

CUSTOMER CALLS REPORT

Group 4: Caique Miranda Dias
Immaculate Nabuggwawo
Nguyen Duc Dung Hoang

2 104 264,83

Revenue

131821

Total Call

12,53

Avg. Call duration (m)

86,22%

% Call within SLA

29,72

Avg. Wait time (s)

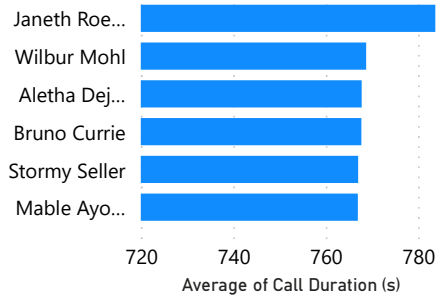
Employee Name

All

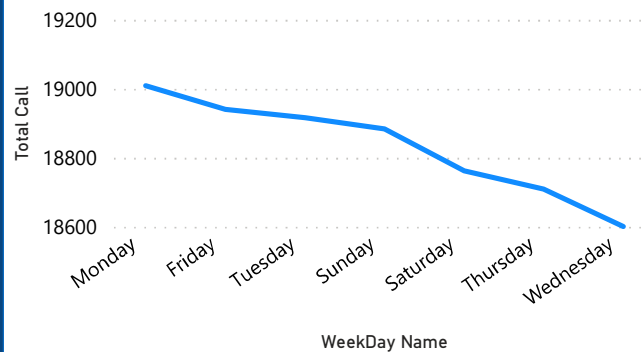
Call within SLA by Employees

Employee Name	Total Call	% Call within SLA
Adrianna Duque	2067	86,99%
Agripina Snively	2128	87,50%
Aleida Singh	2027	87,32%
Aletha Dejonge	2006	87,19%
Alla Winkel	2065	84,50%
Beulah Aubert	2095	85,92%
Blythe Welles	2130	85,59%

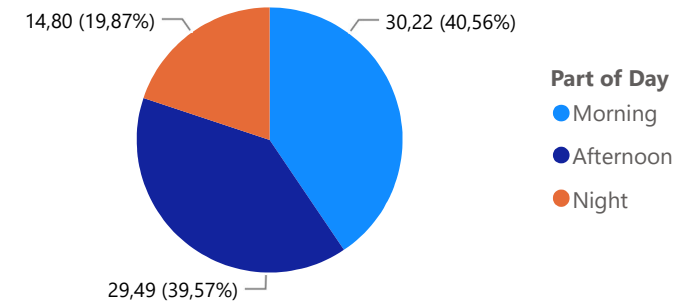
Call Duration by Employees



Total Call by Weekdays



Average of Wait Time (s) by Part of Day



Year

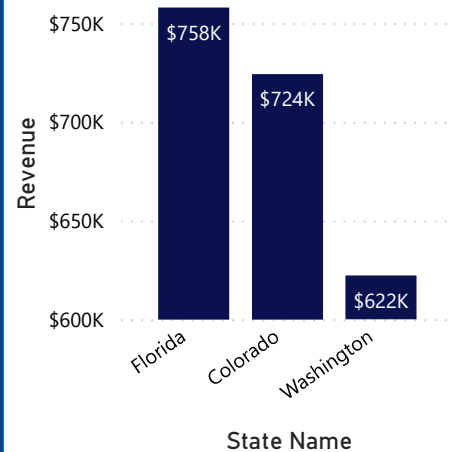
2018

2019

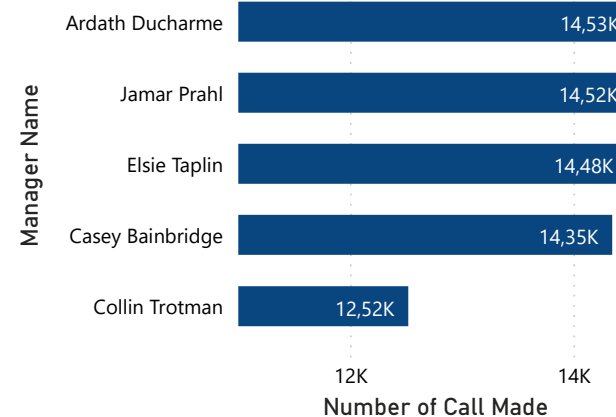
2020

2021

Revenue by States



Top 5 Manager's Team got the most calls



Call Duration by Call Type (No Abandon)

