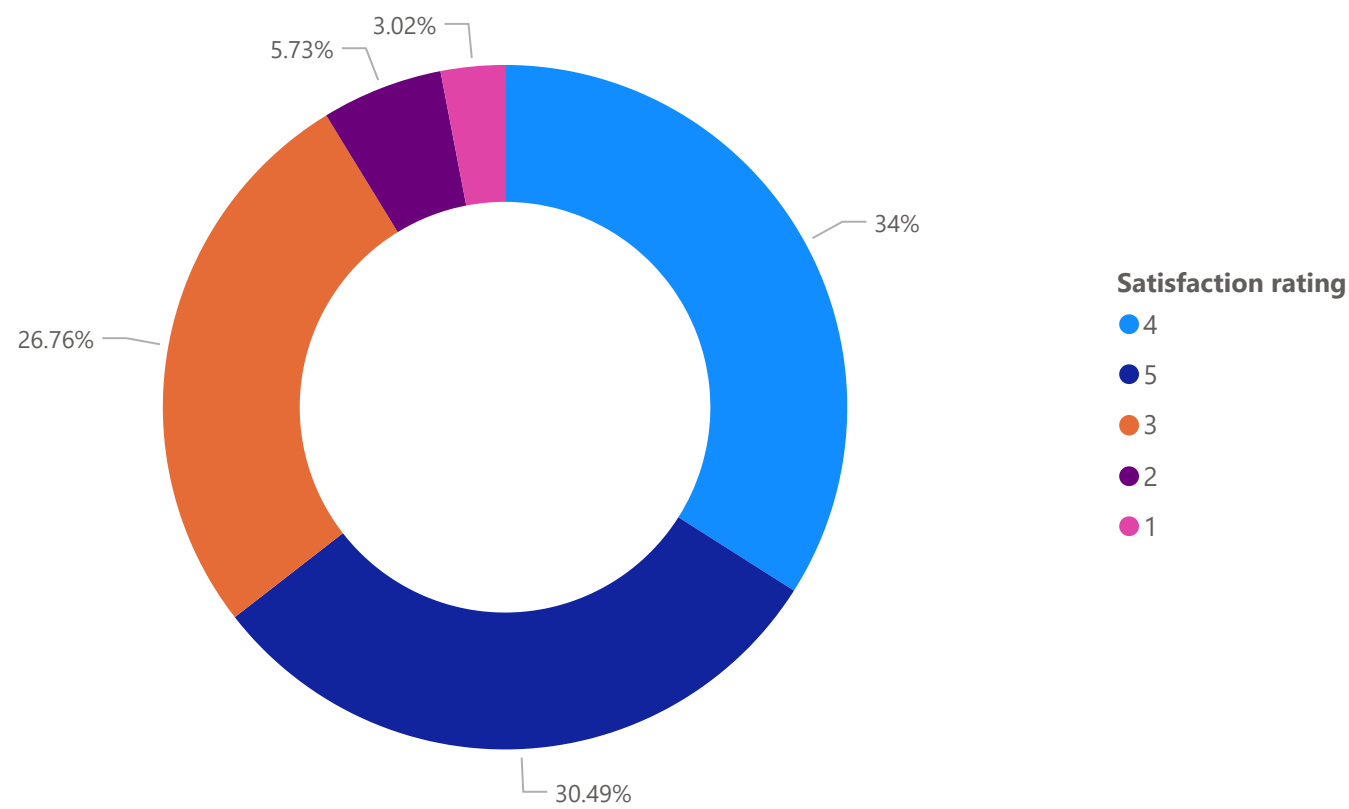


# Call Center Trends

Visualizing customer and agent behavior

