

CALL CENTER TRENDS

Agents

Select all

Becky

Dan

Diane

Greg

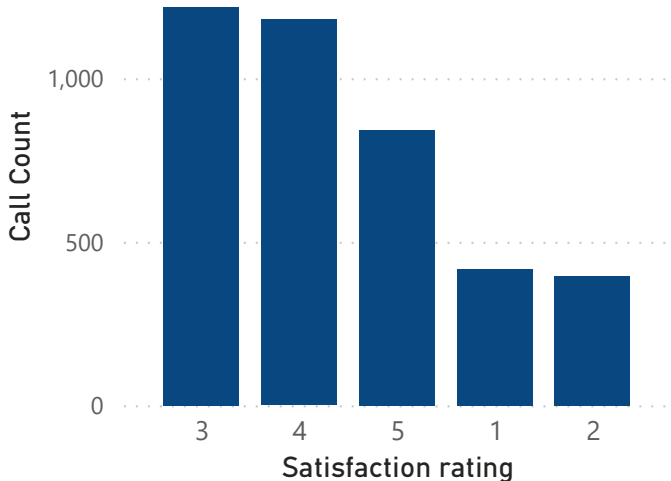
Jim

Joe

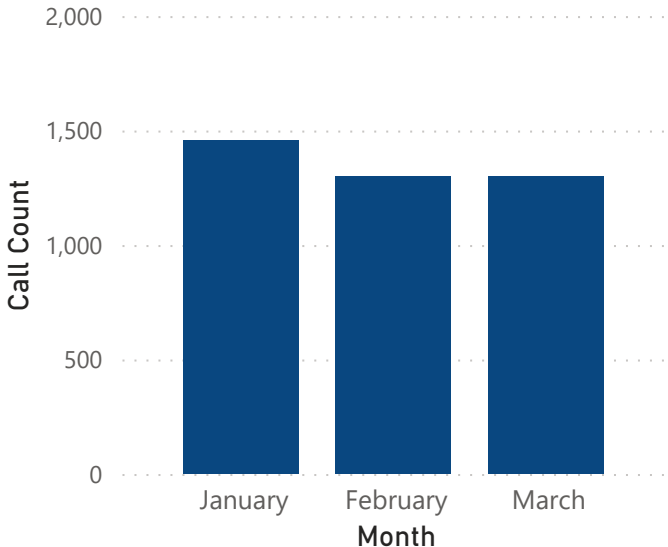
Martha

Stewart

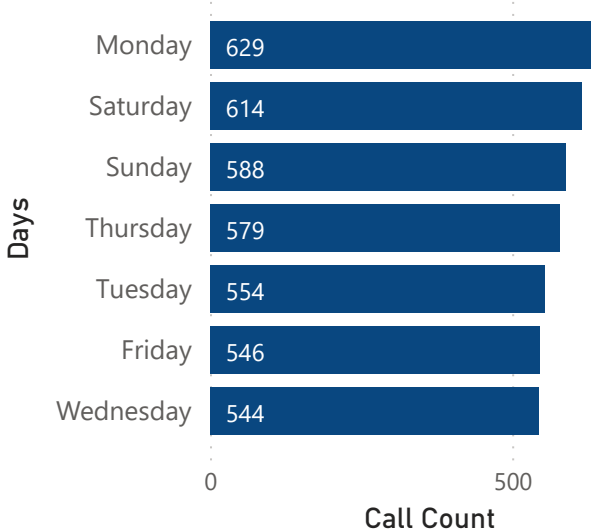
Call Count by Satisfaction rating



Call Count by Month



Call Count by Days



5000

Call Count

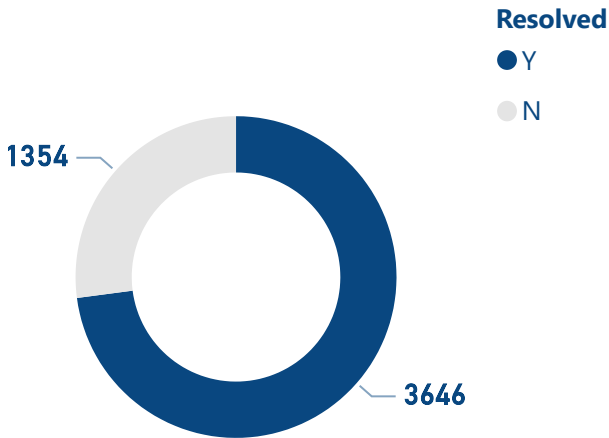
4054

Answered Calls

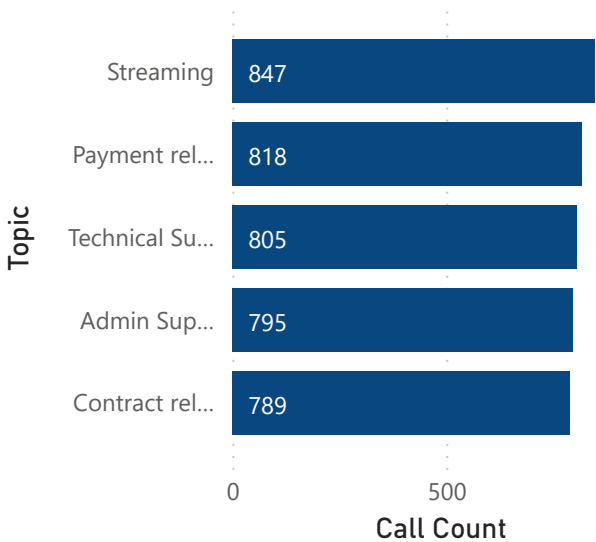
946

Abandoned Calls

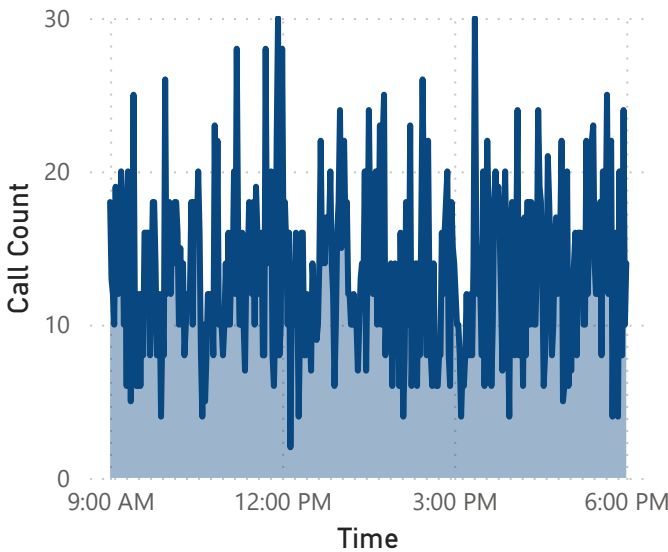
Resolved Calls



Call Count by Topic



Call Count by Time



68

Avg Answer Speed (secs)

3.25

Avg Talk Duration (mins)