



# Key Performance Indicators (KPI's)

Total Calls

Total Calls Answered

Total Calls Unanswered

AVG speed of answer(in sec)

Overall Customer satisfaction

5,000

4,054

946

54.75

40.46%

## Call centre Trends

Agent

All

Topic

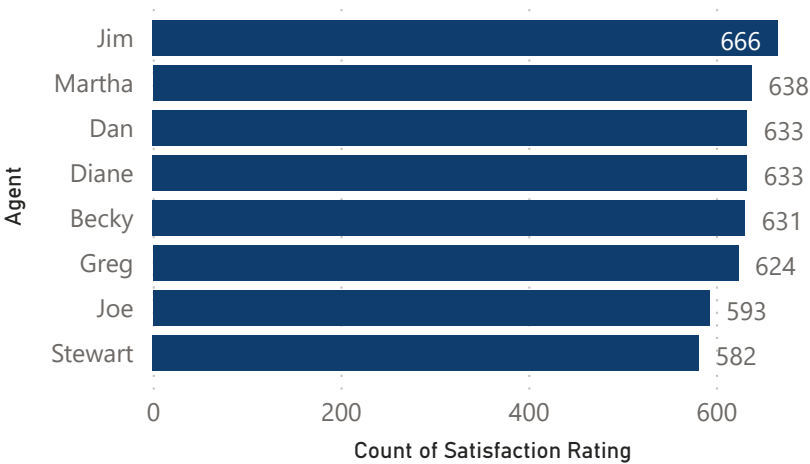
All

Resolved

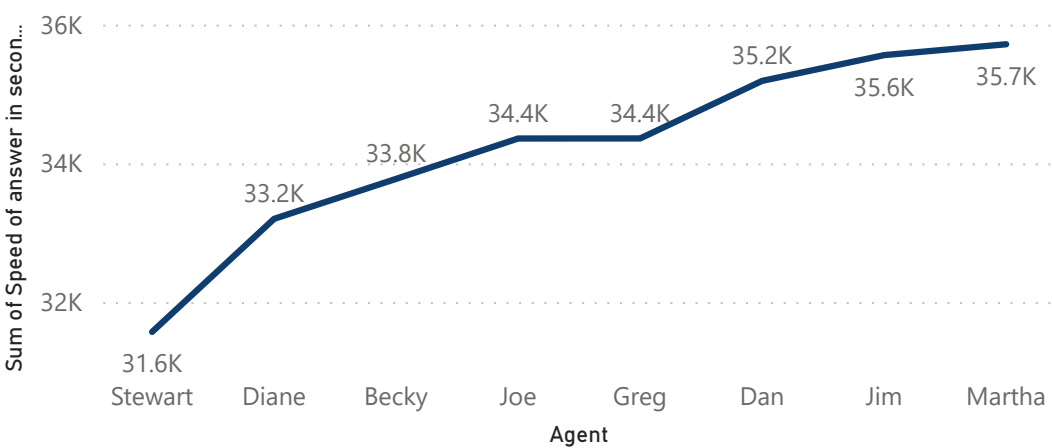
☐ No

☐ Yes

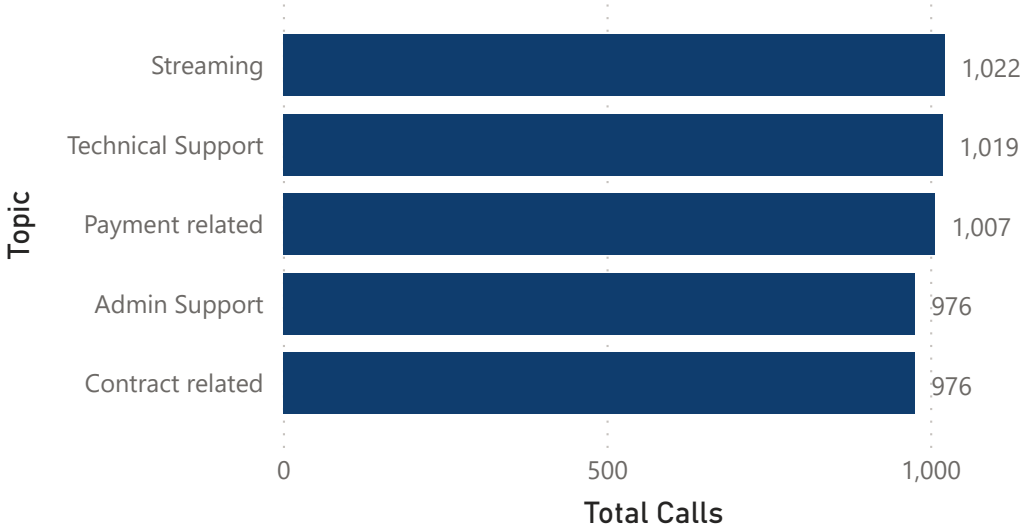
Count of Satisfaction Rating by Agent



Total Speed of answer in seconds by Agent



Total Calls by Topic



Performance Quadrant

Agent	Total Calls	calls Answered	calls UnAnswered	Satisfaction Rating
Becky	631	517	114	631
Dan	633	523	110	633
Diane	633	501	132	633
Greg	624	502	122	624
Jim	666	536	130	666
Joe	593	484	109	593
Martha	638	514	124	638
Stewart	582	477	105	582