



Call Center Data Analysis

Month



Ask a question about your data



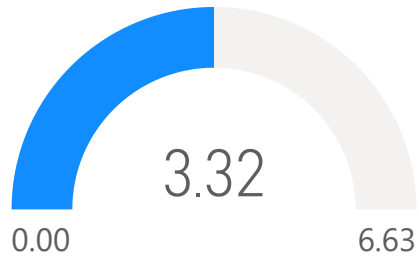
Select all

Feb

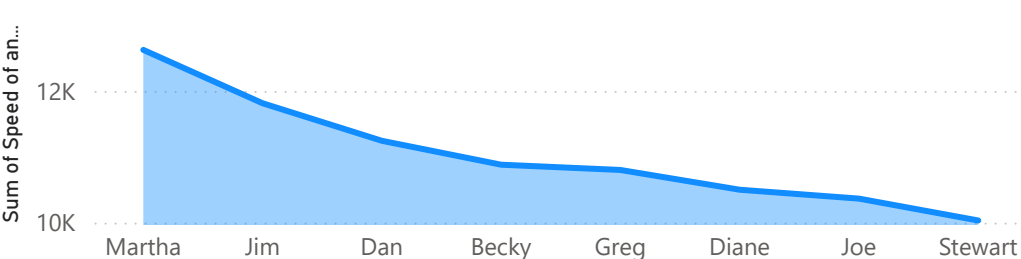
Jan

Mar

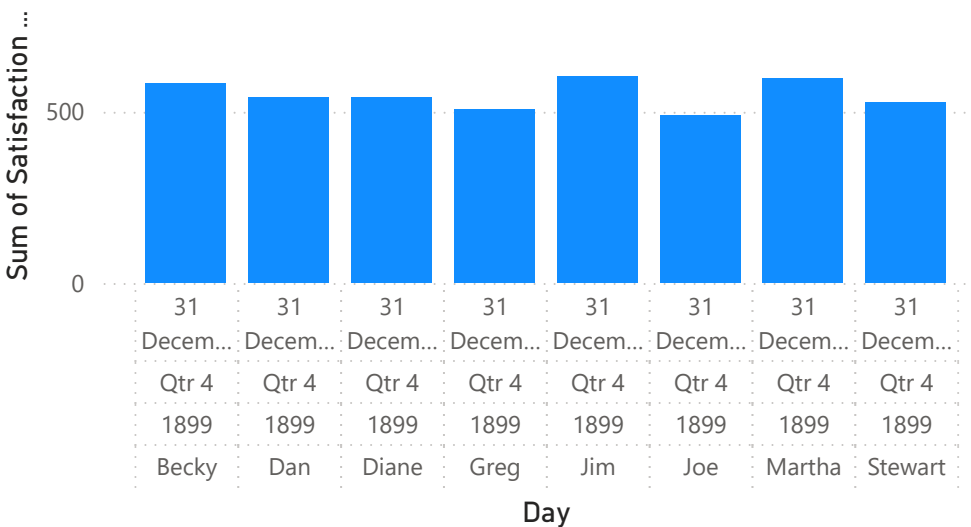
Sum of AvgTalkDuration.2



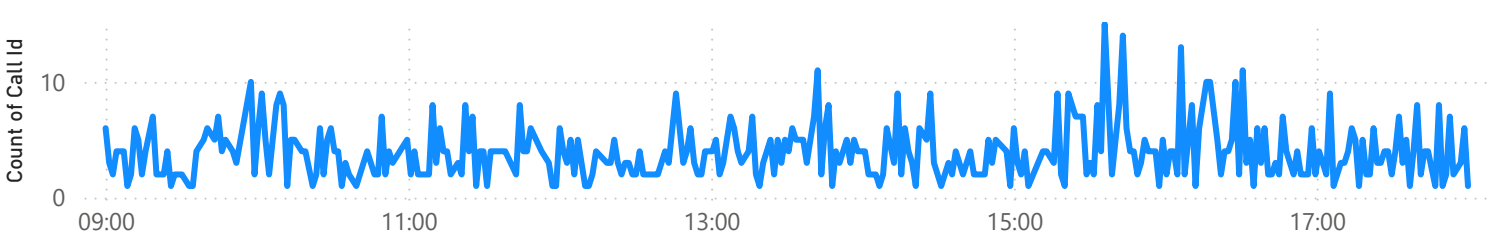
Sum of Speed of answer in seconds and First Call Id by Agent



Sum of Satisfaction rating by Agent, Year, Quarter, Month and Day

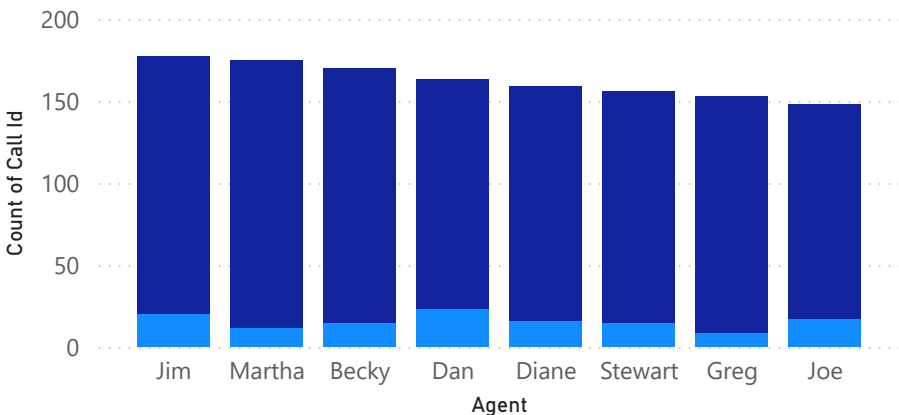


Count of Call Id by Time.2



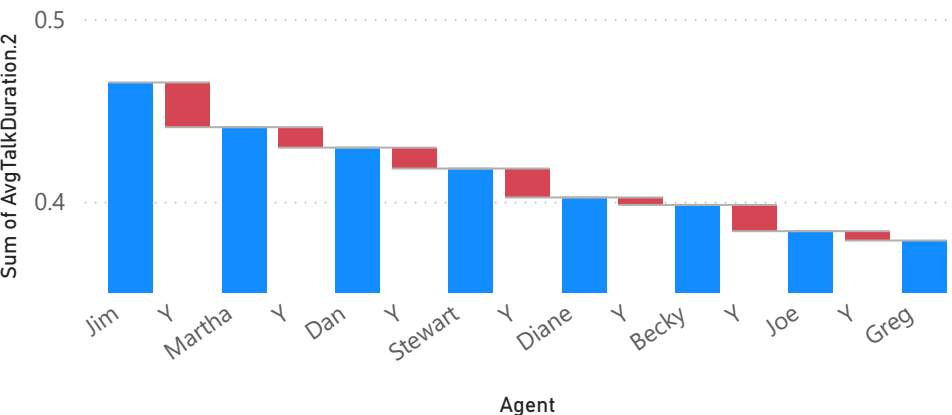
Count of Call Id by Agent and Resolved

Resolved N Y



Sum of AvgTalkDuration.2 by Agent and Answered (Y/N)

Increase Decrease Total Other



Agent

Becky

Dan

Diane

Greg

Jim

Joe

Martha

Stewart

