



5000

Total Calls Received

4054

Total Answered Calls

946

Total Unanswered Calls

67.52

Average Speed of Call Answered

Average Satisfaction

3.40

0.00

6.81

Month

All

Topic

All

Agent

All

Agent Overview

Insights

## CALL CENTRE TRENDS

Positive Satisfaction

0

2023

4046

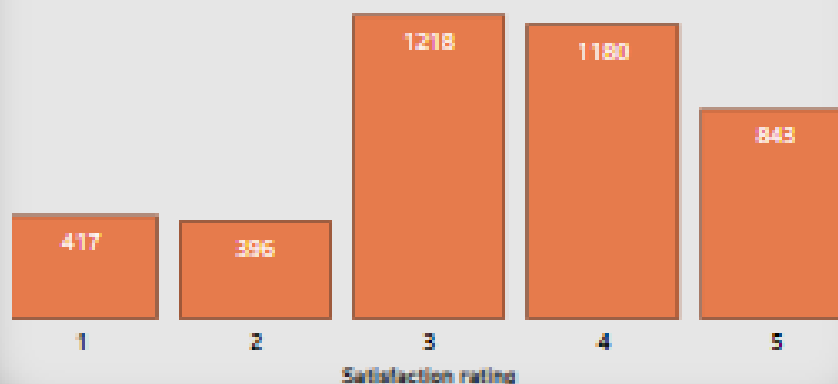
Overall Satisfaction %

0.00

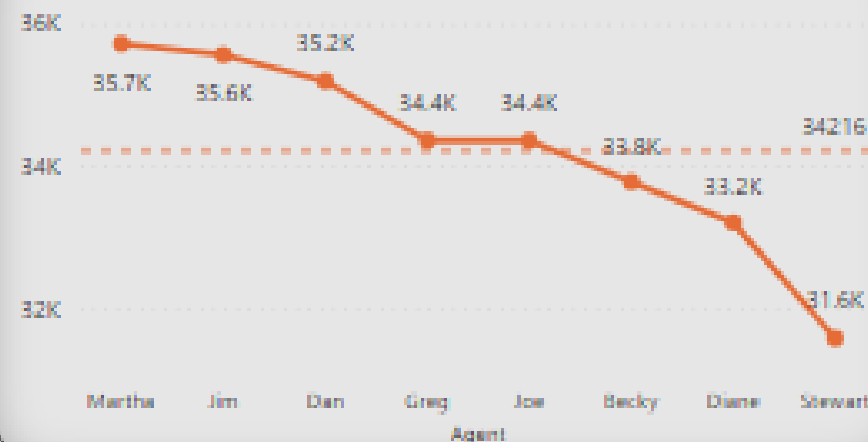
49.90

99.80

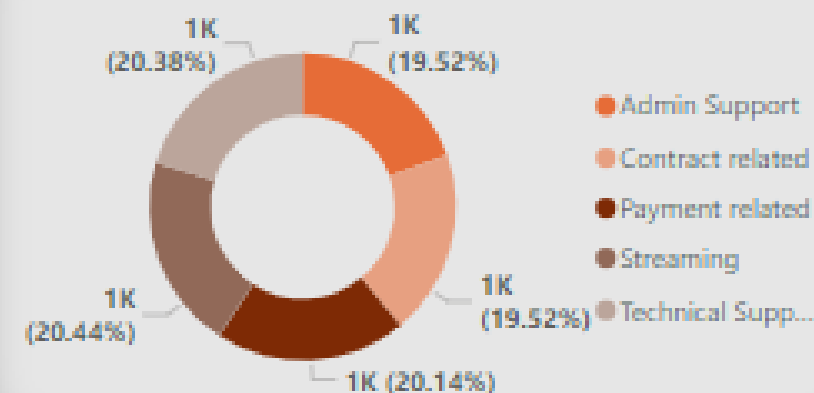
Total Calls Received by Satisfaction rating



