

Phone Now

Call Centre Trend Analysis Dashboard

Total calls

5,000

Year

All

Quarter

All

Month

All

Day of the week

All

Topics

☐ Admin Support

☐ Contract related

☐ Payment related

☐ Streaming

☐ Technical Supp...

Total call answered

4,054

05,000

Total Call Not Answered

946

05,000

Total call resolved

3,646

05,000

Total call not resolved

1,354

05,000

Total Call not resolved by Ans

408

05,000

Overall customer satisfaction

49.9%

Average speed of answer

00:00:55

Calls by time

329:19:26

Total call and Total call answered by Topic

Total call and Total call an...

Topic

Total Call Not Answered by Agent

Agent

Total call not resolved by Agent

Agent

Agent	Total call answered	Overall customer satisfaction
Becky	517	50.48%
Dan	523	49.90%
Diane	501	49.10%
Greg	502	48.01%
Jim	536	50.00%
Joe	484	47.52%
Martha	514	52.72%
Stewart	477	51.36%
Total	4,054	49.90%