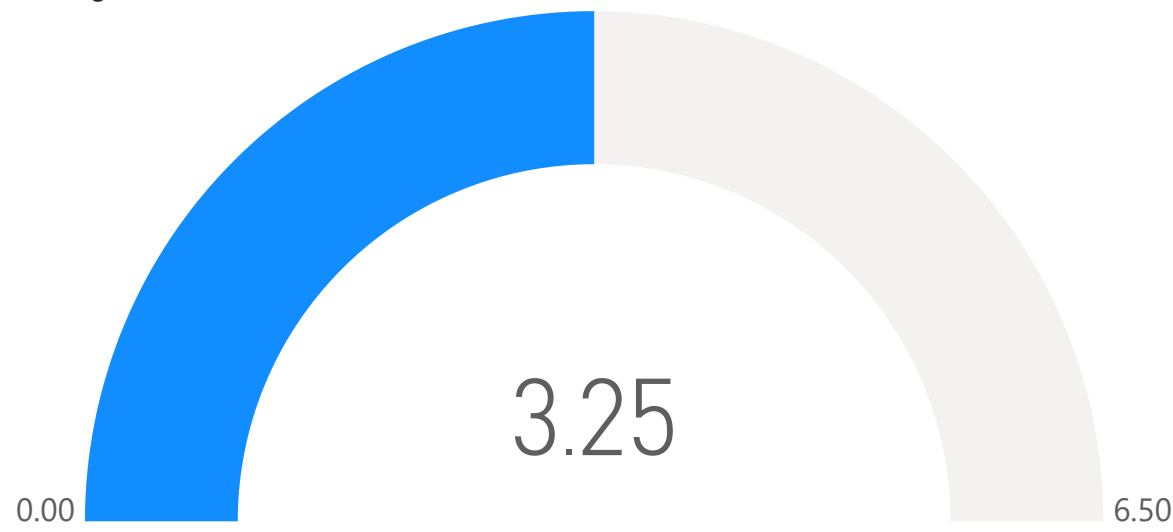
Satisfaction rating by percentage



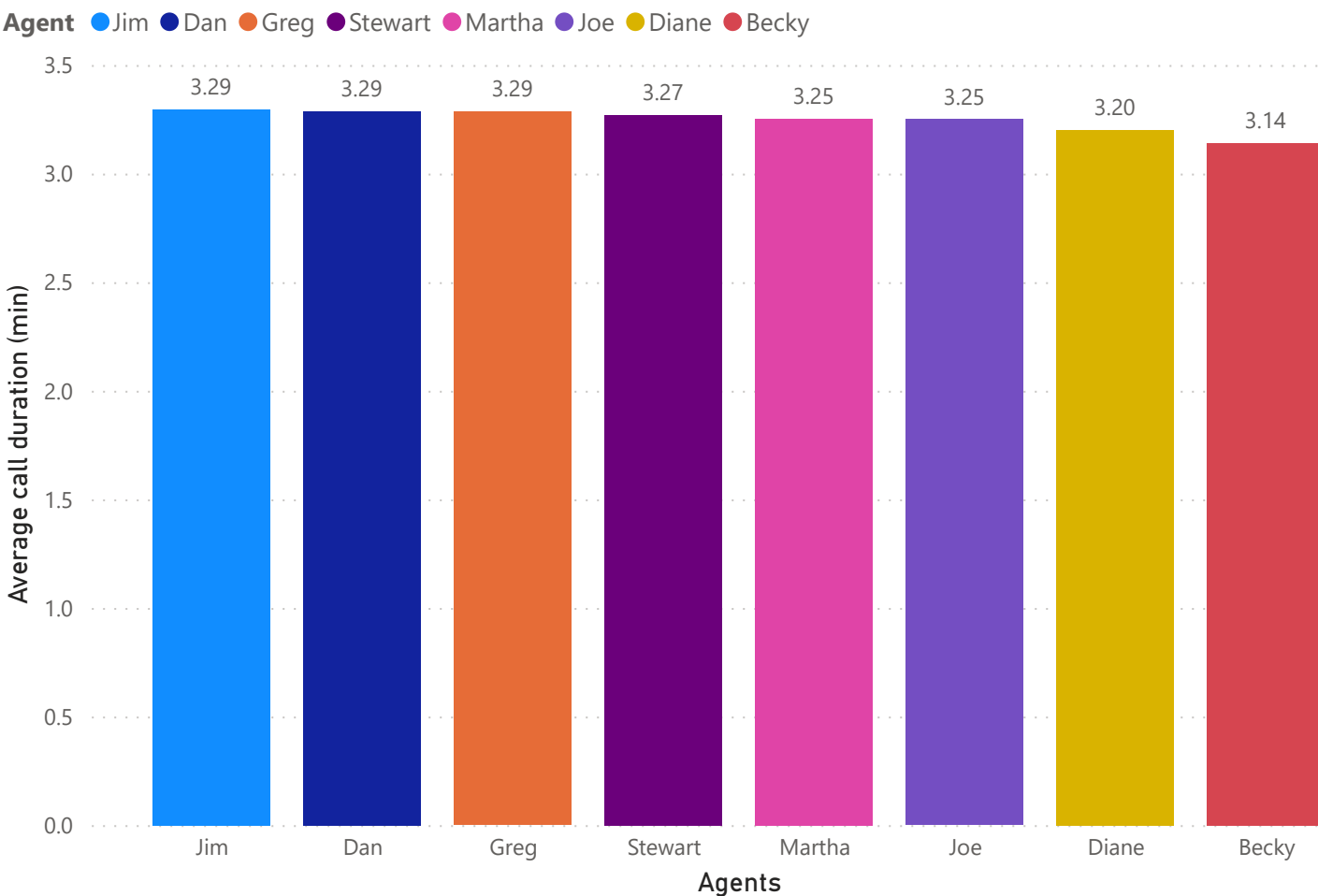
