



5000
Call Volume



Agent Analysis



Last call received

3/31/2021 17:39:50

Agent

All

Topic

All

Month

All

Week Day

All



Clear Filters

Call Centre Trends - Overview



68.07%

CSAT



89.94%

Call Resolved %



18.92%

Call Abandoned %



(in sec)

67.52

Speed of Answer



(in sec)

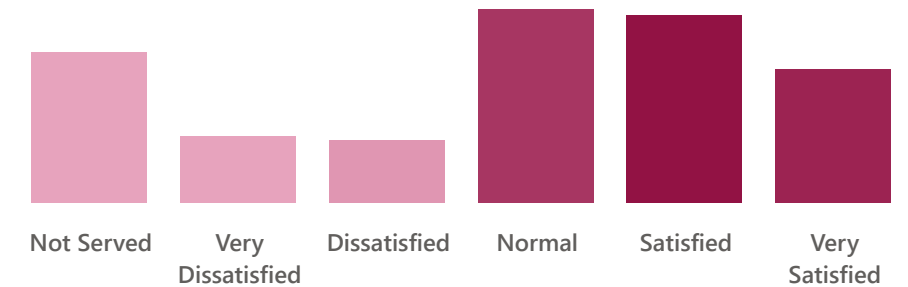
224.92

Avg Call Handling Time

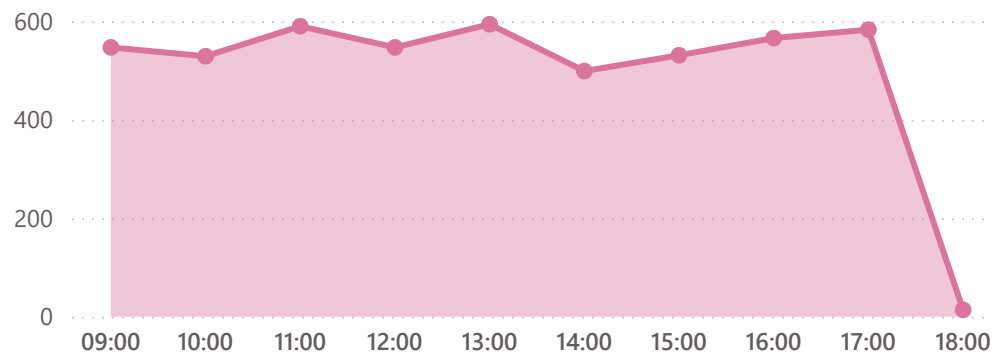
Agent Performance

agent	Totalcalls	Call Abandoned %	Speed of Answer	Call Resolved %	CSAT
Stewart	582	18.04%	66.18	88.89%	68.01%
Joe	593	18.38%	70.99	90.08%	66.61%
Greg	624	19.55%	68.44	90.64%	68.09%
Becky	631	18.07%	65.33	89.36%	67.43%
Dan	633	17.38%	67.28	90.06%	68.95%
Diane	633	20.85%	66.27	90.22%	68.10%
Martha	638	19.44%	69.49	89.69%	69.42%
Jim	666	19.52%	66.34	90.49%	67.87%

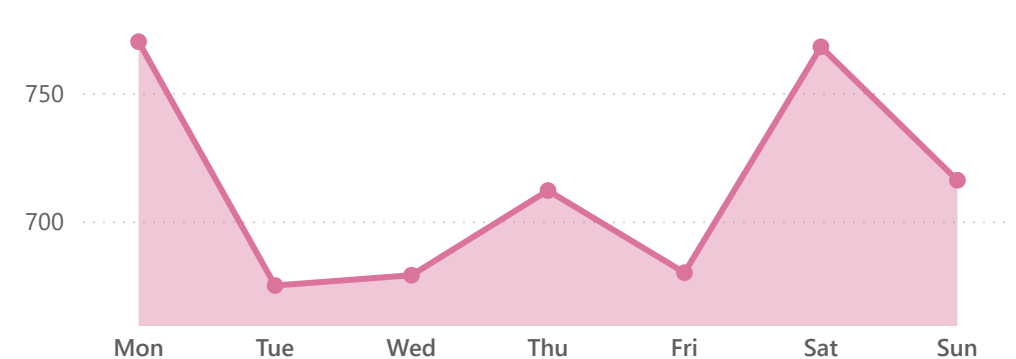
Count of calls By Satisfactions Levels



Call Volume by Hour



Call Volume by Days



Call Centre Data Analysis