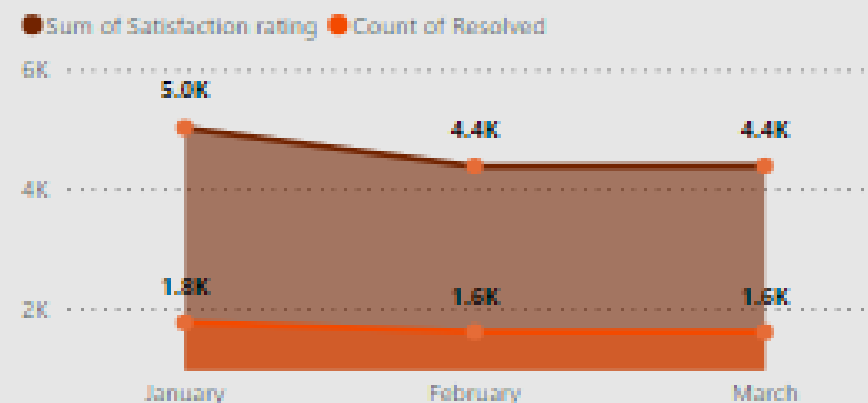
Speed of answer in seconds by Agent



Total Calls Received by Topic



Satisfaction rating and Count of Resolved by Month





4054

Total Answered Calls

946

Total Unanswered Calls

3646

Total Resolved Calls

1354

Total Unresolved Calls

Average Speed of Call Answered

0.00 67.52 135.04

Month

All

Topic

All

Agent

All

Overview

Insights

## CALL CENTRE TRENDS

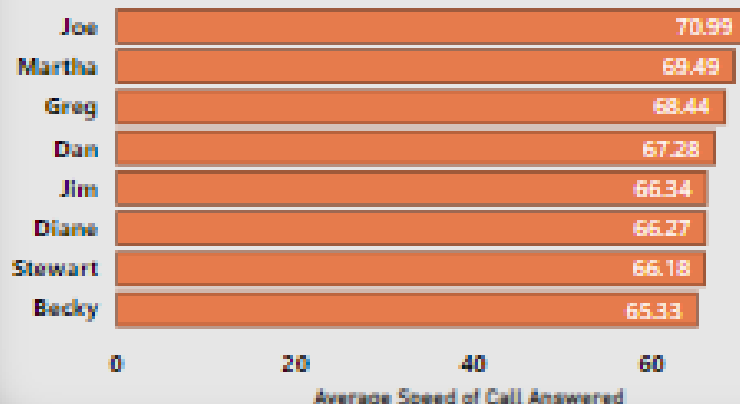
Positive Satisfaction



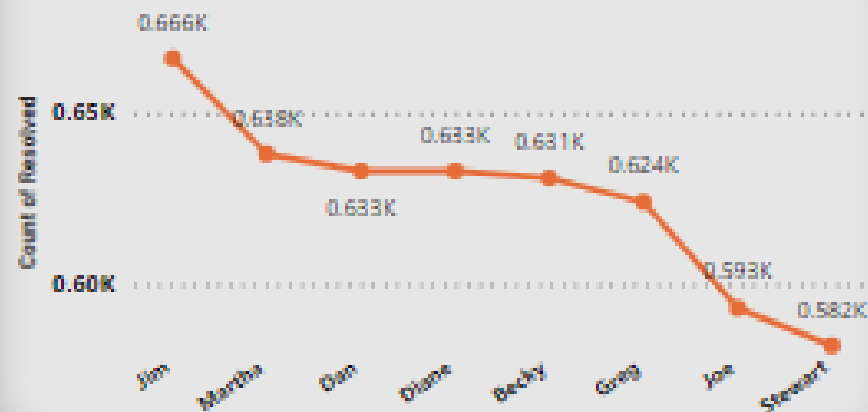
Overall Satisfaction %



### Average Speed of Call Answered by Agent

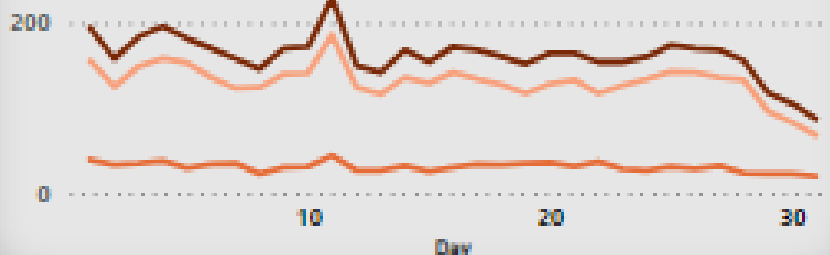


### Call Resolved by Agent

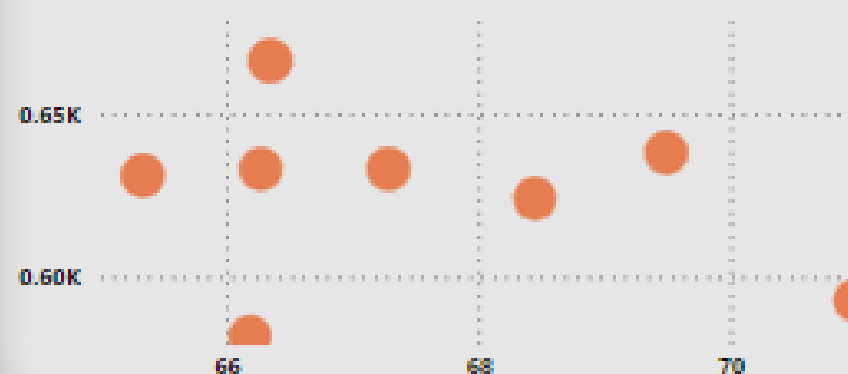


### Total Calls Received, Answered and Unanswered by Day

Total Calls Received Total Answered Calls Total Unanswered Calls



### Agentwise: Speed of Call Answer, Satisfaction Rating, Resolved Counts



## INSIGHTS:

- The top satisfaction ratings received from each call range between 3 and 4.
- However, the average satisfaction rating has shown a gradual decline over three months, with January recording the highest satisfaction rating at 3.45, whereas March observed the lowest at 3.37.
- In terms of issue resolution, January saw the highest percentage of issues resolved, with a slight decrease in February followed by an increase in March.
- The majority of calls are received in the morning.
- Joe holds the record for the highest average speed of answer.
- Despite Joe, Martha, and Dan having higher average speed of answers than Jim, Jim maintains the highest call resolution rate. Moreover, Jim also handles more calls compared to the average.
- Becky has the slowest speed of answer among all agents, but she has a higher rate of resolved calls. However, she ranks fifth in terms of call resolution rate.
- Martha boasts the highest speed of answered calls in the second position.