3646

Count of Resolved

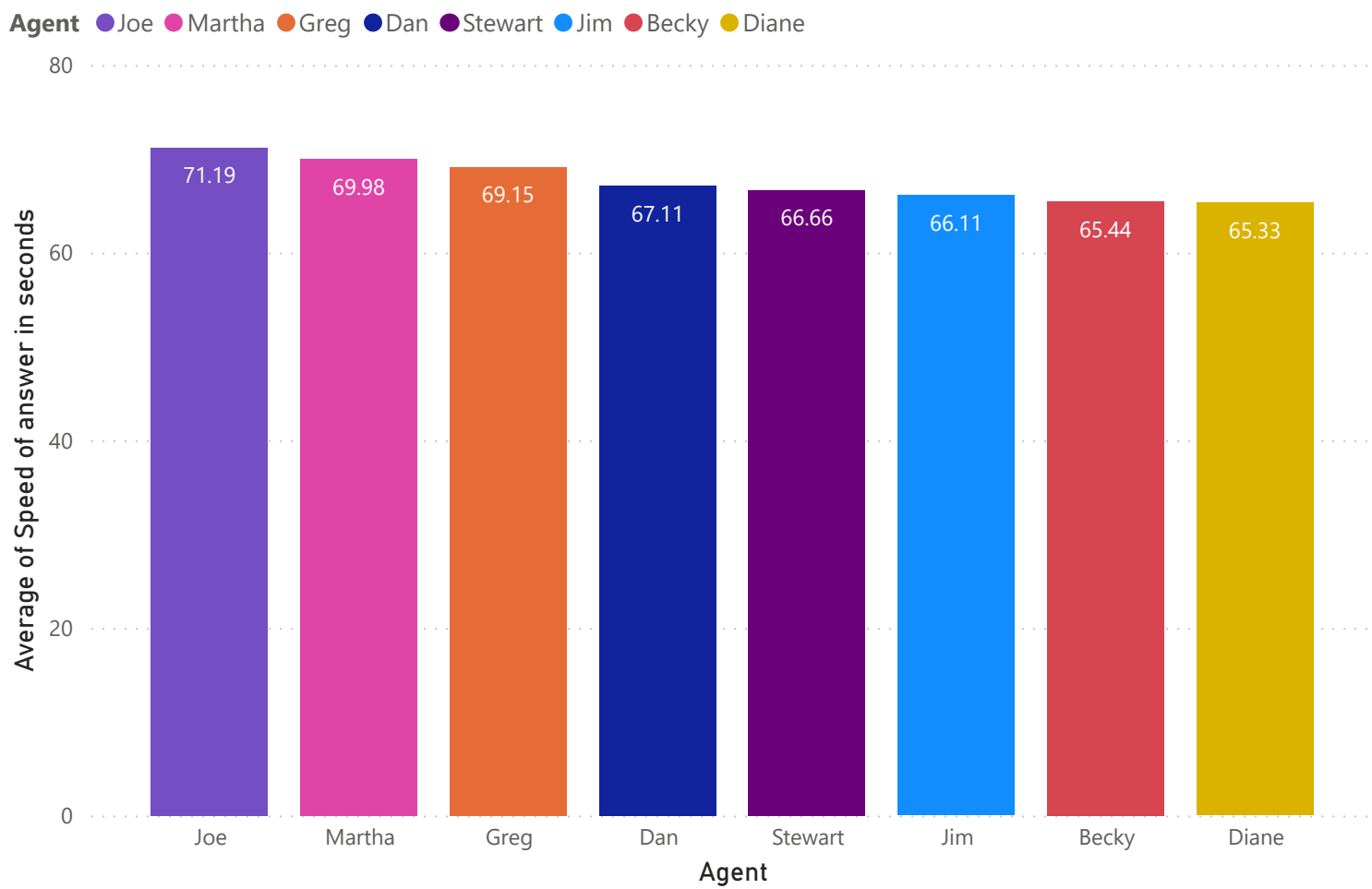
Average of Call Duration (Min)



