



# Call Centre Trends

Total Answered Calls

4054

Total Unanswered Calls

946

Total Calls

5000

Avg Speed of answer (in sec)

54.75

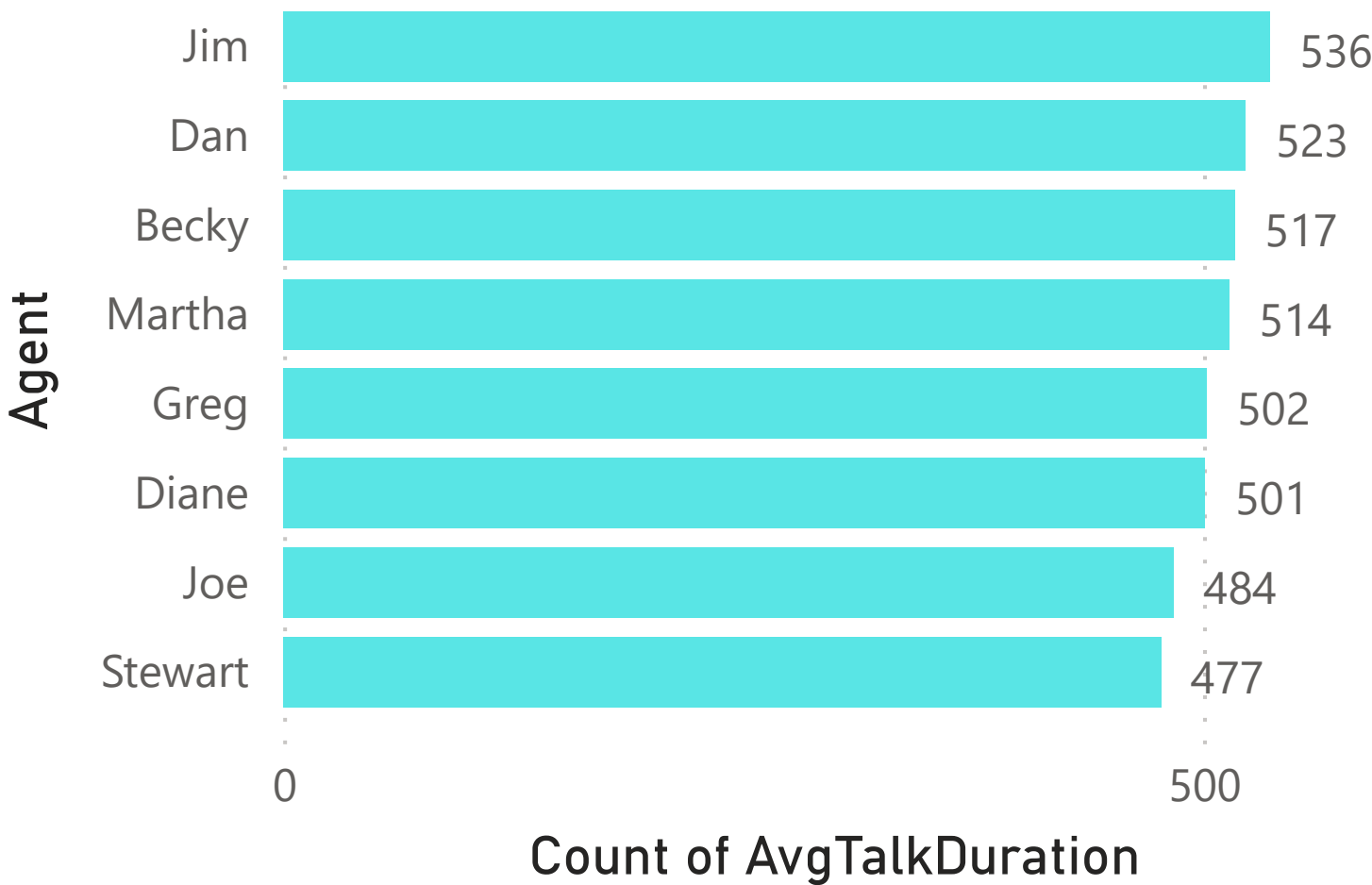
Overall Customer Satisfaction

40.46%

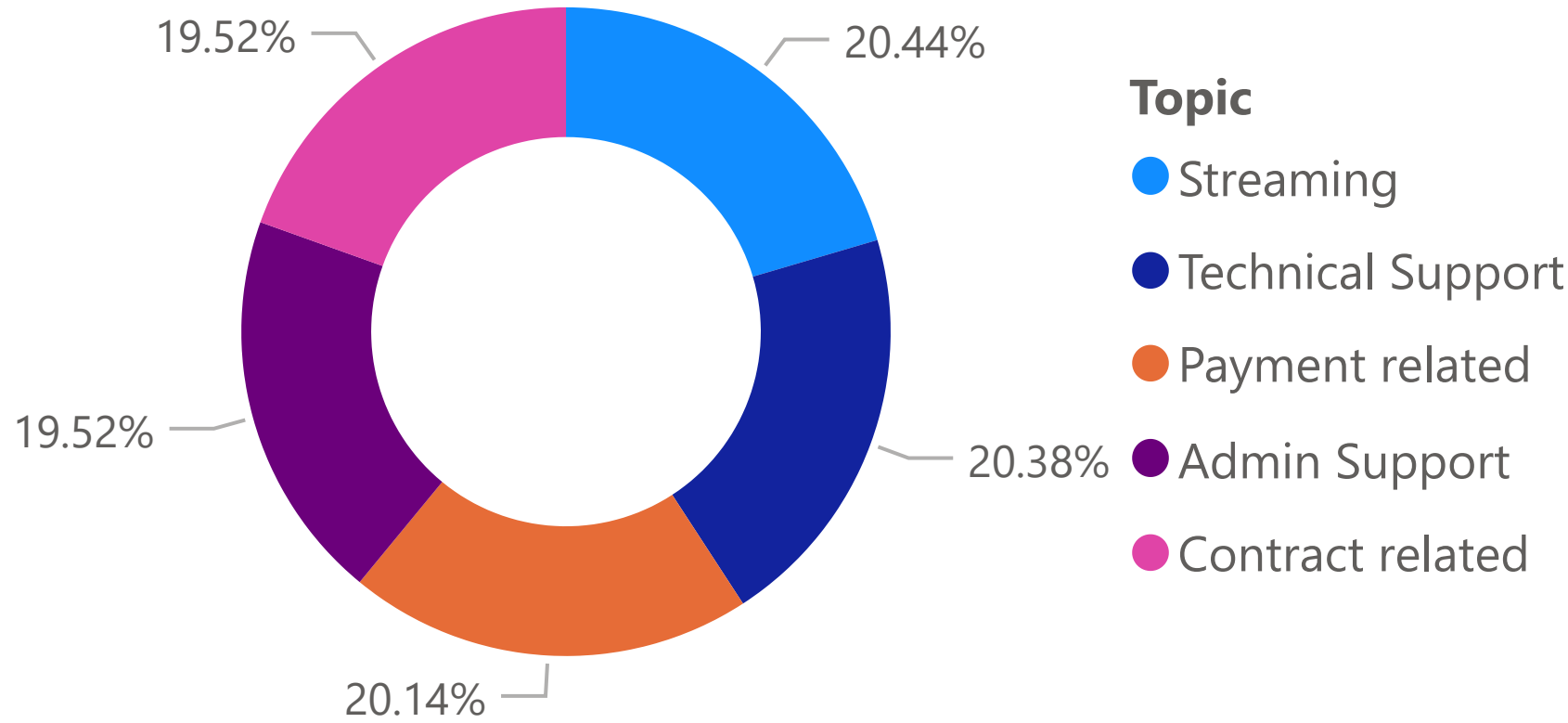
- Agent
- ☐ Becky
  - ☐ Dan
  - ☐ Diane
  - ☐ Greg
  - ☐ Jim
  - ☐ Joe
  - ☐ Martha
  - ☐ Stewart

- Topic
- ☐ Admin Support
  - ☐ Contract related
  - ☐ Payment related
  - ☐ Streaming
  - ☐ Technical Support

Avg Talk Duration by Agent



Sum of Total Calls Answered by Topic



Resolved (Yes/NO ?)

- ☐ NO
- ☐ YES

Week Day

Friday

Monday

Saturday

Sunday

Agent	Count of Total Calls Answered	Average of Speed of answer i
Joe	593	
Martha	638	
Dan	633	
Greg	624	
Stewart	582	
Becky	631	
Jim	666	
Diane	633	
Total	5000	

Average of Satisfaction rating by Agent

