



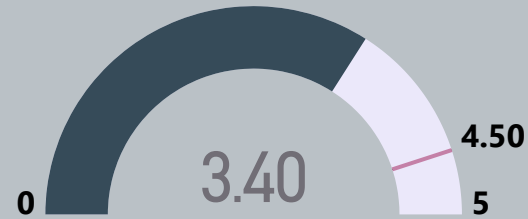
# Call Centre Analysis

Date

01-01-2021

31-03-2021

## Average Satisfaction



## Agent

All

## Topic

All

## Month

☐ February

☐ January

☐ March

Total Calls

5000

Answered Calls

4054

Resolved Calls

3646

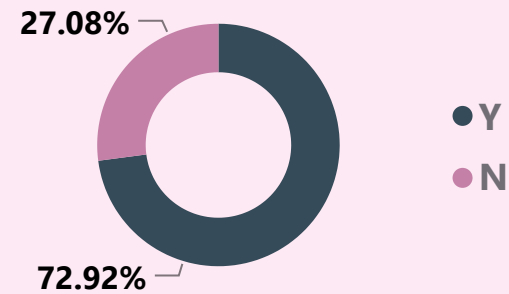
Abandoned Calls

946

Avg Speed of Answer (sec)

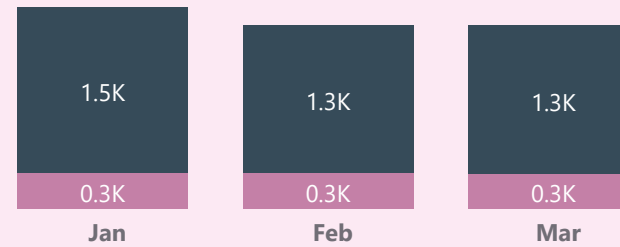
67.52

## Resolved

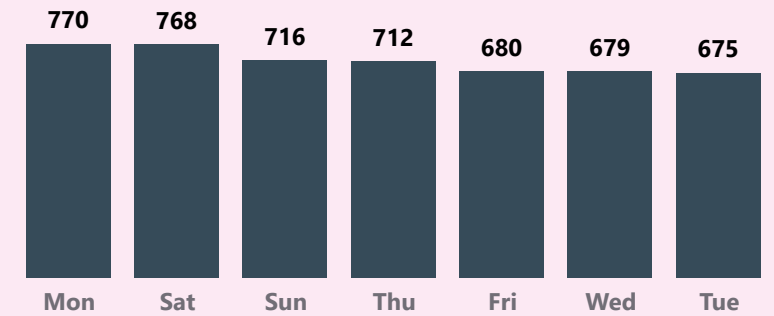


## Call Answered by Month

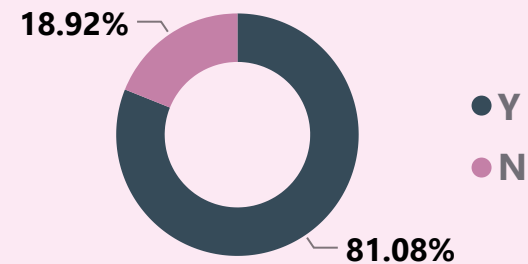
Answered ● N ● Y



## Total Calls by Weekday Name

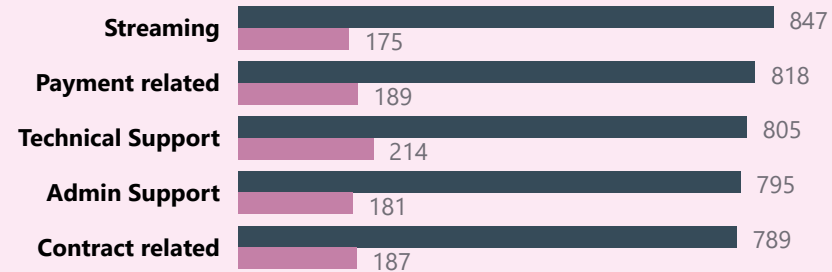


## Answered

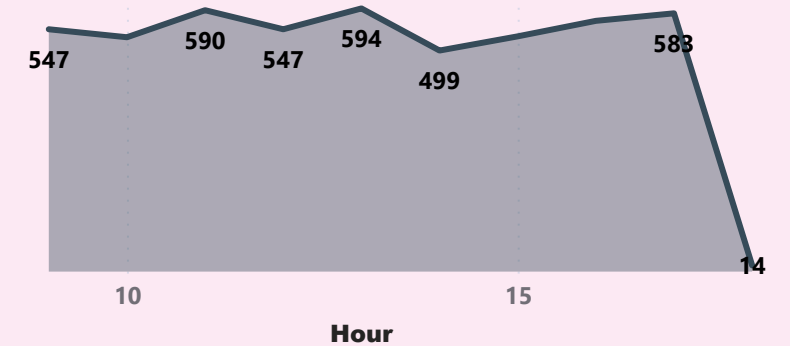


## Answered Calls and Abandoned Calls by Topic

● Answered Calls ● Abandoned calls



