CALL CENTRE ANALYSIS

Agent Names

Becky | Diane | Jim | Martha
Dan | Greg | Joe | Stewart

Months, Days

- January
- February
- March
- April

Count of Average Talk Duration

477

Overall Customers Satisfaction

13.80K

Sum Of Calls Received

4.05K

Sum Of Calls Abandoned

946

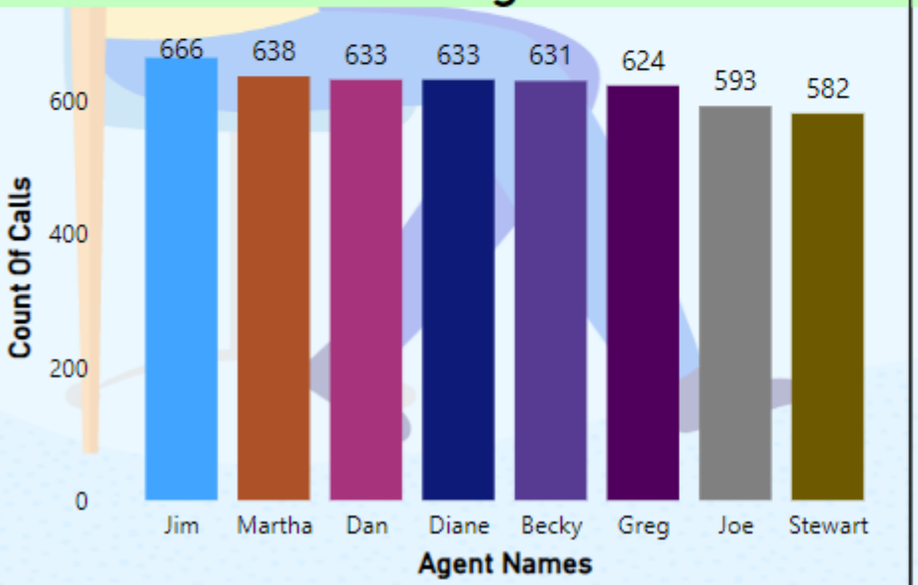
Sum Of Calls Resolved

3.65K

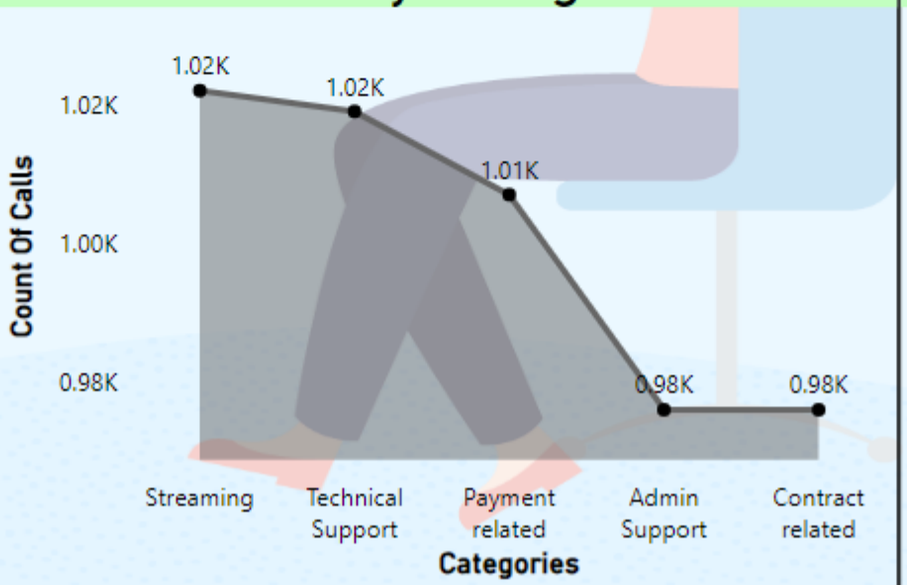
Sum Of Calls Not Resolved

1.35K

Sum Of Calls For Agents



Sum Of Calls By Categories



Calls Received In Seconds

Calls Received In Seconds	Count Of Calls
10	36
11	30
12	28
13	38
14	29
15	37
16	39
17	36