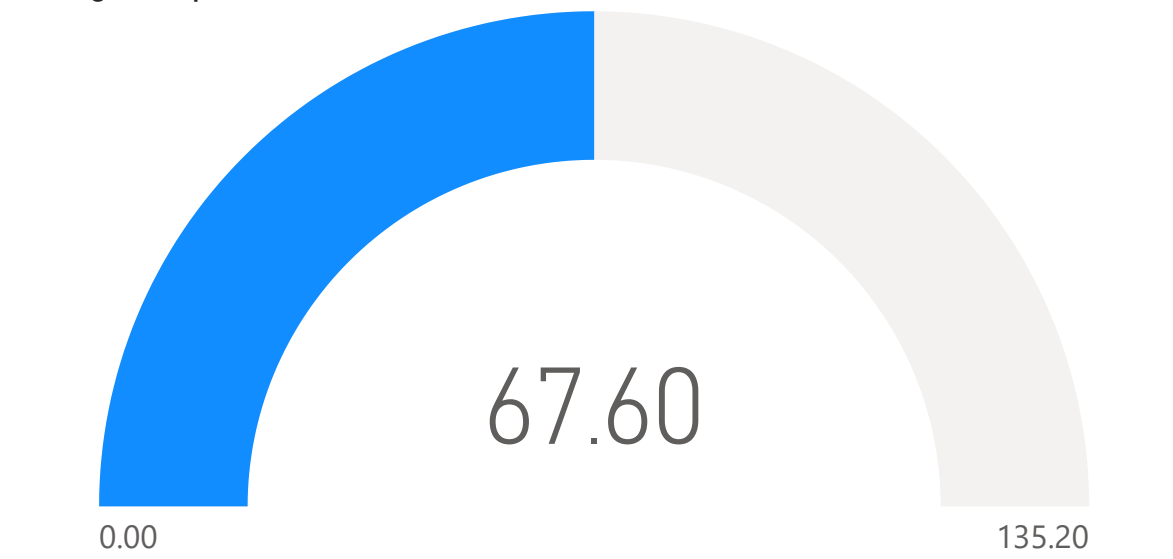
Average Call Duration (Min) by Agents



Average of Speed of answer in seconds by Agents

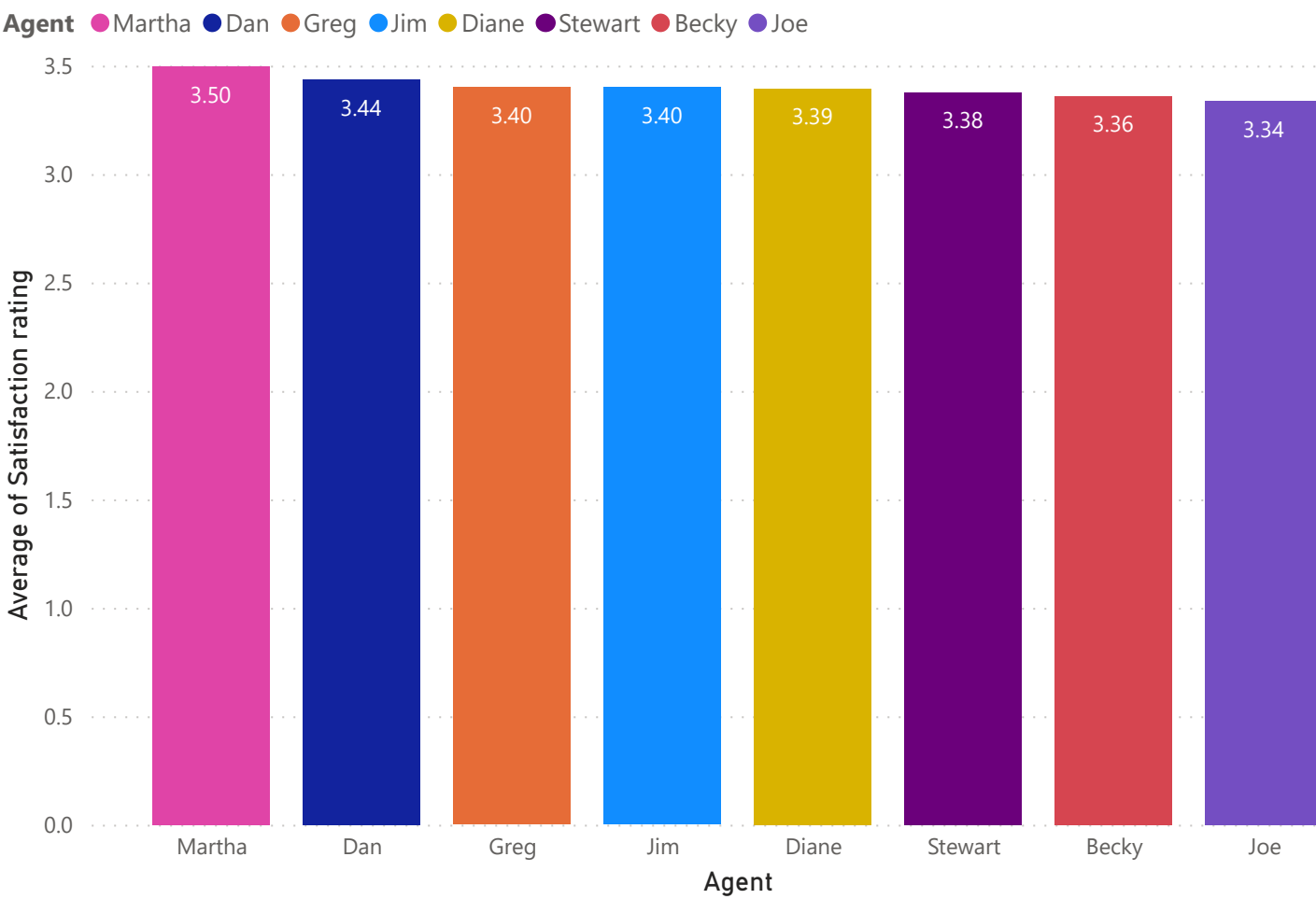


