



Call Center Analysis

Total Calls

5,000

Calls Answered

4,054

AVG Speed of aswer

54.75

Agent Performance Quadrant

Agent

All

Answered

All

Ratings

All

Topic

All

Resolved

All

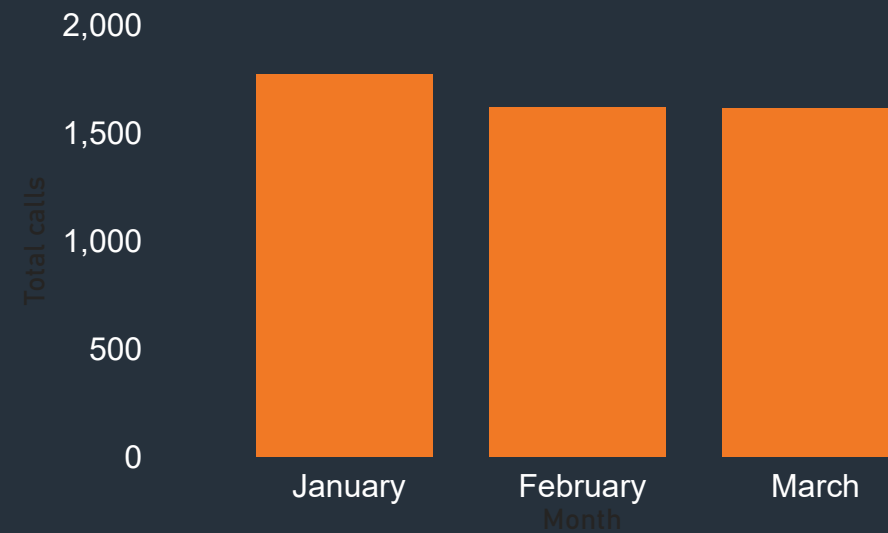
Date

All

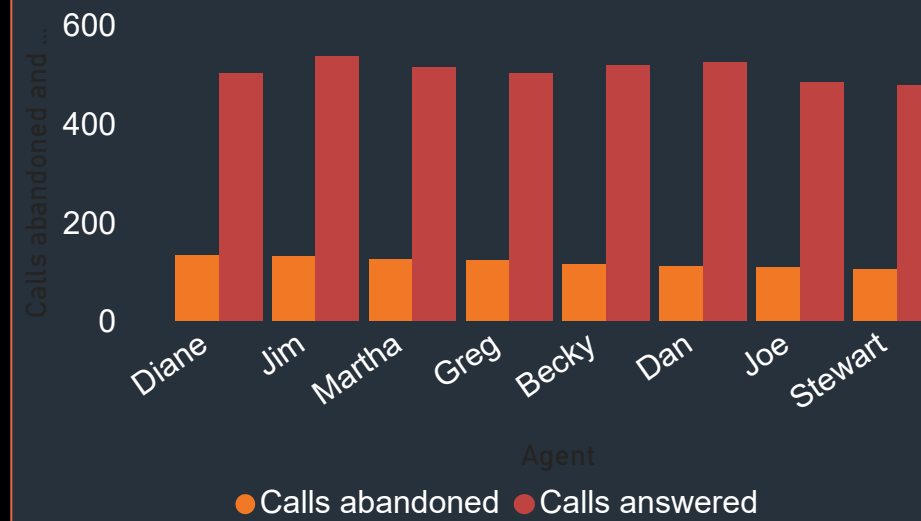
AVG Ratings

2.76

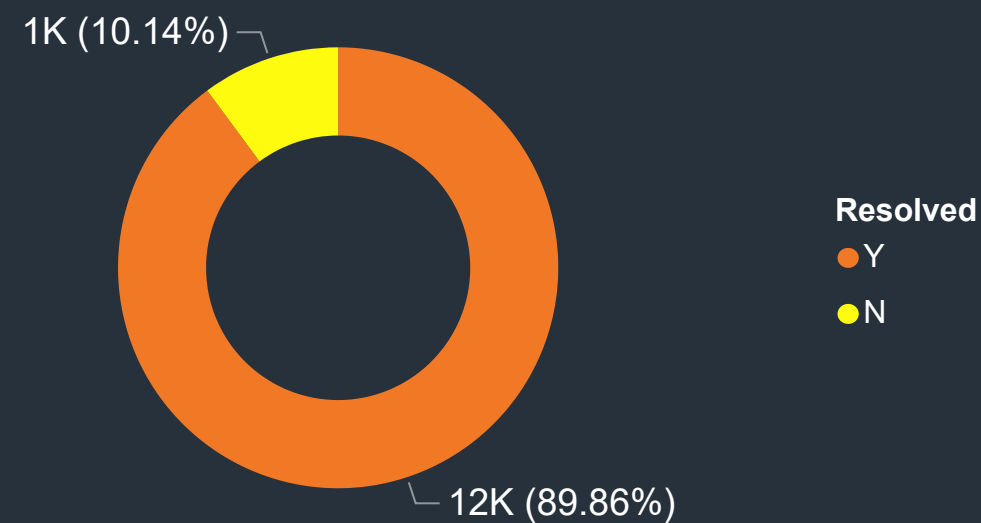
Total calls by Month



Overall Calls



Ratings by Resolved Calls



Calls by Time

