

2000

Total Calls

0:08:29

Avg Duration (mins)

50.85%

Resolution Rate (%)

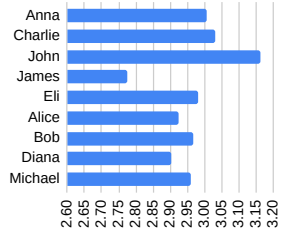
2.97

Avg CSAT

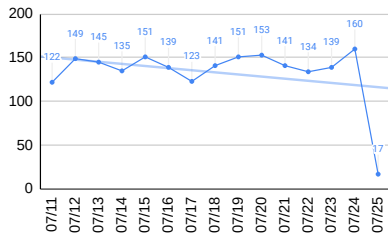
50.20%

Escalation Rate (%)

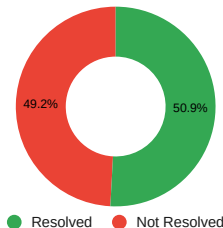
Average CSAT by Agent



Calls Per Day



Resolution Rate



Sentiment Distribution

