



# CALL CENTER TREND ANALYSIS

5000

Total Calls

4054

Calls Answered

946

Calls Rejected

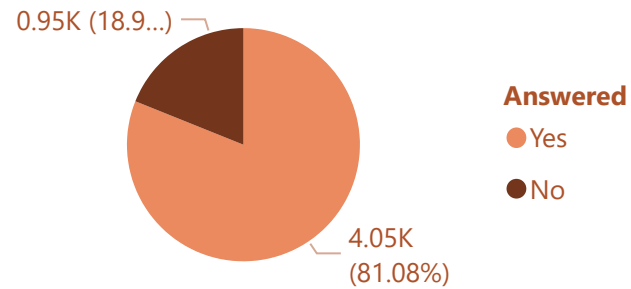
8

Total Agents

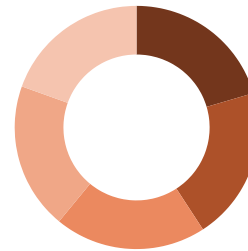
Month

All

## Overall calls answered/abandoned



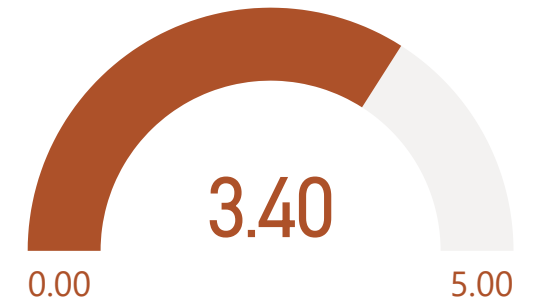
## Average Talk Duration



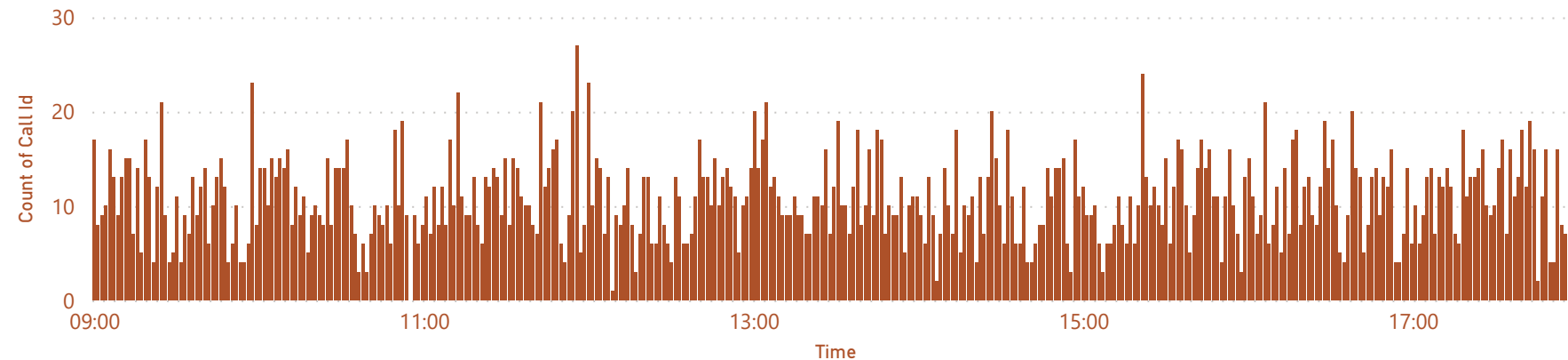
### Topic

- Streaming
- Technical Support
- Payment related
- Admin Support
- Contract related

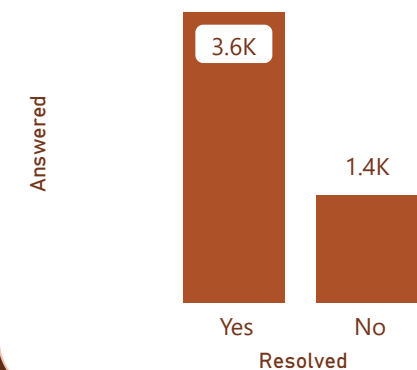
## Overall Customer Satisfaction



## Calls by Time



## Calls by Resolved



## Agent



Becky

Dan

Diane

Greg

Jim

Joe

Martha

Stewart

## Month



☐ January

☐ February

☐ March

# 4054

Calls Answered

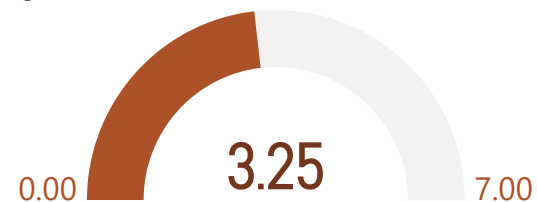
# 67.52

Avg. Speed of answer in seconds

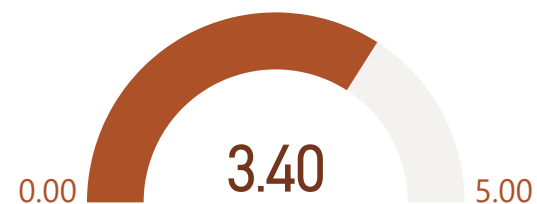
# 946

Calls Rejected

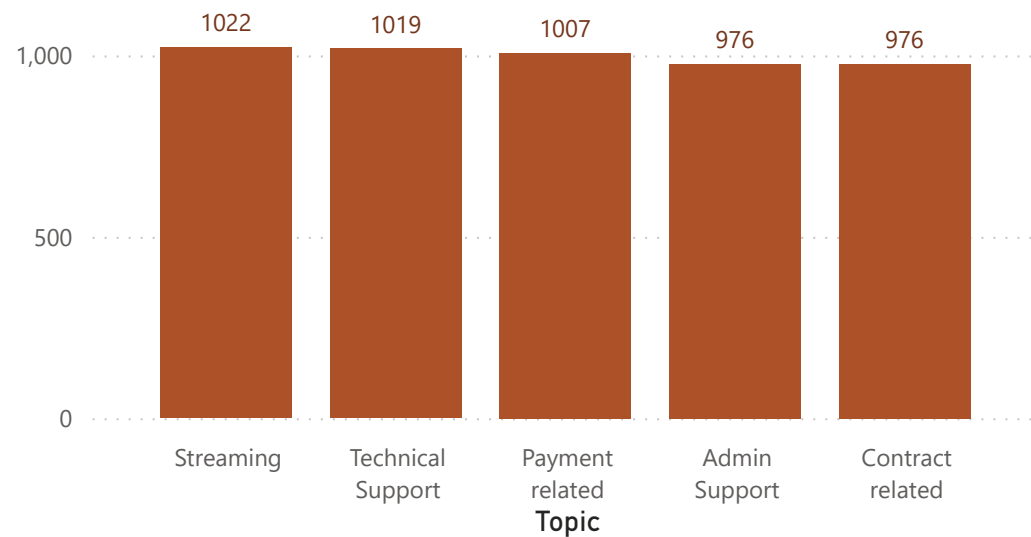
## Average Talk Duration



## Overall Customer Satisfaction



## Calls By Topic



## Calls By Resolved

