

# CALL CENTER DATA ANALYSIS

Total Calls

5000

Calls Answered

4054

Issue Resolved

3646

Total Agents

8

Avg. Answer Speed(s)

67.52

Avg. Call Duration(s)

224.92

Most Issue  
Resolved

Jim

Most Rated

Martha

Most Calls  
Missed

Diane

AGENT

All

MONTH

All

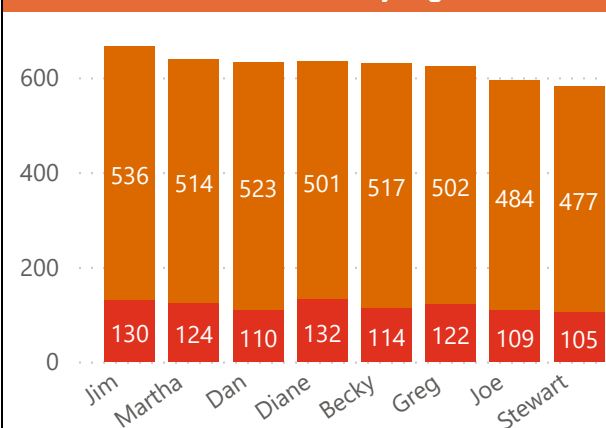
AGENT

All

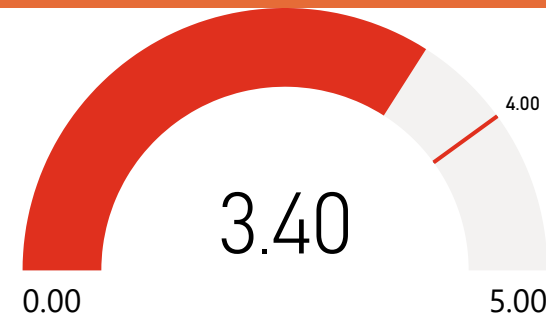
Agent Performance Quadrant

Agent	Total Calls	CallsAnswered	IssueResolved	Avg. Handle Time	AC
Stewart	582	477	424	226.21	3
Joe	593	484	436	224.10	3
Greg	624	502	455	226.80	3
Becky	631	517	462	220.01	3
Dan	633	523	471	231.19	3
Diane	633	501	452	218.95	3
Martha	638	514	461	223.73	3
Jim	666	536	485	228.11	3

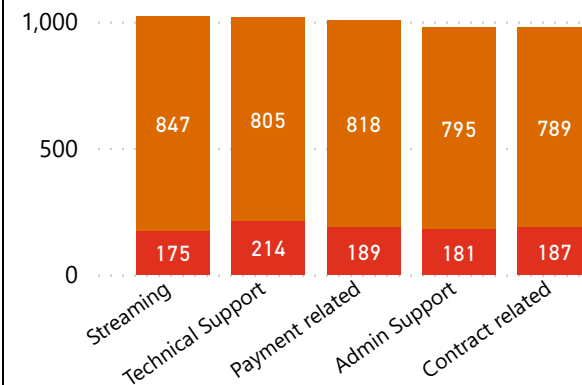
Count Of Call By Agent



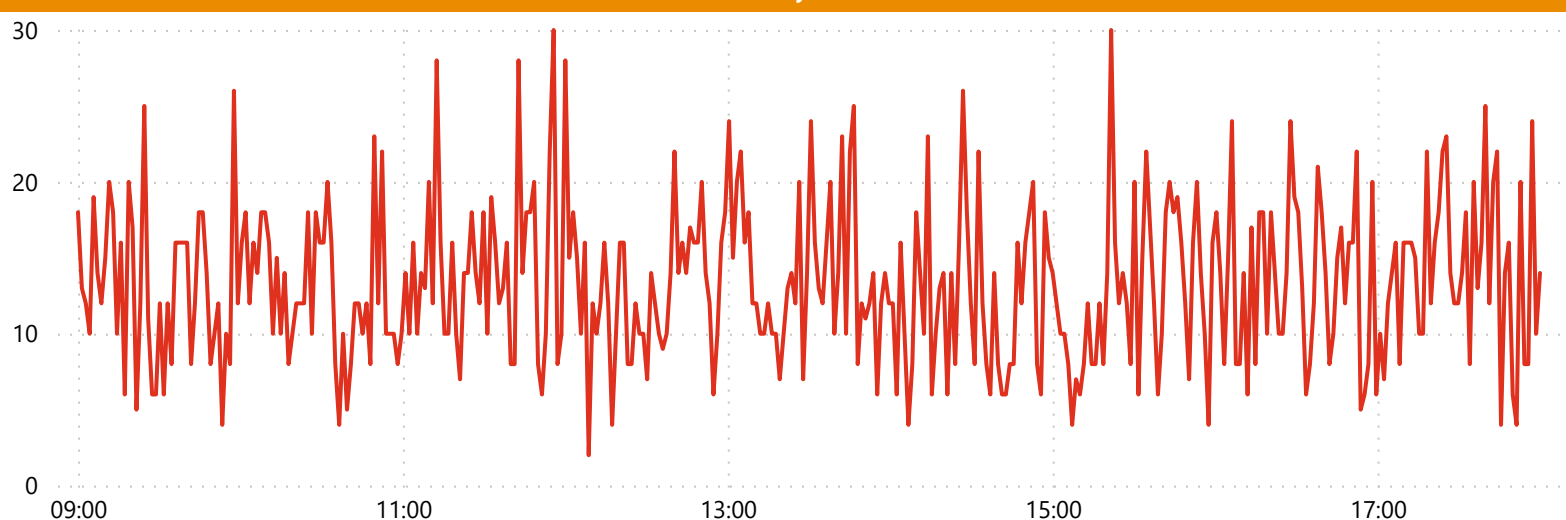
Overall Customer Satisfaction Rating



Count Of Calls By Topic



Calls By Time



Calls Distribution

