

PhoneNow Call Centre Trends

5000

Number of Callers

4054

Total Answered Calls

3646

Total Resolved Issues

72.9%

Performance Quadrant

Becky

Dan

Diane

Greg

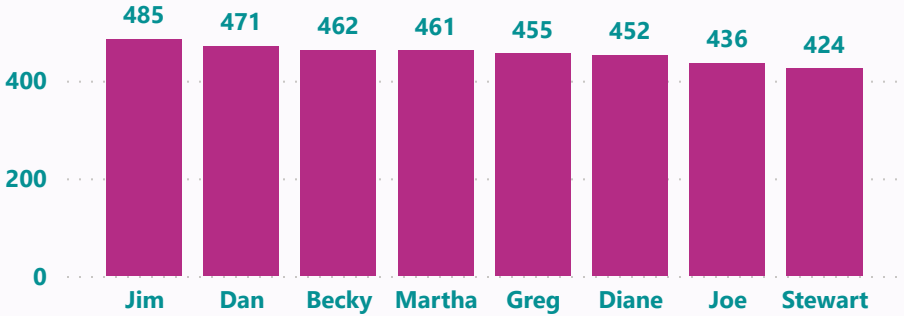
Jim

Joe

Martha

Stewart

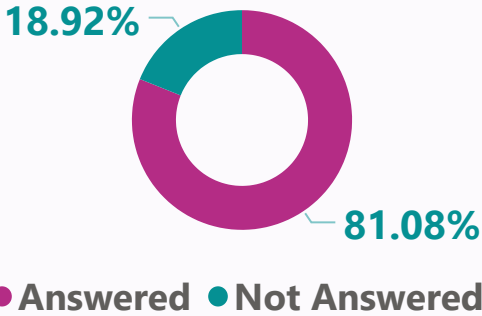
Resolved Issues by Agent



Satisfaction Rating



Calls



Callers by Topic



Call Answer Speed



Count of Resolved by Resolved

