



CALL CENTER PERFORMANCE ANALYSIS

Total no of Calls

5000

Total Calls Resolved

3646

Total Calls Not Resolved

1354

Total no of Agents

8

Agent Answered Max calls

Jim

Agent with Highest Satisfaction rate

Dan

Total no of Answered Calls

4054

% of Calls Answered

81.08%

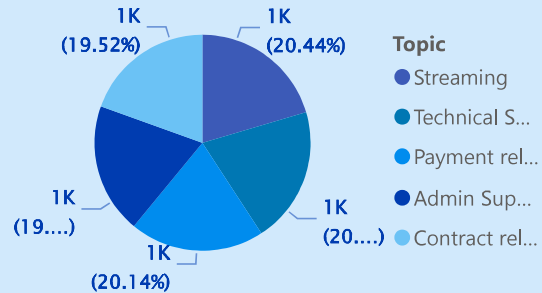
Total no of Unanswered Calls

946

% of Calls Unanswered

18.92%

Total Calls by Topic



2021 overall Rating



January

February

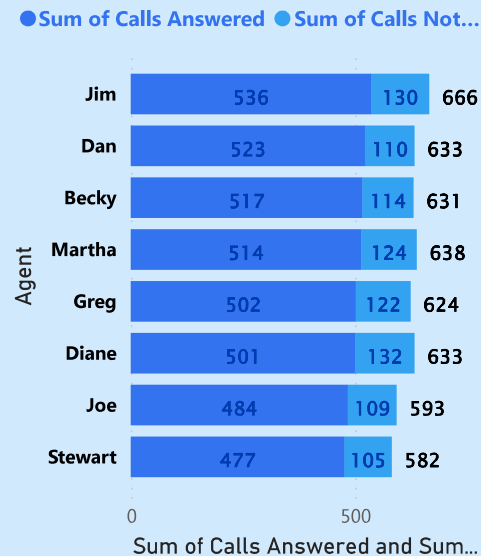
March

Date

1

31

Sum of Calls Answered and NotAnswered by Agent



Sum of Duration on calls by Agent



Total Calls by Month

