



Call Centre Trends



Agents

All

Topics

All

Date

01-01-2021

31-03-2021

Total Calls

5000

Calls Answered

4054

Calls Abandoned

946

Average Ratings

3.41

Query Resolved

3646

Calls by Date

Resolving rate of march 21 compared to feb



Resolved/Unresolved %



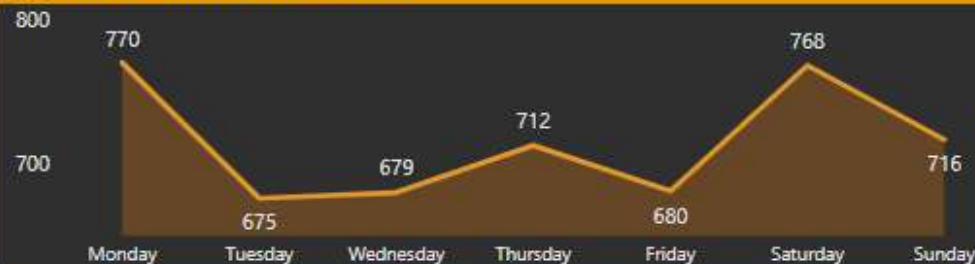
Avg call Duration

00:03:02

Resolved/Unresolved %



Count of Call Id by DayName



Calls by Topic

Resolved N Y

