

Call Centre Trends - Phone Now



Total Calls

5,000

Answered Calls %

81.1%

Abonded Calls %

18.9%

Resolved Calls %

89.9%

Not Resolved Calls %

10.1%

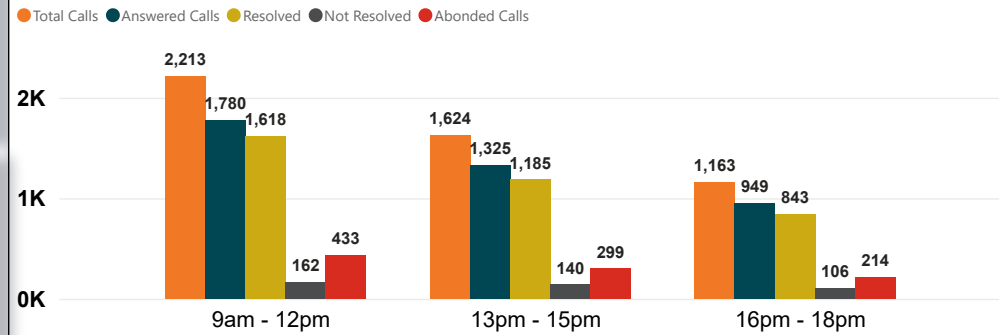
Avg Speed of Answer (Min)

0.91

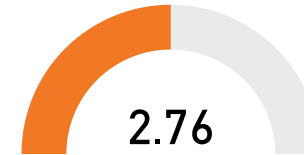
Date

01-01-2021 31-03-2021

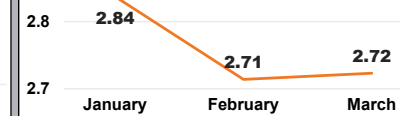
Overall Call Summary



Avg Customer Satisfaction



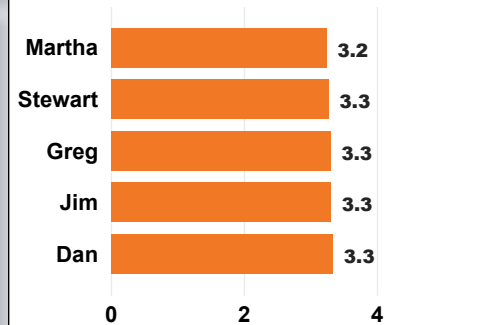
Overall Customer Satisfaction by Month



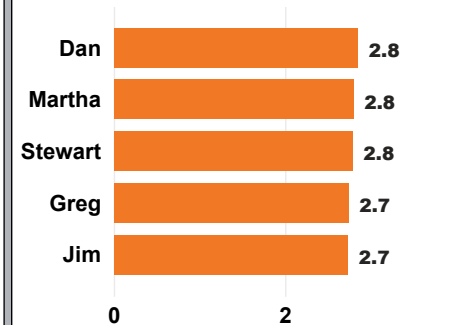
Topic

- ☐ Admin Support
- ☐ Contract related
- ☐ Payment related
- ☐ Streaming
- ☐ Technical Support

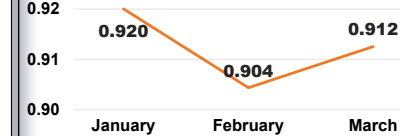
Top 5 Agents by Talk Duration (Min)



Top 5 Agents By Customer Satisfaction



Avg Speed of Answer (Min) by Month



Avg Talk Duration (Min) by Month



Agent

- ☐ Becky
- ☐ Dan
- ☐ Diane
- ☐ Greg
- ☐ Jim
- ☐ Joe
- ☐ Martha
- ☐ Stewart