



Call Center Trends

How we are performing?

Agent

All

Month

Month

January

February

March

5000

Calls Received

4054

Calls Answered

946

Abandoned Calls

3.04

Avg Talk Duration (min)

3.40

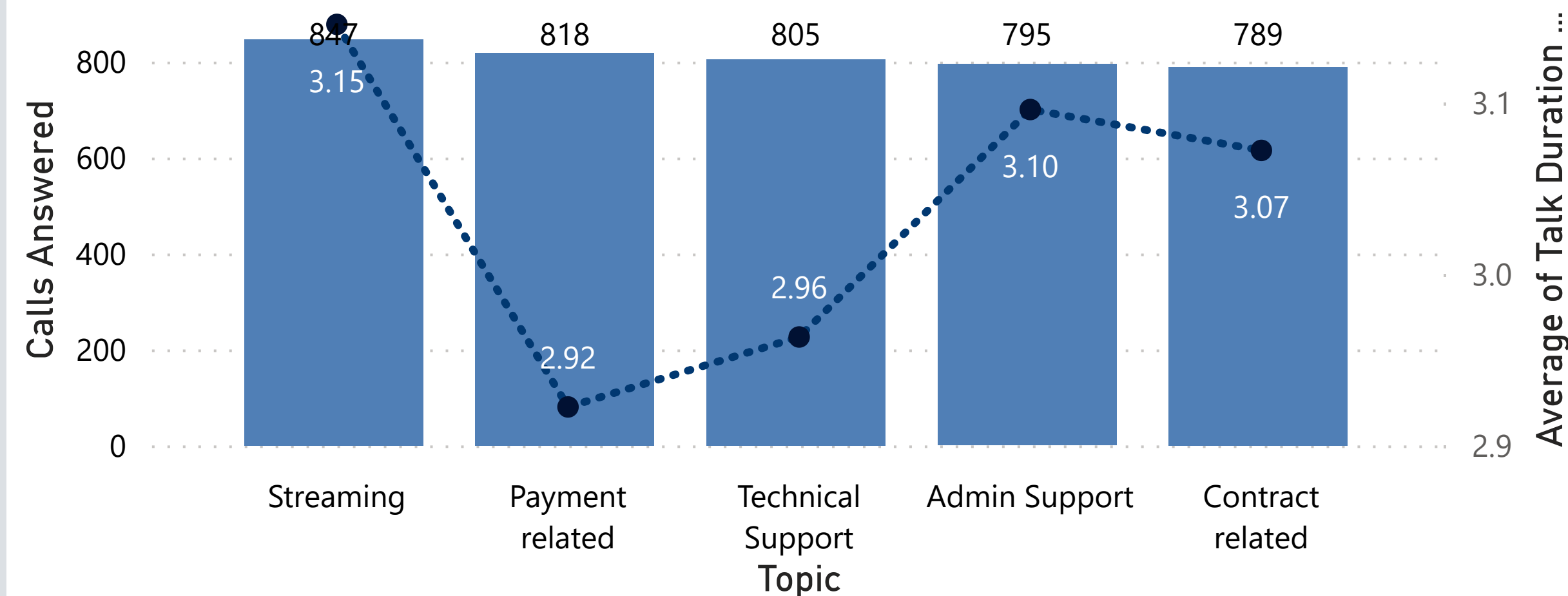
Overall Satisfaction Rating

67.52

Avg Speed of Answer (min)

