

Call Center 3-Months Insights



Calls under Team Leaders



50482
Total calls received



35262
Total Calls with Acceptance



25010 Sec
Average Handle Time



Call Performance Level

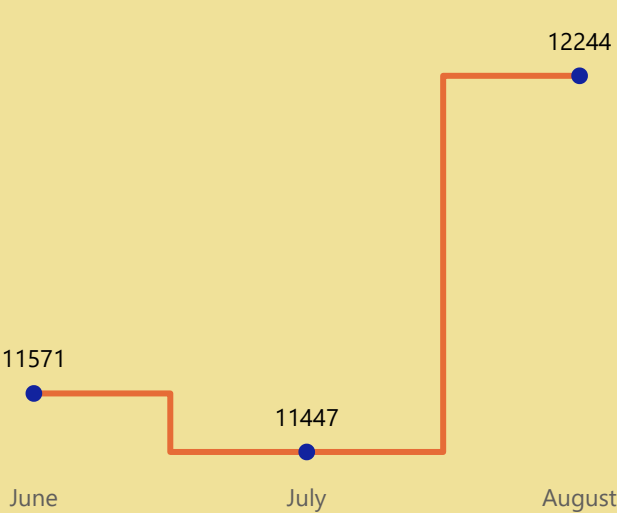
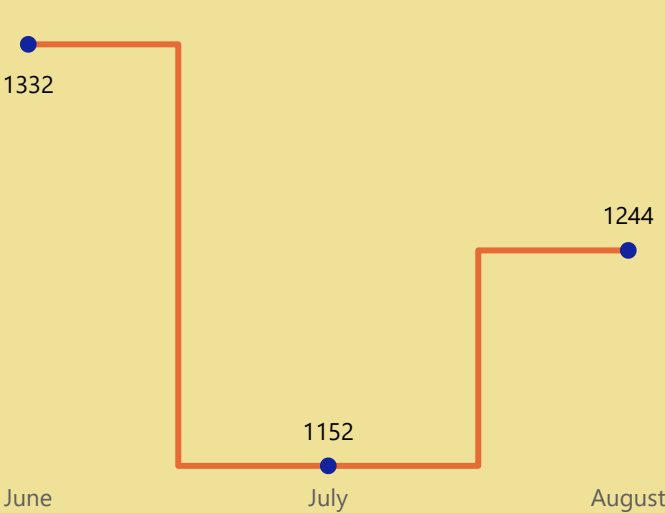
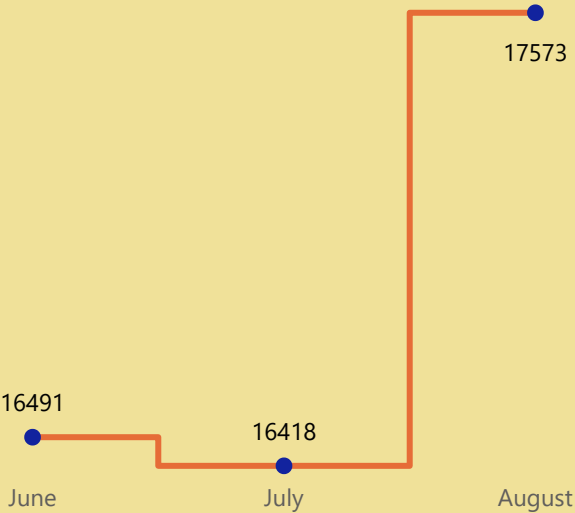
TEAM_LEAD_NAME

All

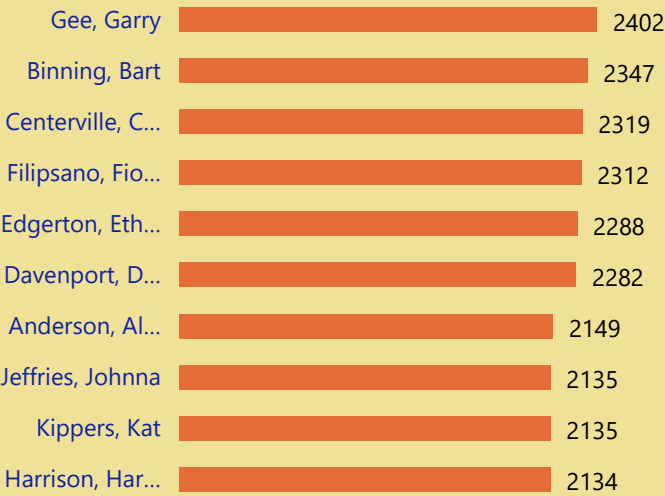
Received Calls Trend

Transferred Calls Trend

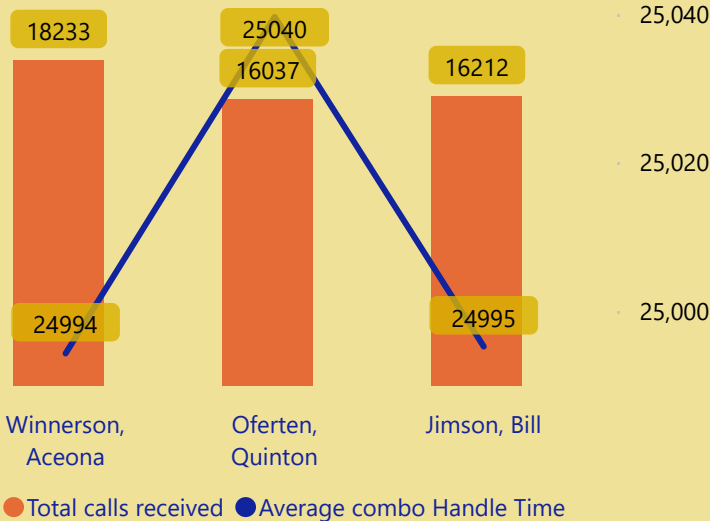
Accepted Calls Trend



Top 10 Agents by Calls Received



Total Calls vs Handled Time



Top 10 Agents by Accepted Calls

