Call Centre Trends

Total Calls	Total Calls Answered	Total Unanswered Calls	Average Speed of Answer (in sec)	Overall Customer Satisfaction
5,000	**4,054**	**946**	**54.75**	**40.46%**

Filters

Agent
All

Topic
All

Resolved? (Y/N)
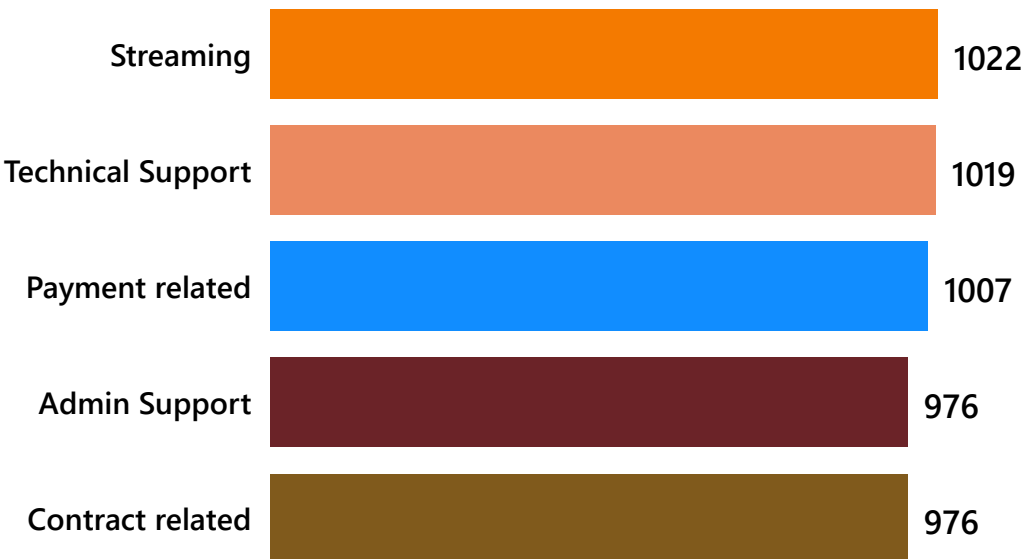☐ Yes
☐ No

Day of the Week
Friday | Saturday
Monday | Sunday

Avg. Talk Duration (in sec) by Agent

Agent	Value
Jim	536
Dan	523
Becky	517
Martha	514
Greg	502
Diane	501
Joe	484
Stewart	477
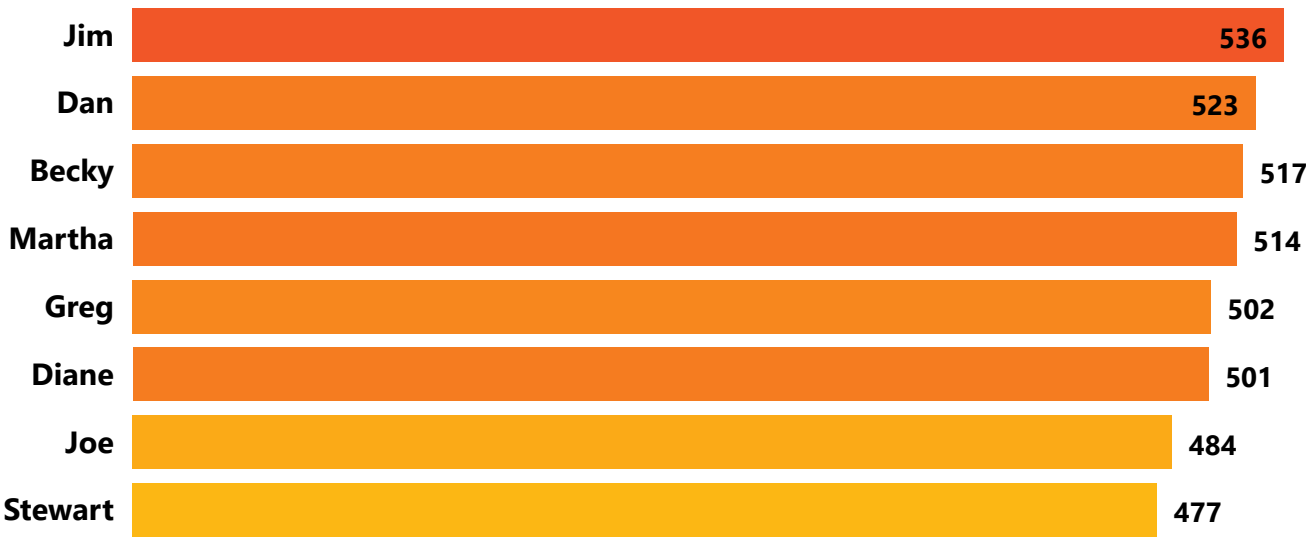
Total Speed of answer in seconds by Agent

