



Call Center Report

Jan 2021 - March 2021

Months and Weeks

All

5000

Total Number of Calls

4054

Answered Calls

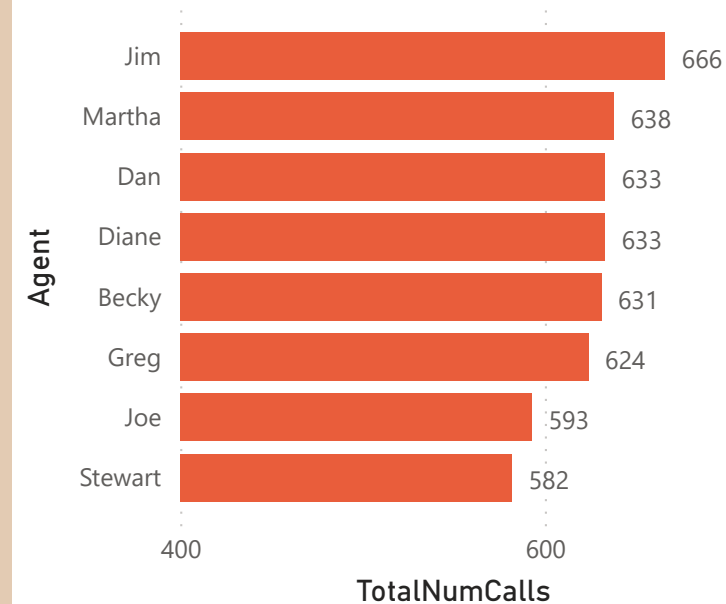
67.52

Average Speed of Answer

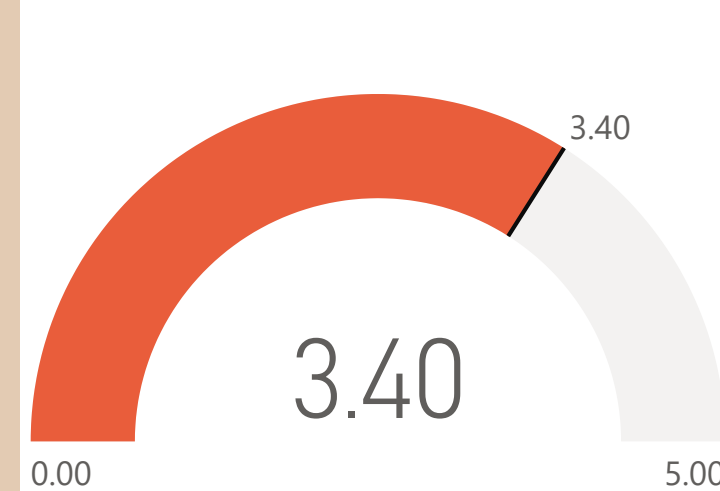
3646

Resolved Calls

