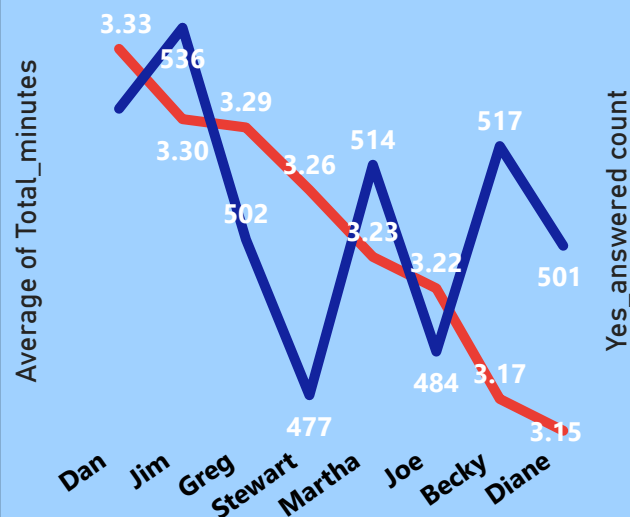




Agents Work Portfolio

Agent	Total calls	%Resolved	%Unresolved
Dan	633	74.41%	25.59%
Joe	593	73.52%	26.48%
Becky	631	73.22%	26.78%
Greg	624	72.92%	27.08%
Stewart	582	72.85%	27.15%
Jim	666	72.82%	27.18%
Martha	638	72.26%	27.74%
Diane	633	71.41%	28.59%
Total	5000	72.92%	27.08%

Agents and their average talk duration



Total calls

5000

Call Centre agents

8

Avg. call per agent

625

81%

were answered

73%

resolved

19%

were not answered

27%

unresolved

CALL CENTER TREND VISUALIZATION
BY CHRISTIANA OTOBOH

