

PhoneNow

Call Centre Insights

Total number of calls

5000

Answered

4054

Unanswered

946

Resolved

3646

Unresolved

1354

Avg Answer Speed
(seconds)

68

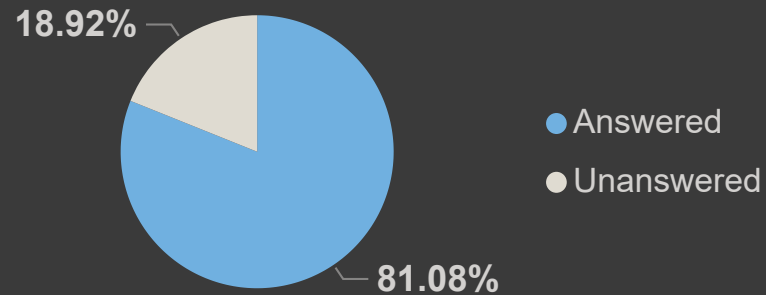
Avg Talk Duration
(seconds)

225

Avg Satisfaction
Rating

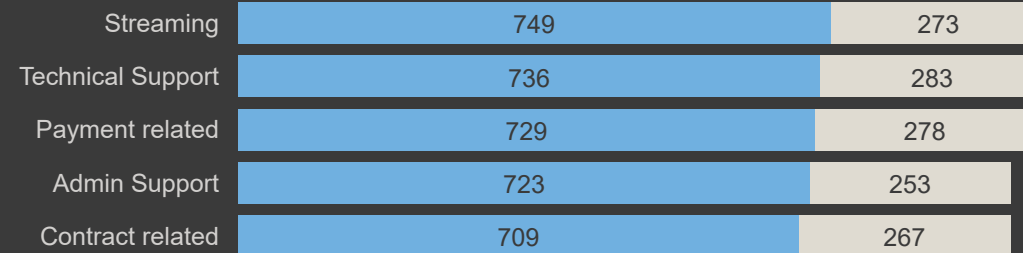
3.40

Answered vs Unanswered calls



Topical Resolutions

Solution Status ● Resolved ● Unresolved



1/1/2021



3/31/2021



Agents



All

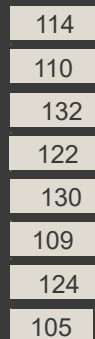
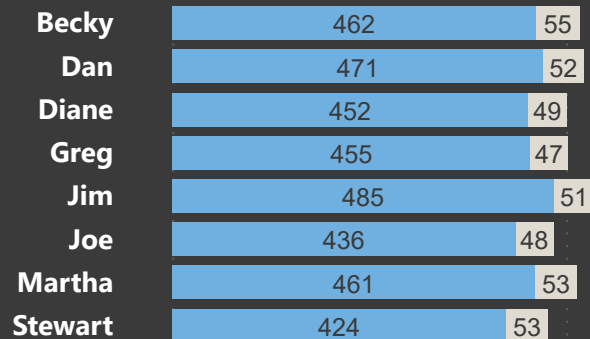


Agents Performance

Solution Status ● Resolved ● Unresolved

Answered

Unanswered



Calls received by Date