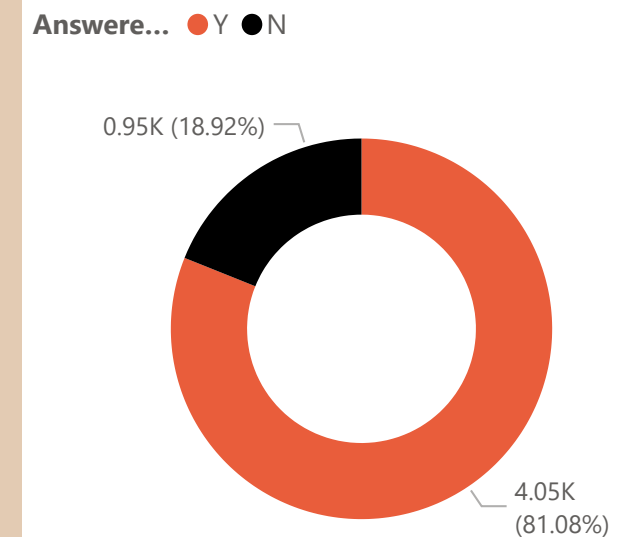
Total Calls by Agent



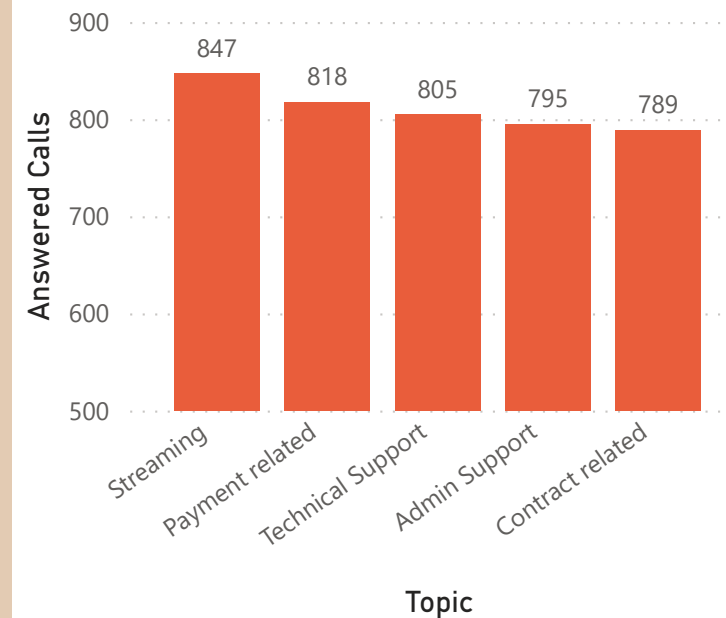
Average Customer Satisfaction



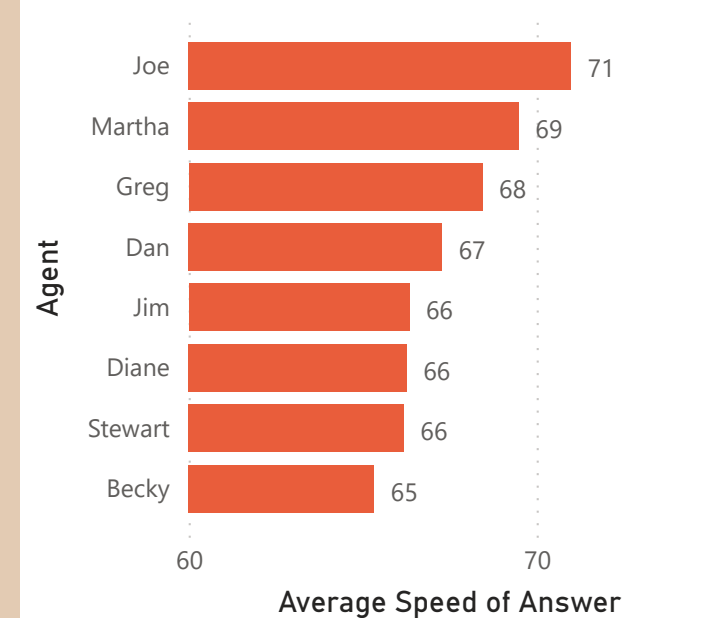
Answered vs Abandoned Calls



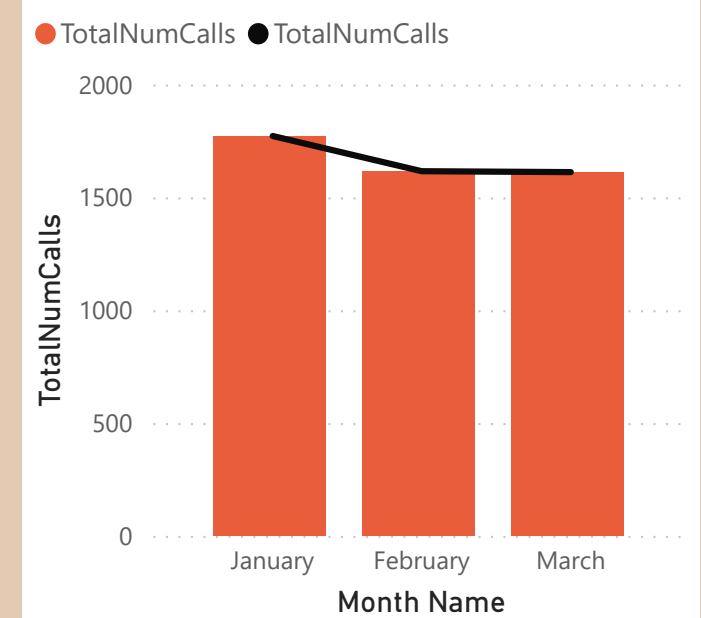
