



Call center data analysis



Total number of calls?

5000

No of issue resolved ?

3646

Avg answer Speed?

67.52

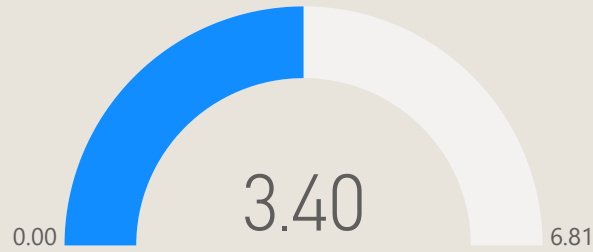
No of calls answered?

4054

Avg answer call duration

1.00

Overall customer certification?



Most rated employee?

3.47
Martha

Count of call by agent?

Agent's Name	No.of.Calls
Stewart	582
Joe	593
Greg	624
Becky	631
Dan	633
Diane	633
Martha	638
Jim	666
Total	5000

Count of calls by Topic?

[Admin Support](#)
976
Count of ANoswered (Yes/No)

[Contract related](#)
976
Count of ANoswered (Yes/No)

[Payment related](#)
1007
Count of ANoswered (Yes/No)

[Streaming](#)
1022
Count of ANoswered (Yes/No)

[Technical Support](#)
1019
Count of ANoswered (Yes/No)

Employee who has missed more number of calls?

132
Diane

Most issue resolved employee?

485
Jim

Call distribution (Y/N)?

