Call Centre Trends 3646 67.52 4054 946 1354 **Answered Call Call Resolved Unanswered Call Call Unresolved Average Speed of answer in seconds** Answered Call vs Unanswered Call By Call Resolved vs Call unresolved By Average Speed of answer in seconds by Agent Agent Agent ■ Answered Call
■ Unanswered Call Call UnresolvedCall Resolved Joe Martha Diane **Satisfaction Group** 600 Greg Jim All Agent Dan Martha 400 Jim **Becky** Topic Diane Greg **** 200 All **Stewart** Dan **Becky Stewart Date** Joe Jim Dan Becky Martha Gred Diane **50** Average Speed of answer in seconds 1/1/2021 3/31/2021 0% **50%** 100% **Answered Call vs Date** Percentage of Answered Call By Satisfaction Group **Satisfaction Cluster** 9.77% Neutal 10.29% 30.04% Satisfied Highly Satisfied Highly Dissatis... 20.79% -Dissatsified Jan 2021 Feb 2021 Mar 2021 29.11% Blank Year