Answered Calls by Topic



Average Speed of Answer by Agent



Calls Trend by Weeks and Month





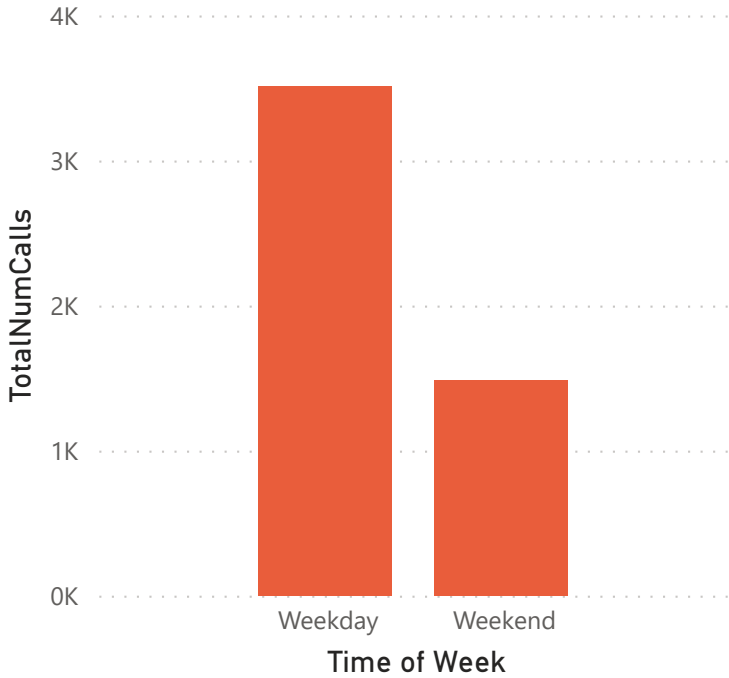
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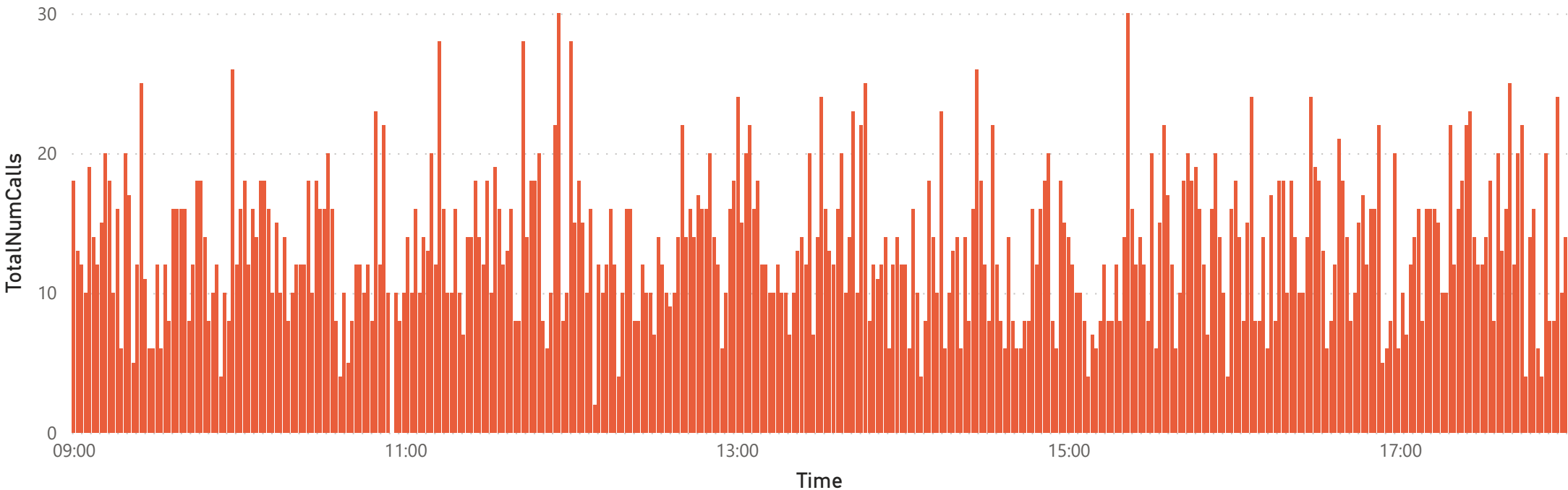
Months and Weeks

