

Call Centre Trends

Number of Calls

5000

No. of Calls Answered

4054

% Calls Resolved

73%

Avg Speed of Answering (sec)

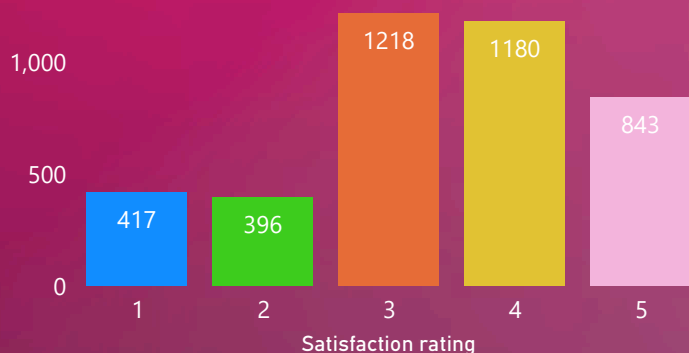
67.5

Avg Call Duration (sec)

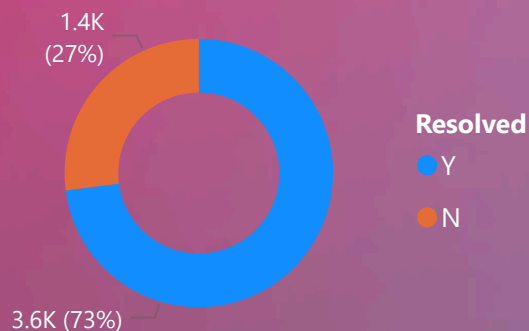
30.2

Satisfaction Rating

Count of Call Id



Calls Resolved



Topicwise Calls Answered

Topic ▼	1	2	3	4	5	Total	
Technical Support	214	86	72	243	230	174	1019
Streaming	175	81	84	265	247	170	1022
Payment related	189	89	85	227	247	170	1007
Contract related	187	89	79	224	239	158	976
Admin Support	181	72	76	259	217	171	976
Total	946	417	396	1218	1180	843	5000

Becky

Dan

Diane

Greg

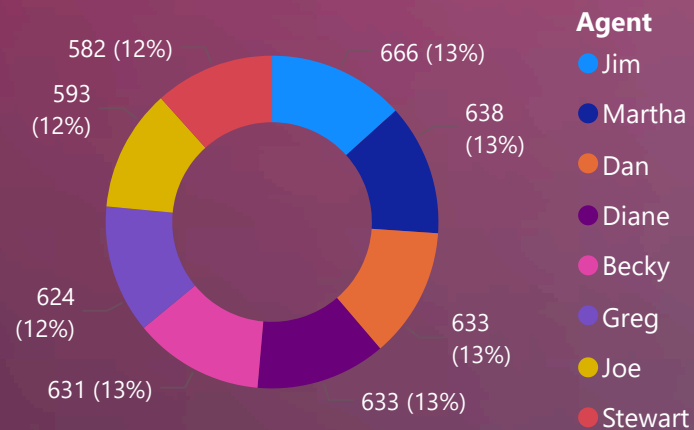
Jim

Joe

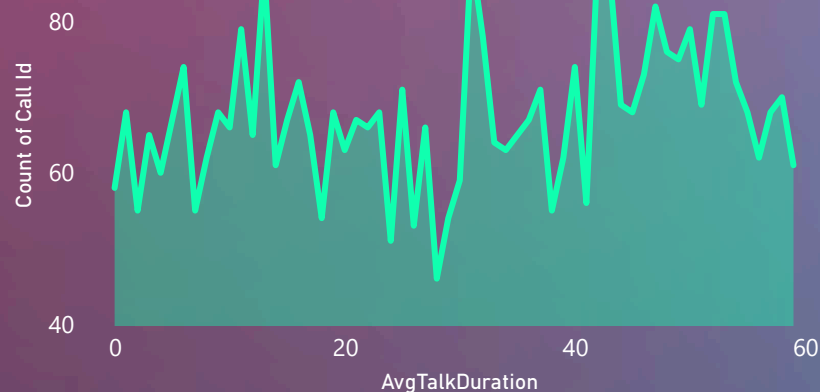
Martha

Stewart

Resolved Calls By Agents



Talk Duration (sec)



No. of Calls by Time

