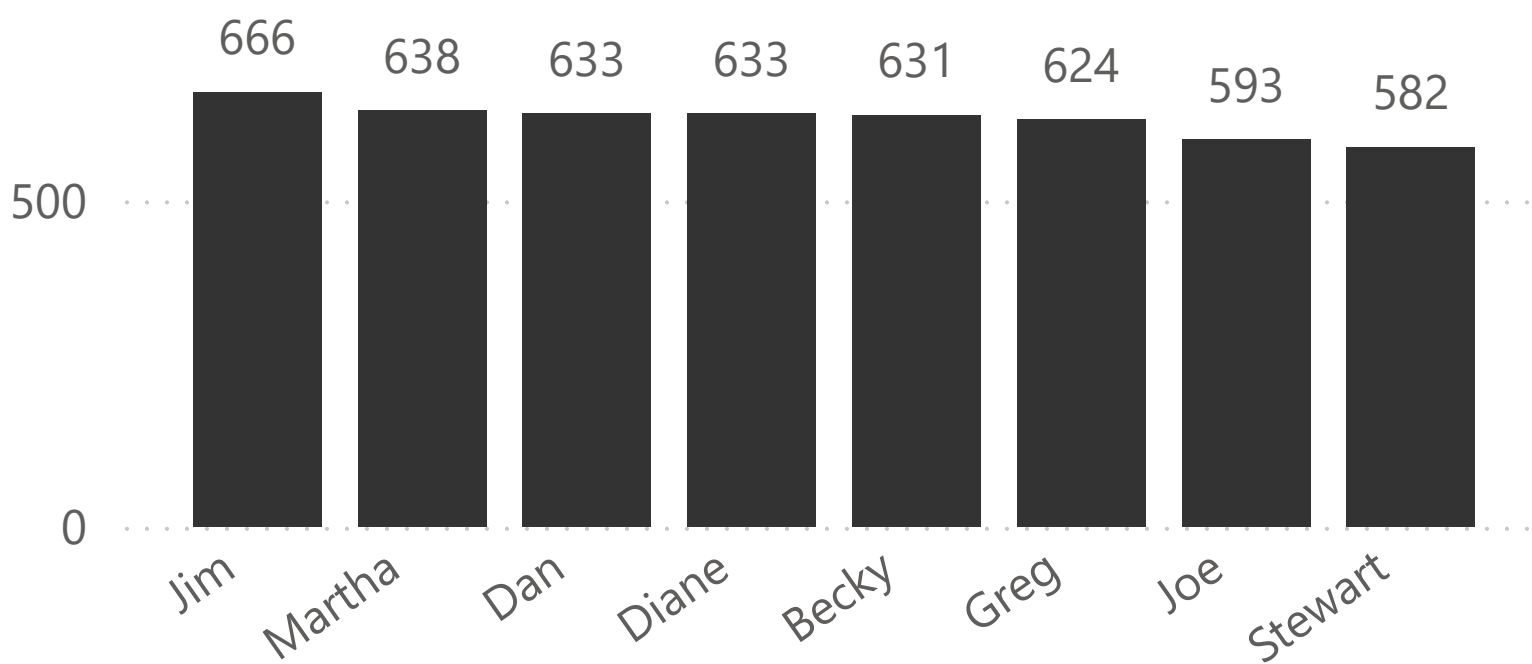
Becky

Quickest To Answer

67.52

Avg Speed of Answer

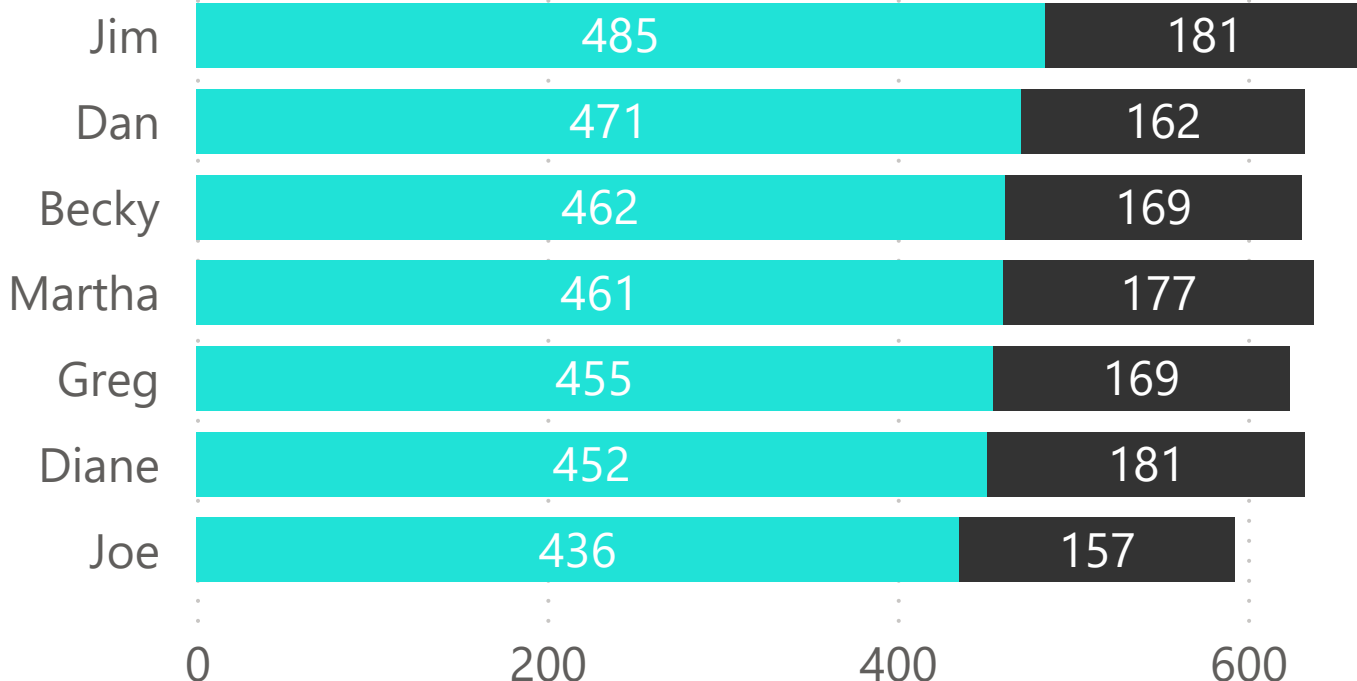
Total Calls By Agents



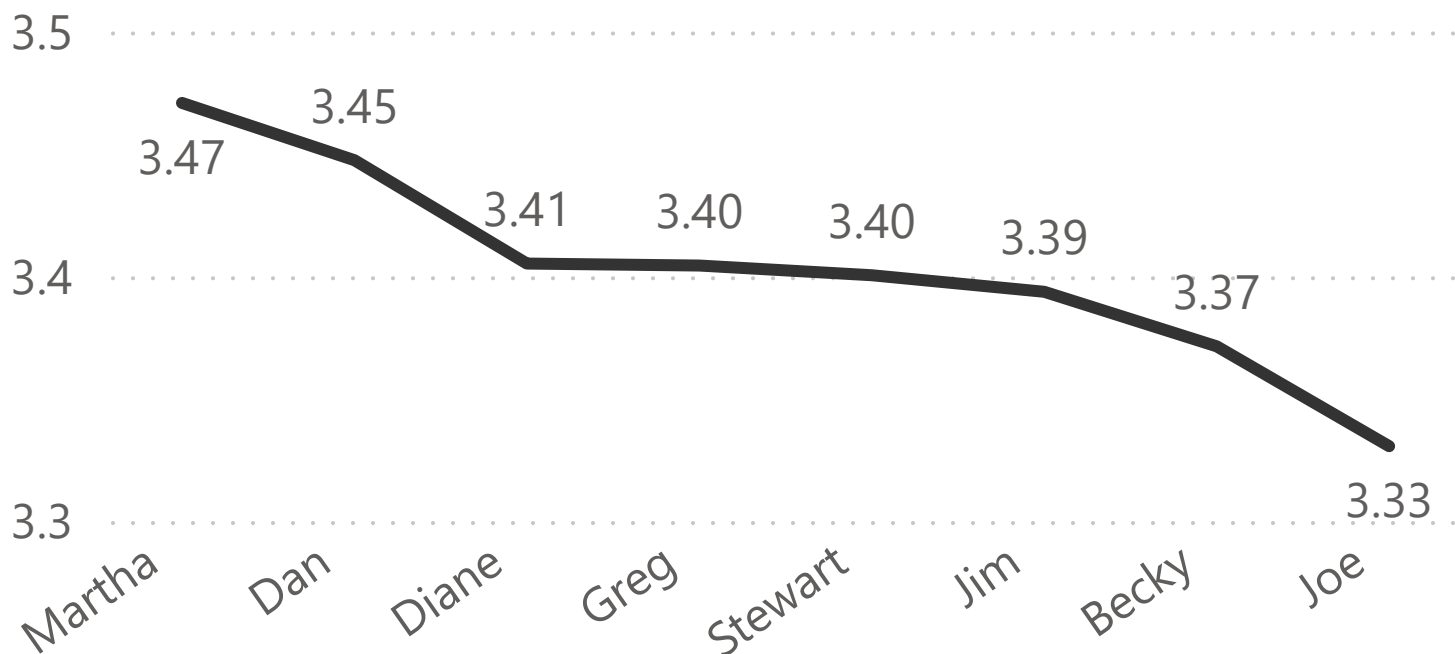
