



Phone NOW

Month



All



Day of Week



All



Agent



All



Total Calls Received

5000

Avg Waiting Time

68 Secs

Avg Waiting Time

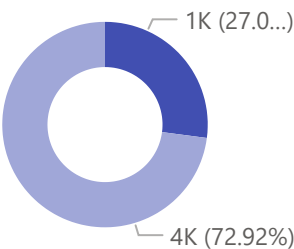
18.9%

Avg Rating

3.40

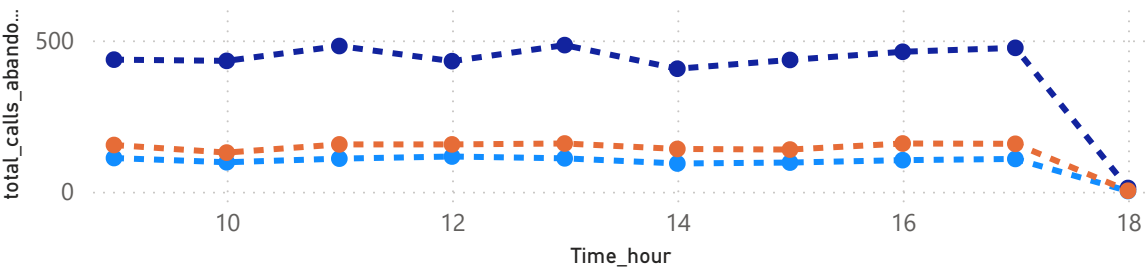
%Unresolved cases

Unresolved Resolved

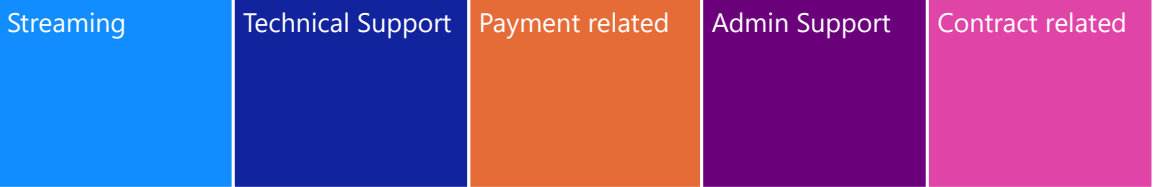


Trends by Key Metrics

total\_calls\_abandoned total\_calls\_taken total\_calls\_unresolved

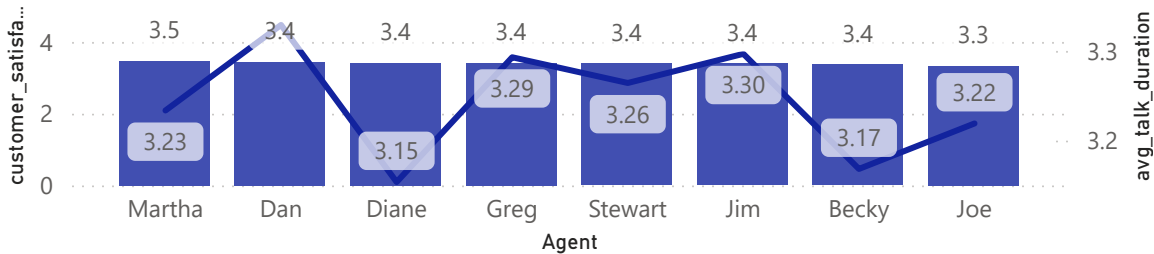


Topics



Customer Satisfaction Rating and Avg Duration by Agent

customer\_satisfaction\_rating avg\_talk\_duration

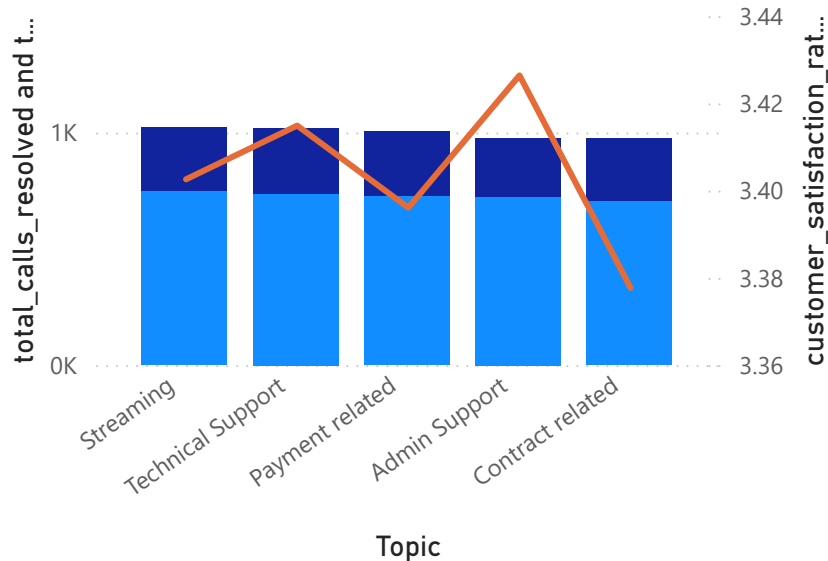


Trends by Agent

Agent	Avg AS(s)	Avg Duration(s)	Rating	Recieved	Abandoned	Unresolved
Becky	65	3.17	3.37	631	18.1%	32.69%
Dan	67	3.33	3.45	633	17.4%	30.98%
Diane	66	3.15	3.41	633	20.9%	36.13%
Greg	68	3.29	3.40	624	19.6%	33.67%
Jim	66	3.30	3.39	666	19.5%	33.77%
Joe	71	3.22	3.33	593	18.4%	32.44%
Martha	69	3.23	3.47	638	19.4%	34.44%
Stewart	66	3.26	3.40	582	18.0%	33.12%
Total	68	3.25	3.40	5000	18.9%	33.40%

## Trends by Topics

● total\_calls\_resolved ● total\_calls\_unresolved ● customer\_satisfac...



## Trends by Agent



● total\_calls\_taken ● total\_calls\_unresolved ● avg\_talk\_duration

