

Call Center Data Analysis Report 2021



5000

Total Calls



4054

Calls Answered

946

Call Unanswered



3646

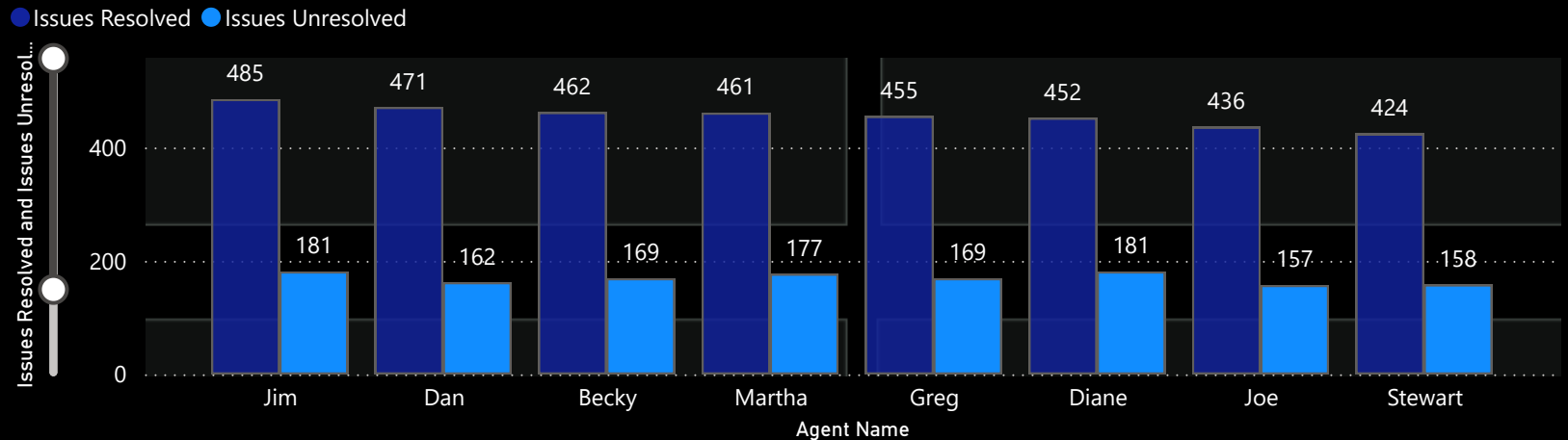
Issues Resolved



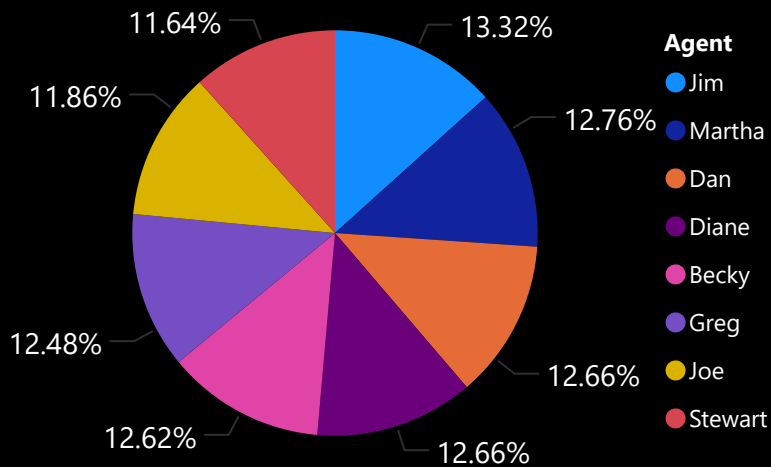
1354

Issues Unresolved

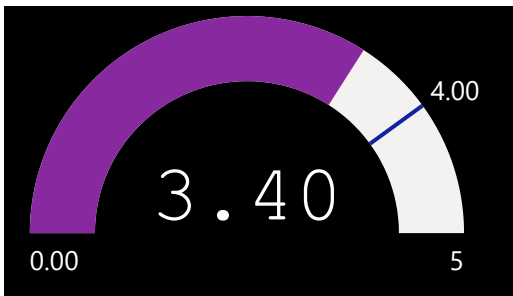
Issues Resolved and Issues Unresolved by Agent Name



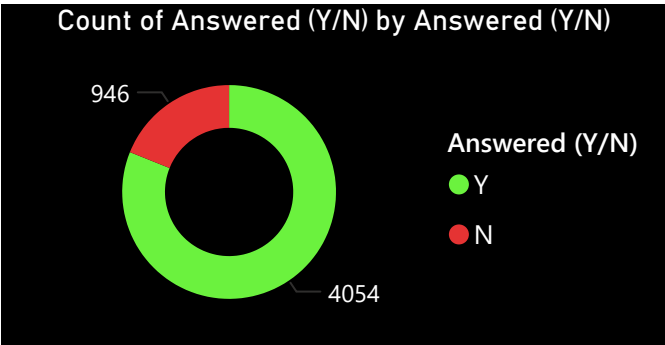
Total Calls by Agent



Average Rating



Count of Answered (Y/N) by Answered (Y/N)



Count of Answered (Y/N) by Month and Answered (Y/N)