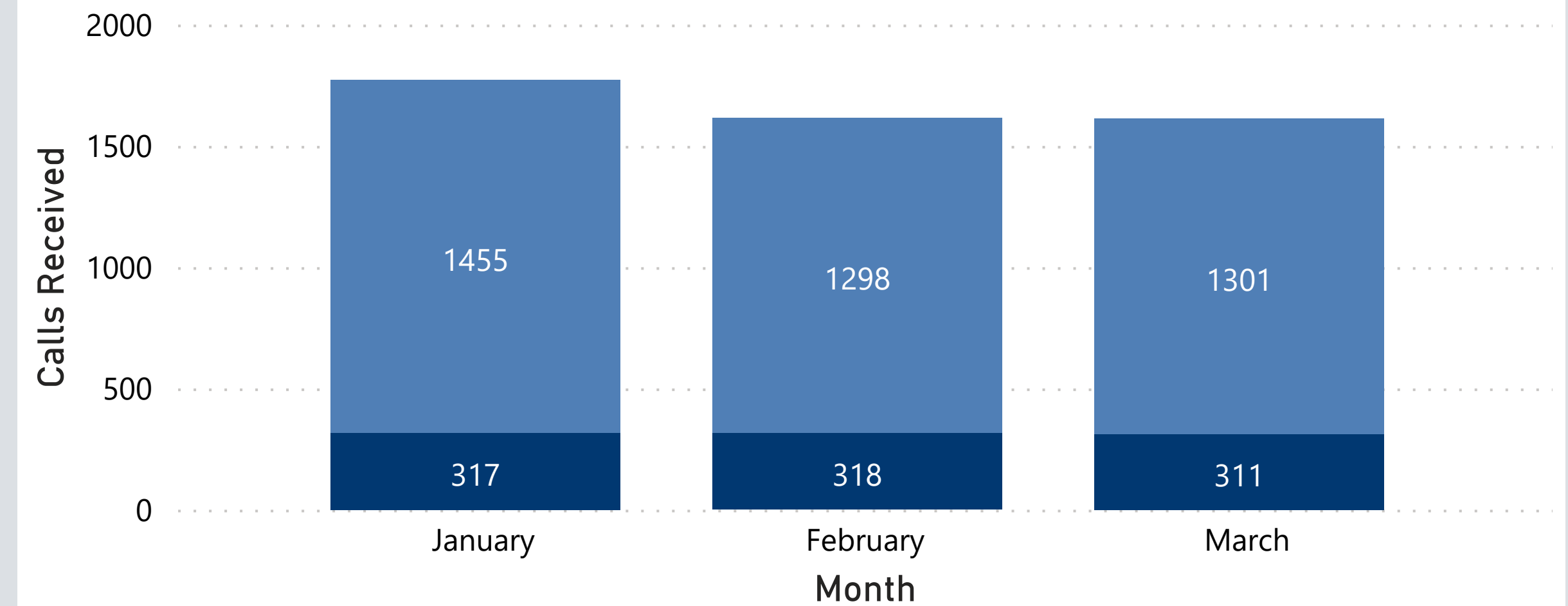
Calls Answered and Average of Talk Duration (min) by Topic

● Calls Answered ● Average of Talk Duration (min)