calls answered calls abandoned



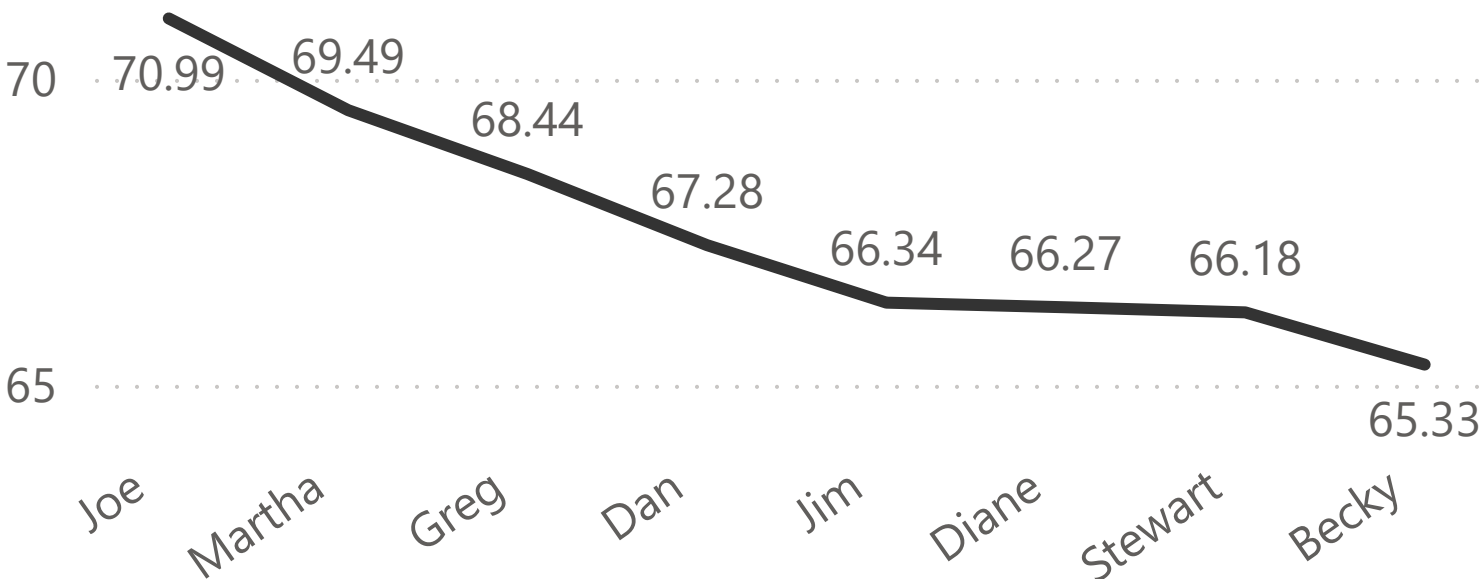
calls resolved calls unresolved



Satisfaction rating by Agent



Average Answer Time



Agent	calls resolved	calls answered	Satisfaction rating
Jim	485	536	3.39
Dan	471	523	3.45
Becky	462	517	3.37
Martha	461	514	3.47
Greg	455	502	3.40
Diane	452	501	3.41
Joe	436	484	3.33
Stewar	424	477	3.40
Total	3646	4,054	3.40