Average of Speed of answer in seconds

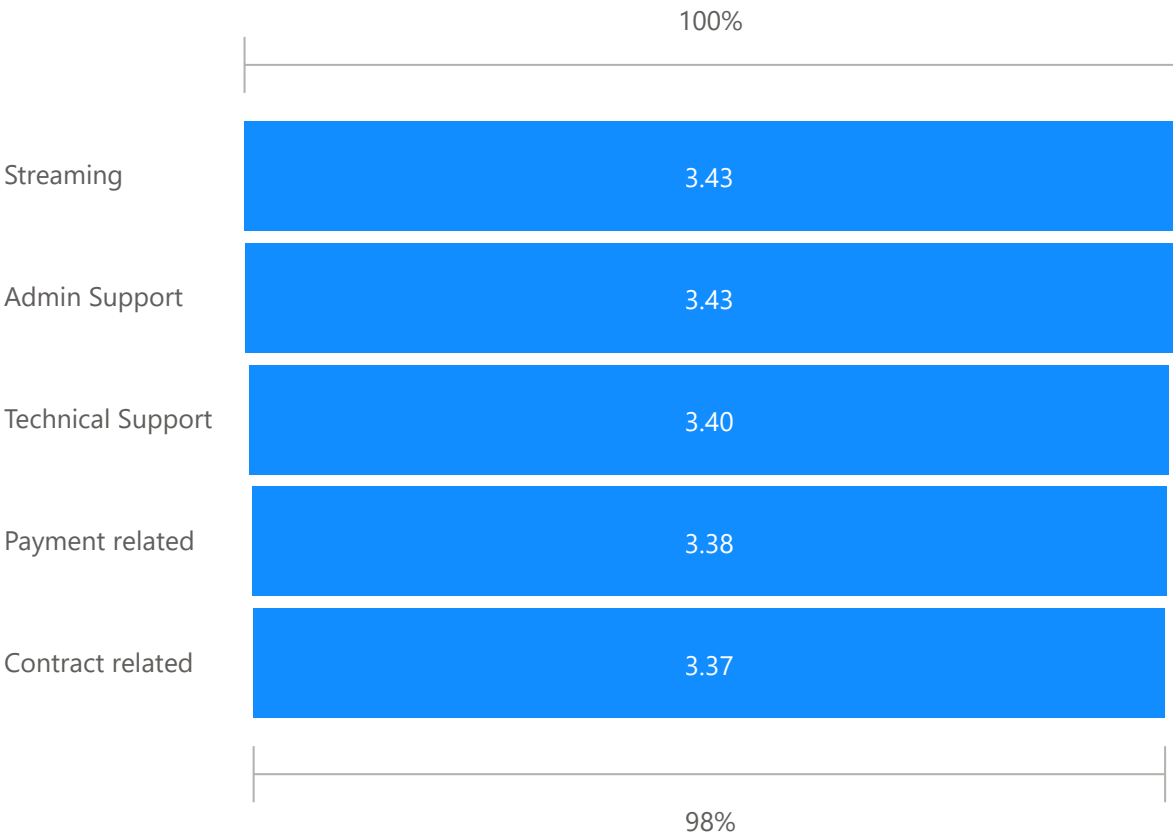
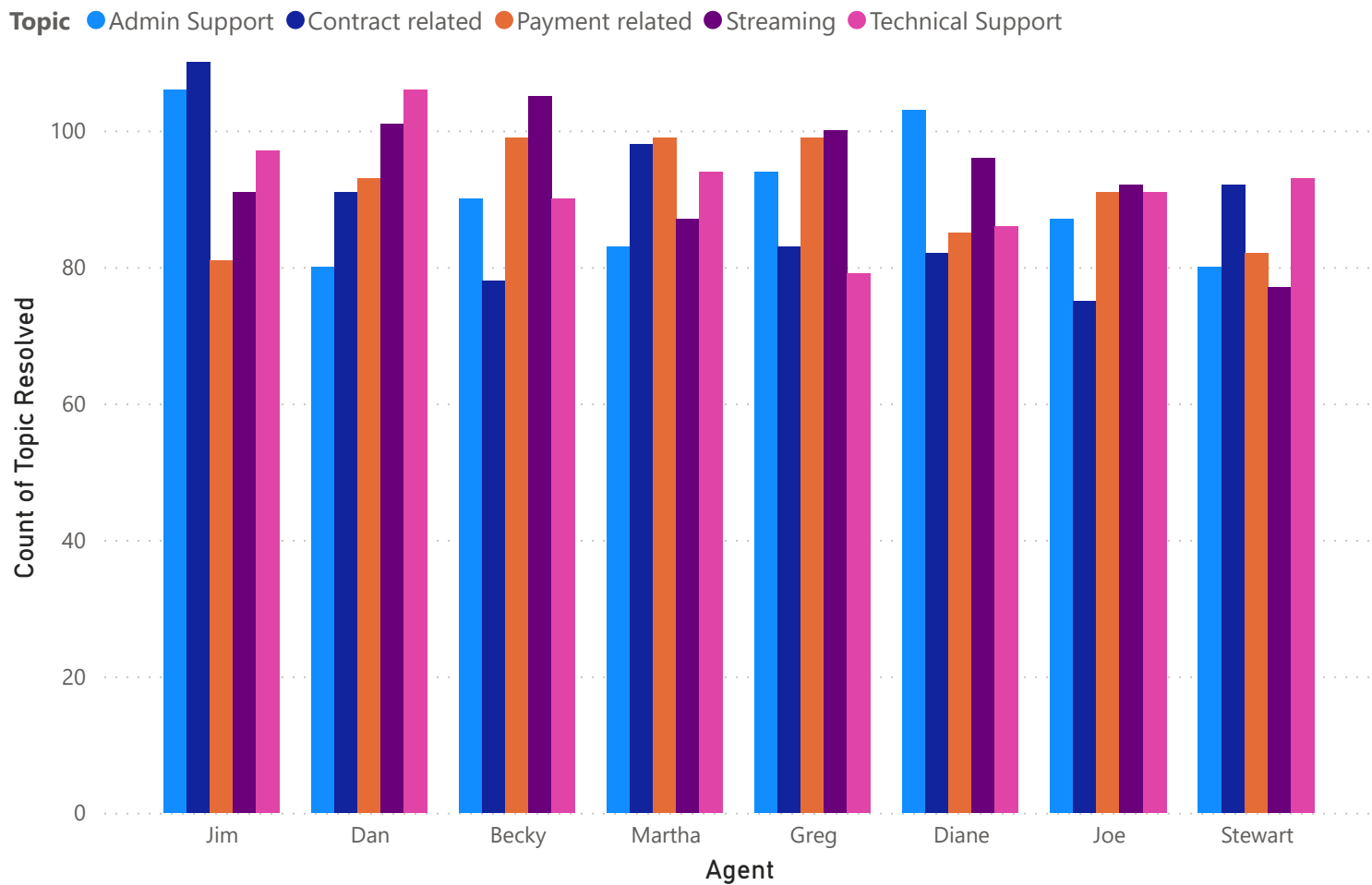


Average of Satisfaction rating by Topic

Average of Satisfaction rating by Agents



Count of Topic Resolved by Agents



Count of calls resolved and not resolved by Agent