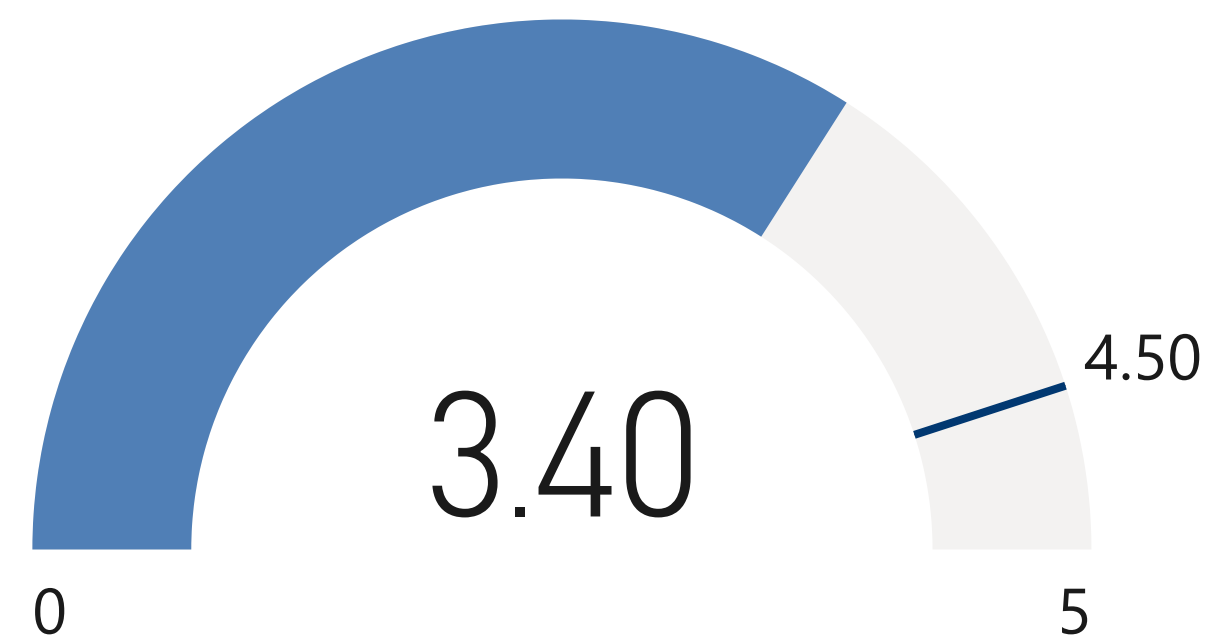


Number of Calls per Month

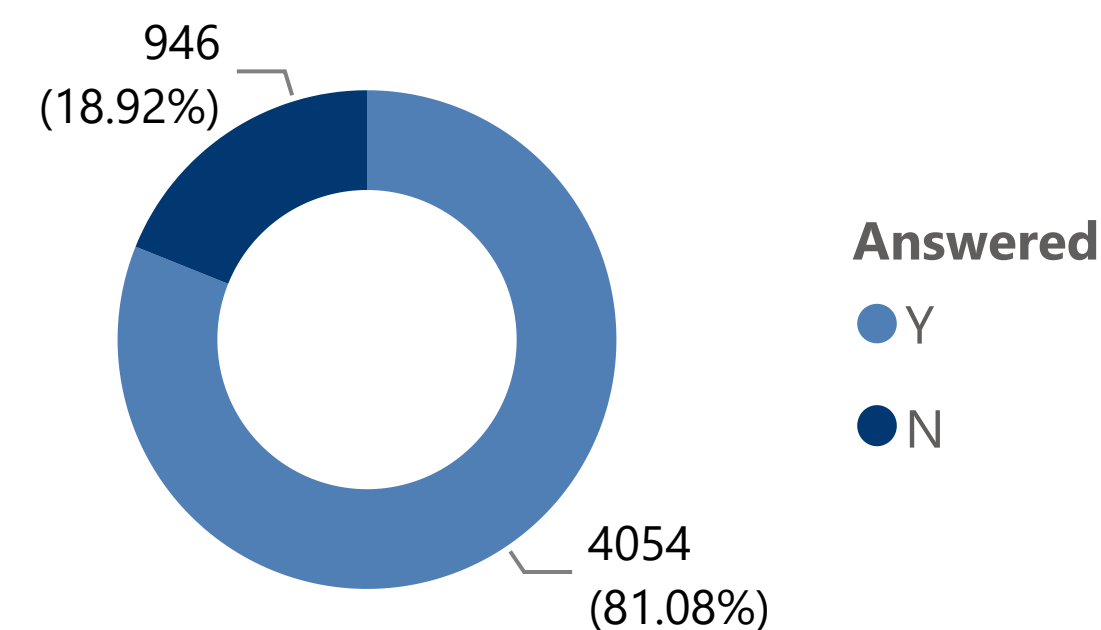
Answered ● N ● Y



Average Satisfaction Rating



Calls Answered (Y/N)



Average Rating by Topic

Admin Support	Streaming	Contract related
3.43	3.40	
Technical Support	Payment related	
3.41	3.40	3.38