pwc

Call Centre Data Analysis

Call Centre Trends - Overview

pwc Call Centre Data Analysis

5000
Call Volume

Agent Analysis

Last call received
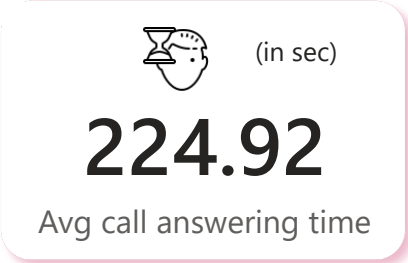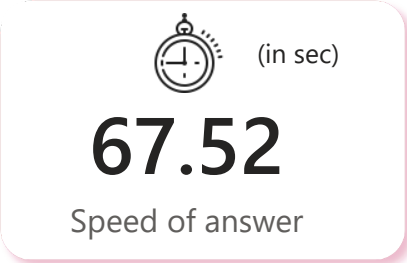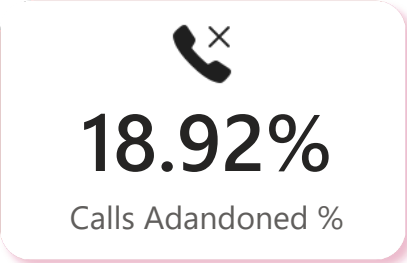31-03-21 17:39:50

Agent
All

Week Day
All

Topic
All

Month
All

Clear Filters

68.07%
CSAT

89.94%
Calls Resolved %

18.92%
Calls Adandoned %

67.52 (in sec)
Speed of answer

224.92 (in sec)
Avg call answering time
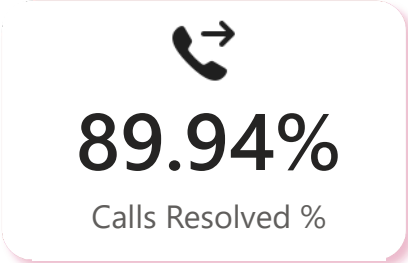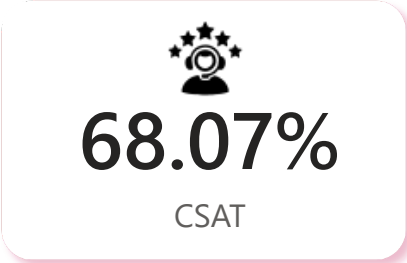
Agent performance

agent	total calls answered	Speed of answer	Calls Adandoned %	Calls Resol
Jim	536	66.34	19.52%	90.49%
Dan	523	67.28	17.38%	90.06%
Becky	517	65.33	18.07%	89.36%
Martha	514	69.49	19.44%	89.69%
Greg	502	68.44	19.55%	90.64%
Diane	501	66.27	20.85%	90.22%
Joe	484	70.99	18.38%	90.08%
Stewart	477	66.18	18.04%	88.89%
Total	**4054**	**67.52**	**18.92%**	**89.94%**

Count of call by Satisfaction level

total call volume

0.9K	0.4K	0.4K	1.2K	1.2K	0.8K
Not Served	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied

Satisfaction level

Call Volume by Hour

600
400
200
0
09:00 10:00 11:00 12:00 13:00 14:00 15:00 16:00 17:00 18:00

Call Volume by Day

750
700
Mon Tue Wed Thu Fri Sat Sun