



CALL CENTER TREND ANALYSIS

5000

Count of Call Id

4054

Count of Call Id

946

Calls Rejected

8

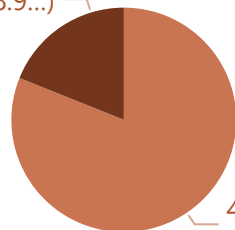
Total Agents

Month

All

Overall calls answered/abandoned

0.95K (18.9...)

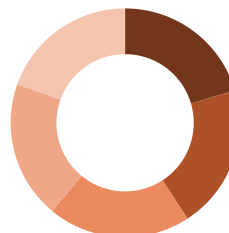


Answered

Yes

No

Average Talk Duration



Topic

Streaming

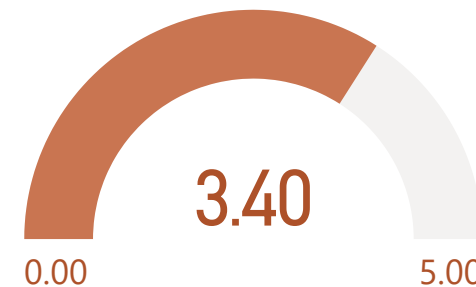
Technical Support

Payment related

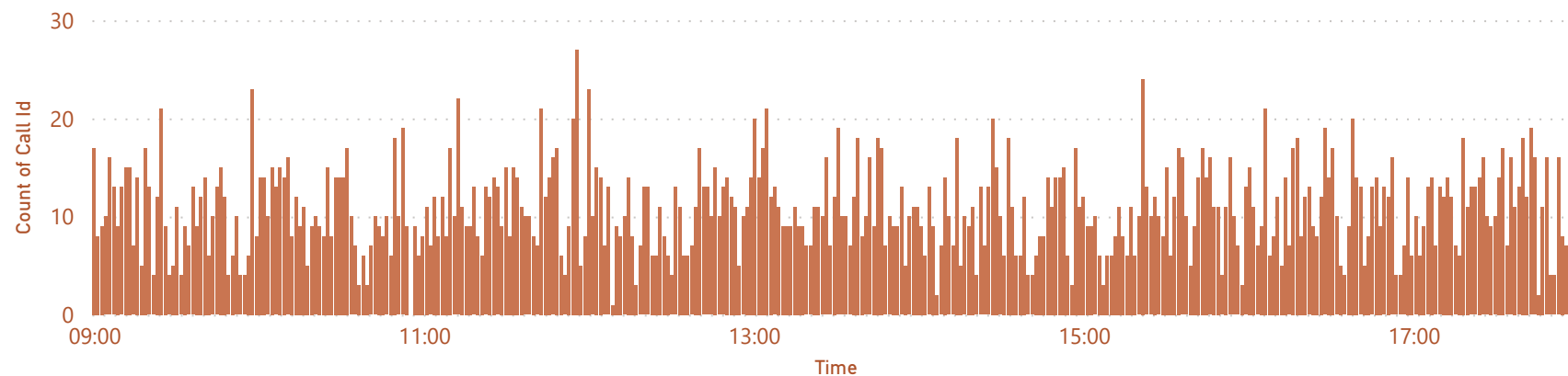
Admin Support

Contract related

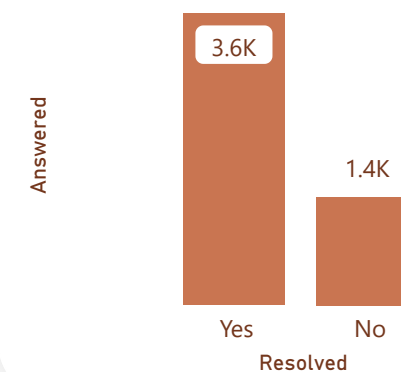
Overall Customer Satisfaction



Calls by Time



Calls by Resolved



Agent



Becky

Dan

Diane

Greg

Jim

Joe

Martha

Stewart

Month



☐ January

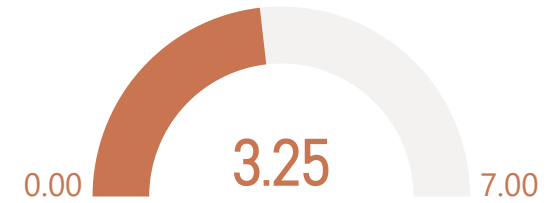
☐ February

☐ March

3646

Calls Resolved

Average Talk Duration



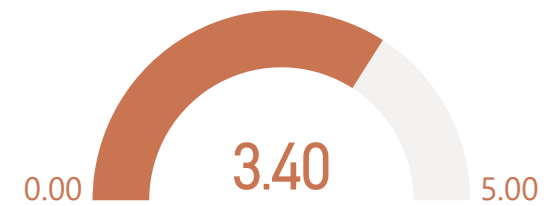
67.52

Avg. Speed of answer in seconds

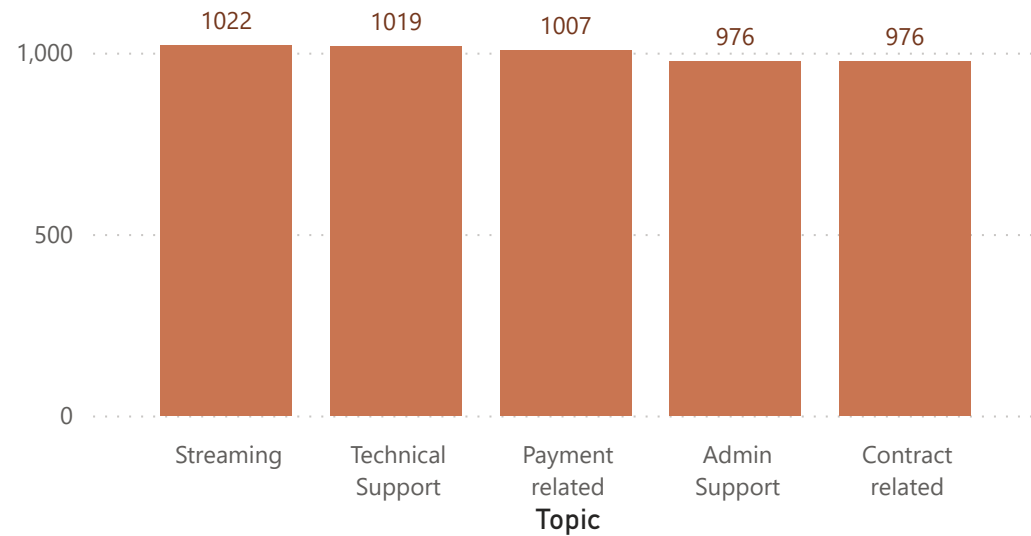
1354

Calls Not Resolved

Overall Customer Satisfaction



Calls By Topic



Calls By Resolved

