

January

February

March

Percentage of Answered
Calls

81.1%

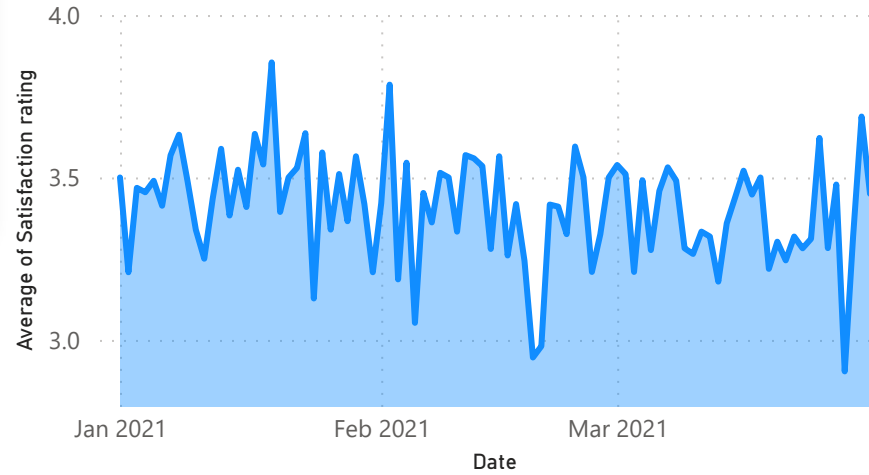
Percentage of Resolved
Calls

72.9%

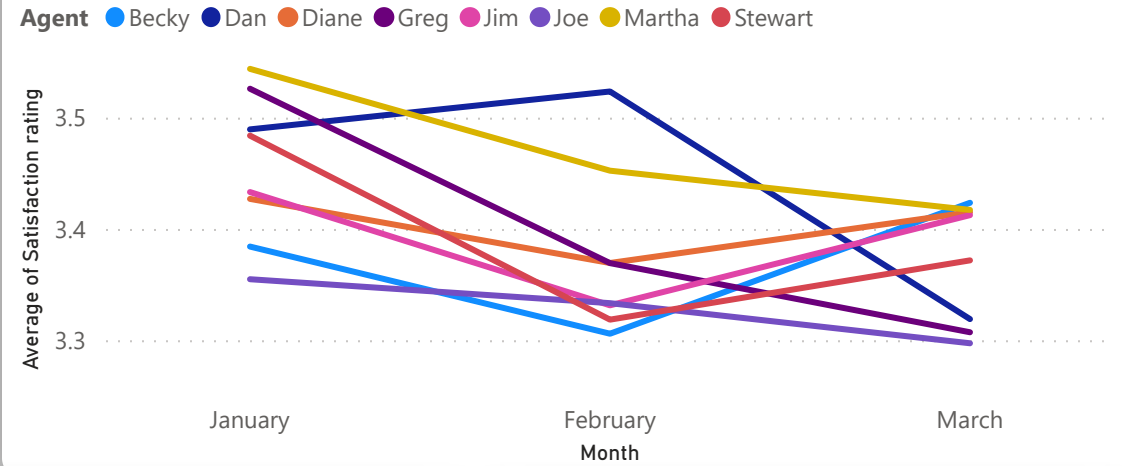
Average of General
Satisfaction Rating

3.40

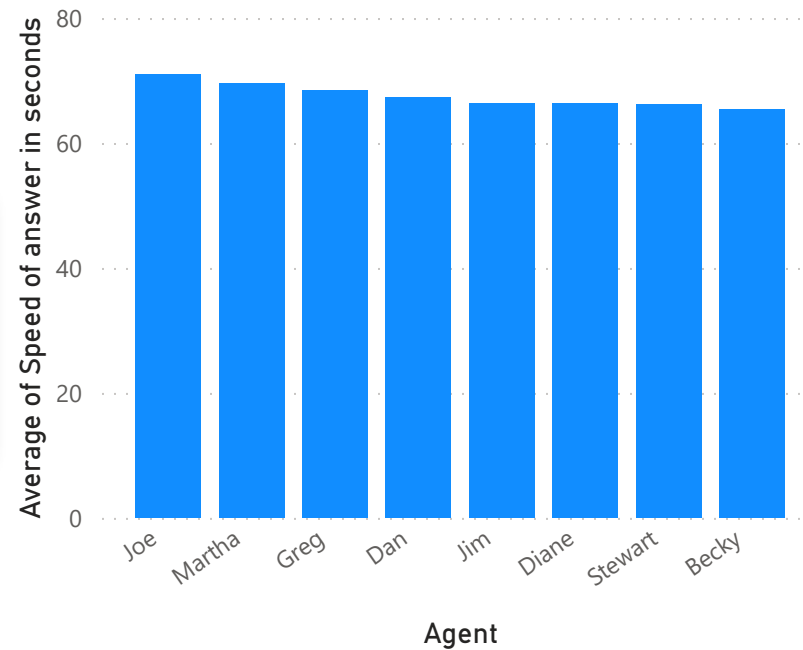
Average of Satisfaction rating by Date



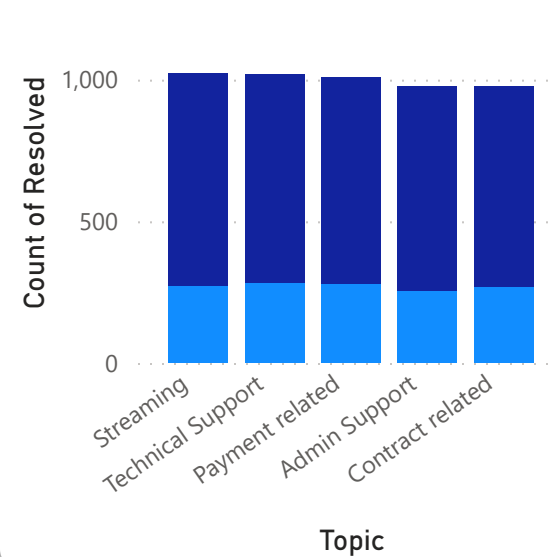
Average of Satisfaction rating by Month and Agent



Average of Speed of answer in seconds by Agent

Resolved vs Non-resolved calls for
each topic

Resolved ● False ● True

Average call duration in seconds for
each hour