Average line: 34,216.13

Agent	Value
Stewart	31.6K
Diane	33.2K
Becky	33.8K
Joe	34.4K
Greg	34.4K
Dan	35.2K
Jim	35.6K
Martha	35.7K

Total Calls by Topic

Topic	Value
Streaming	1022
Technical Support	1019
Payment related	1007
Admin Support	976
Contract related	976
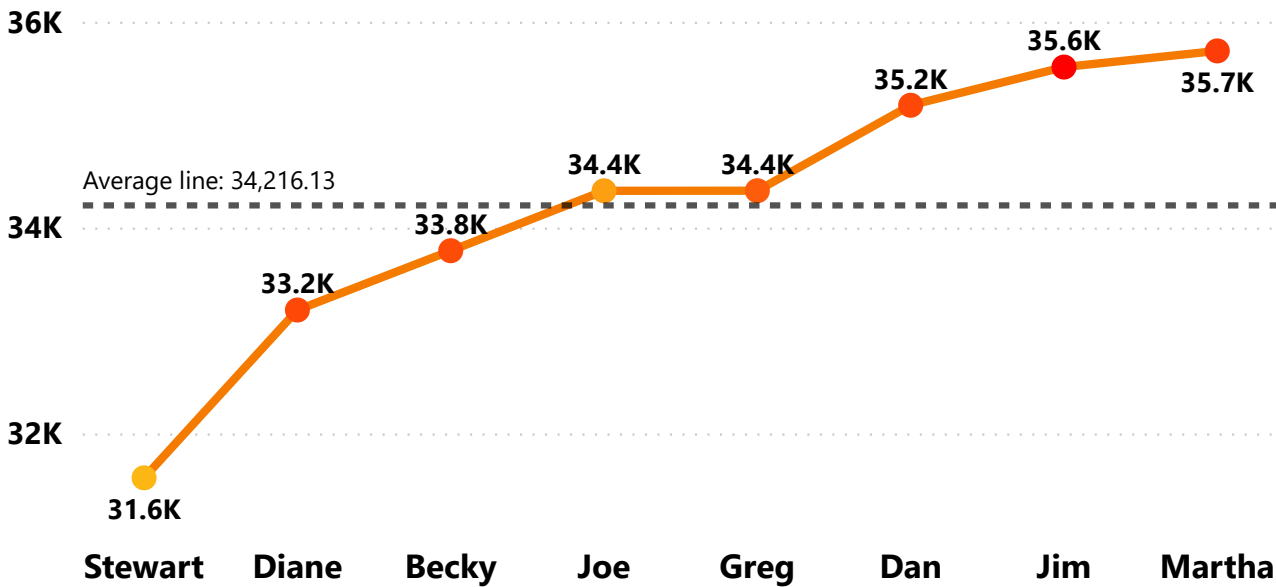
Performance Quadrant

Agent	Total Calls	Calls Answered	Calls Unanswered	Resolved Calls	Unresolved Calls	Satisfaction Rating
Becky	631	517	114	462	169	★★☆☆☆
Dan	633	523	110	471	162	★★☆☆☆
Diane	633	501	132	452	181	★★☆☆☆
Greg	624	502	122	455	169	★★☆☆☆
Jim	666	536	130	485	181	★★☆☆☆
Joe	593	484	109	436	157	★★☆☆☆
Martha	638	514	124	461	177	★★☆☆☆
Stewart	582	477	105	424	158	★★☆☆☆