All

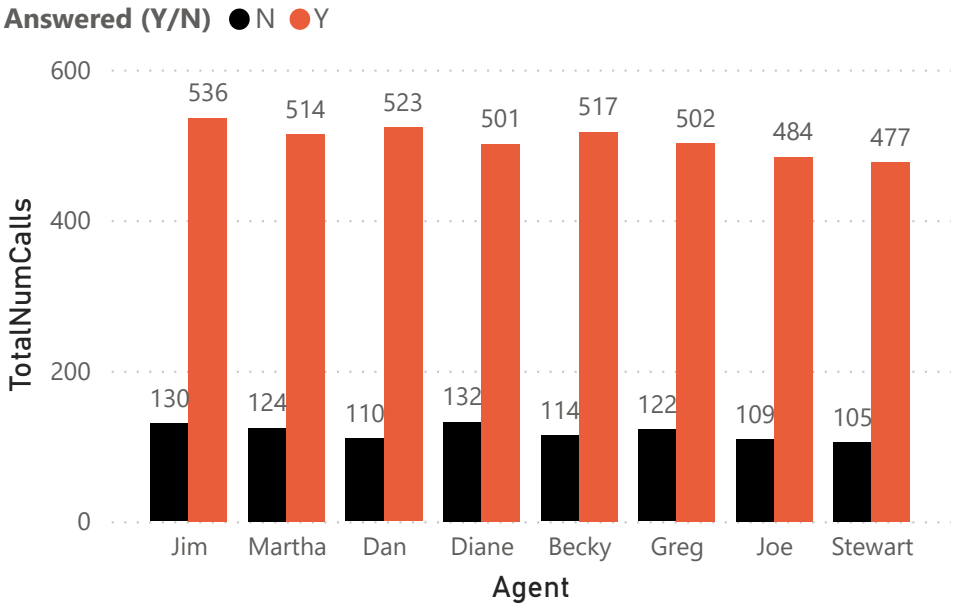
Weekdays vs Weekends



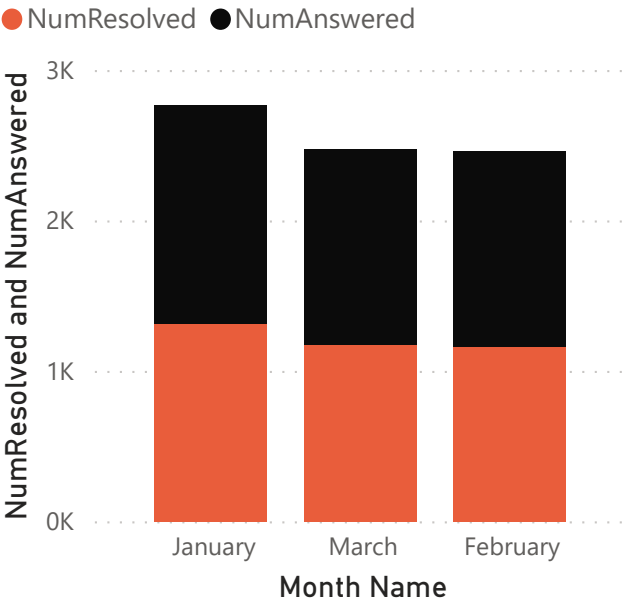
TotalNumCalls by Time



Answered Vs Abandoned By Agents



Resolved vs Answered by Month



Agent's Performance Quadrant(Handle Time, Answered, Resolved)

Agent	Answered	TalkDuration(Seconds)	Speed of Answer	Resolved
Jim	536	228.11	66.34	485
Dan	523	231.19	67.28	471
Becky	517	220.01	65.33	462
Martha	514	223.73	69.49	461
Greg	502	226.80	68.44	455
Diane	501	218.95	66.27	452
Joe	484	224.10	70.99	436
Stewart	477	226.21	66.18	424
Total	4054	224.92	67.52	3646