

pwc **Call Centre Trend Analysis**

Agent

Becky

Dan

Diane

Greg

Jim

Joe

Martha

Stewart

📞 Total Call

5000

🔊 Answered Call

4054

❌📞 Rejected Call

946

📞✅ Rejected Call

3646

❌ Unresolved Call

1354

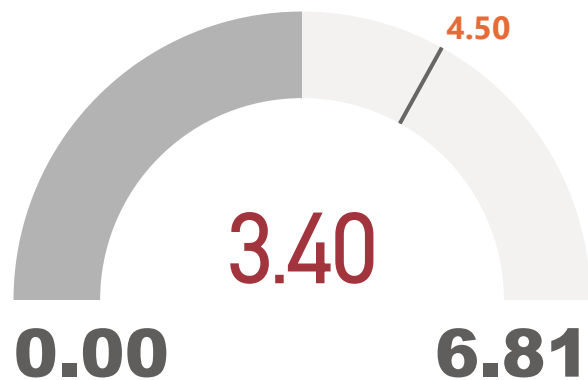
% Call Answered

81.08%

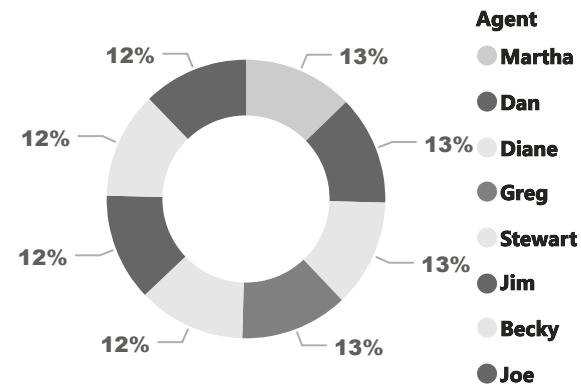
% Call Resolved

72.92%

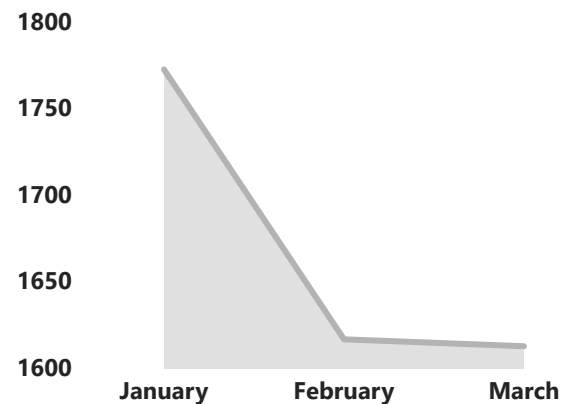
AVG vs Target Rating



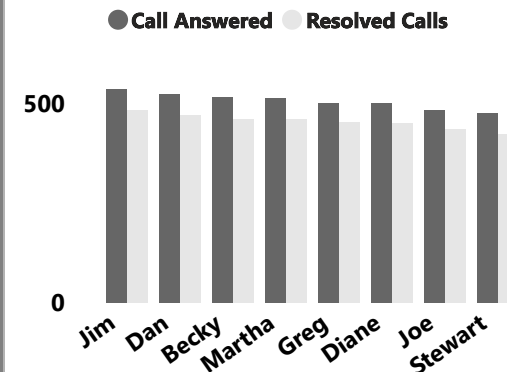
AVG Rating by Agent



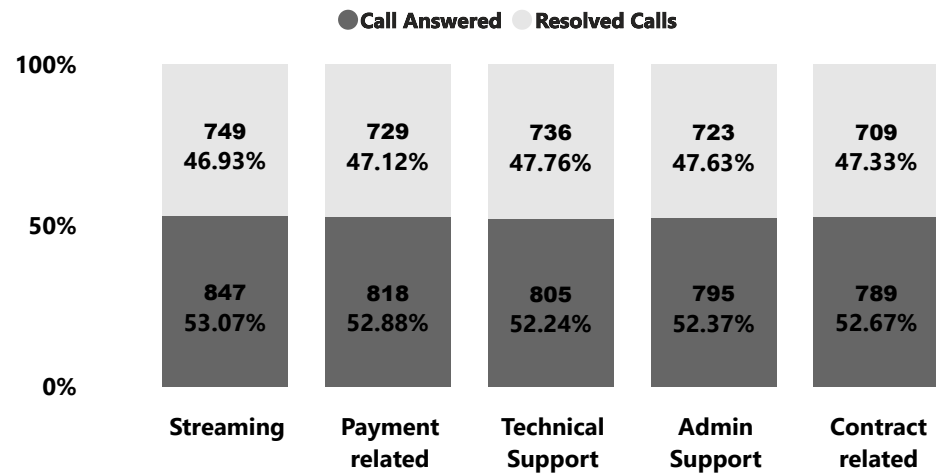
Total Calls by Month



Call vs Resolved Calls by Agent



Answer V Resolved Calls by Topic



Resolved Calls by Agent and Topic

