

2.76

average_customer_satisfaction

54.75

average_speed_of_answer

40.46%

overall_customer_satisfaction

5000

total_calls

3:17:17

total_call_time

4054

calls_answered

946

calls_unanswered

3646

resolved_calls

1354

unresolved_calls

5000

Calls by Time

13:17:17

Total call time

54.75Secs

Average Speed of Answer

2.76

Average Customer Satisfaction Rate

3646

Total Resolved Calls



Call Centre Trends

40.46%

Overall Customer Satisfaction

Agent

All

4054

Overall Calls Answered

Topic

All

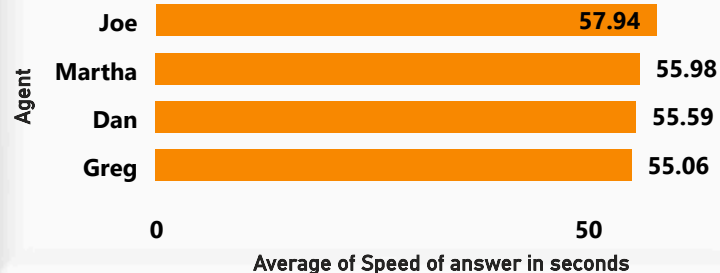
946

Overall Calls Abandoned

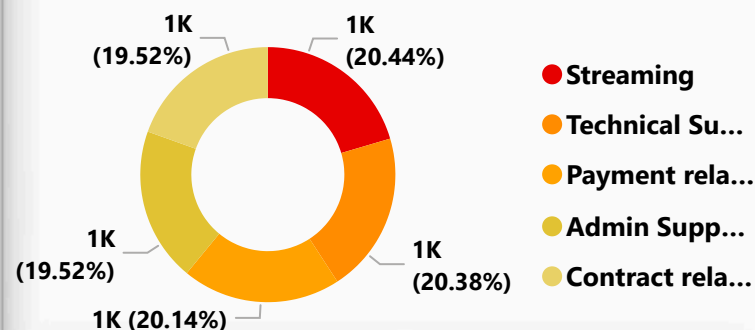
Date

All

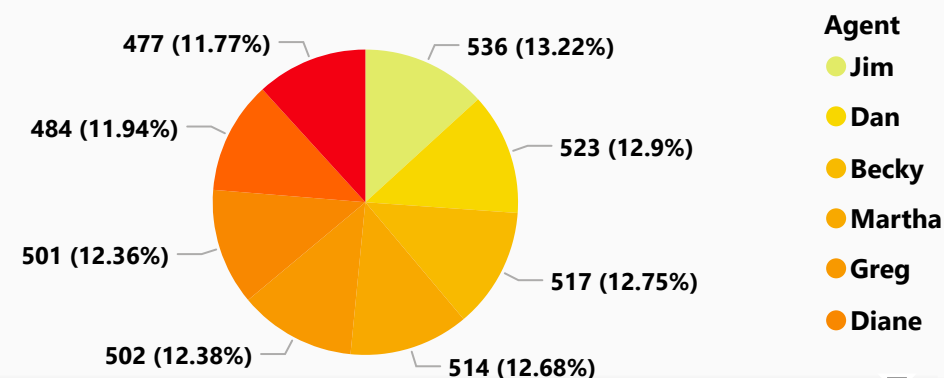
Average of Speed of answer in seconds by Agent



Total Calls by Topic



Agent's Performance Quadrant



Calls Resolved by Agent's

Jim	Becky	Greg	Joe	Stewart
485	462	455		
Dan	Martha	Diane		
471	461	452	436	424