## Total Calls by Hour



# Call Centre Agents Analysis

Topic

▼

All▼

Month

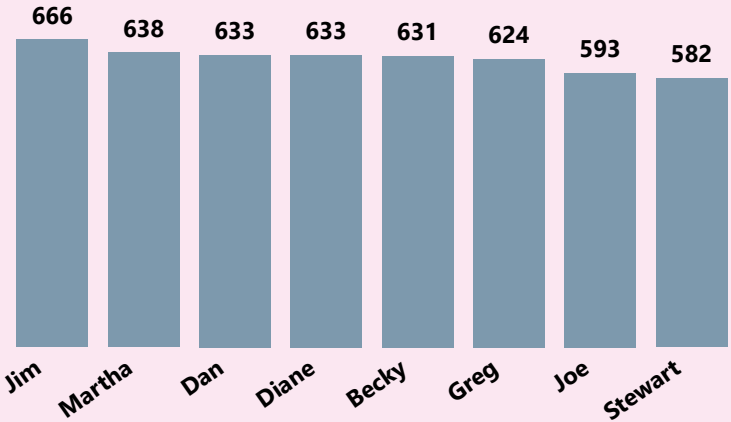
▼

All▼

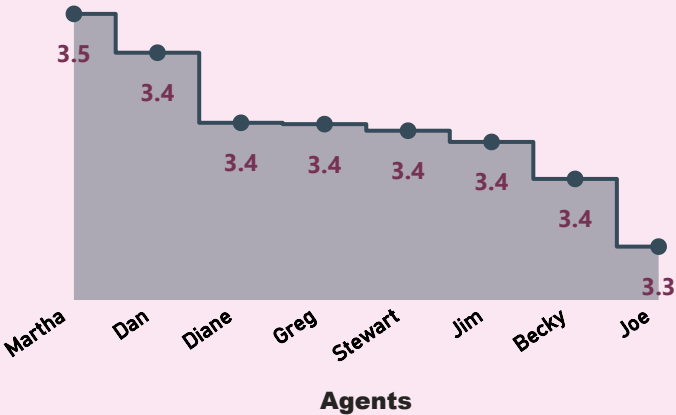
Agent Statistics

Agent	Answered	Resolved	Avg Satisfaction Rating	Avg Speed of Answer
Becky	517	462	3.37	65.33
Dan	523	471	3.45	67.28
Diane	501	452	3.41	66.27
Greg	502	455	3.40	68.44
Jim	536	485	3.39	66.34
Joe	484	436	3.33	70.99
Martha	514	461	3.47	69.49
Stewart	477	424	3.40	66.18

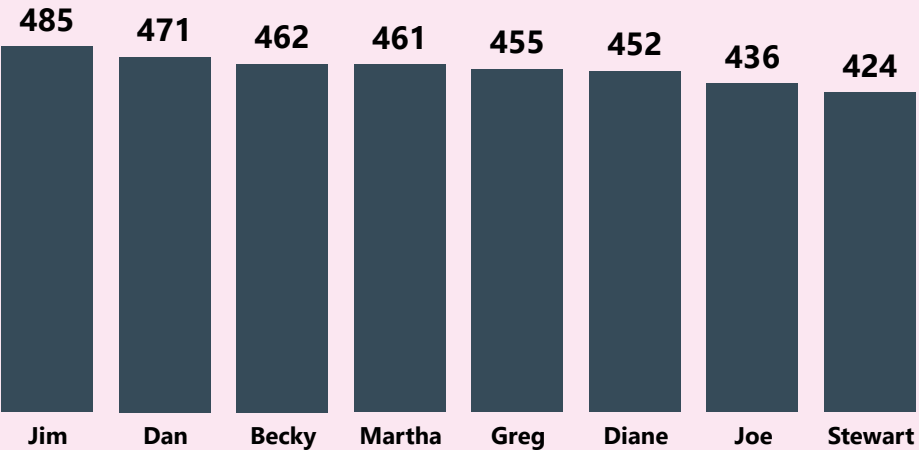
Total Calls by Agents



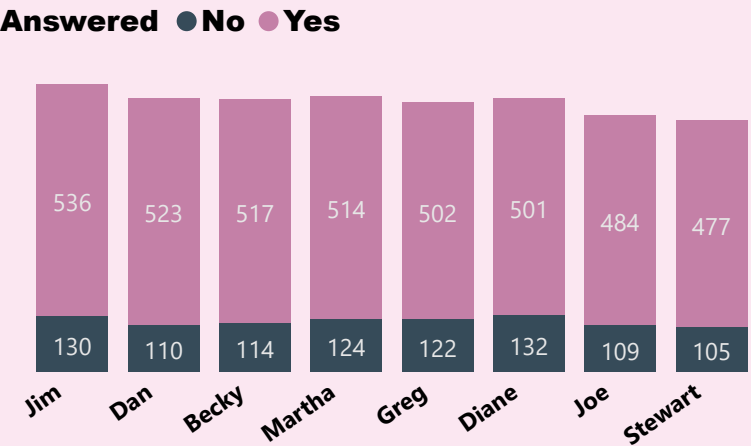
Satisfaction Rating by Agents



Resolved Issues by Agents



Answered Calls by Agent



Avg Speed of Answer by Agents

