

5000

Total calls

4054

Calls answered

946

Calls unanswered

3646

Resolved Calls

1354

Unresolved calls

Agent Name

All



Date

All

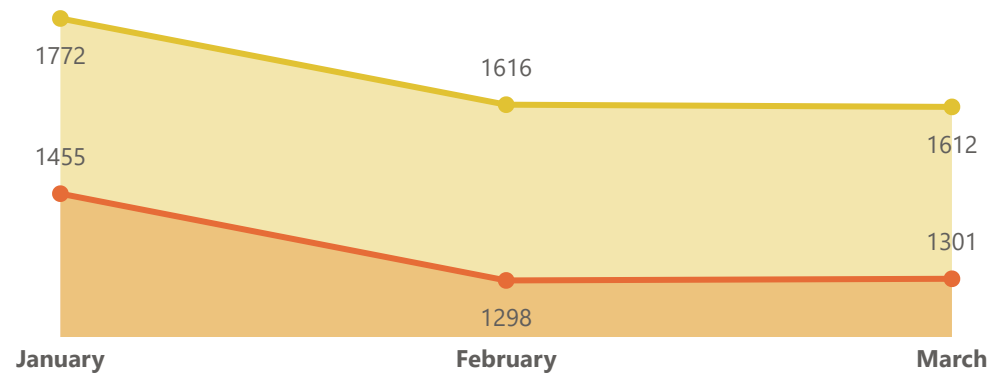


pwc

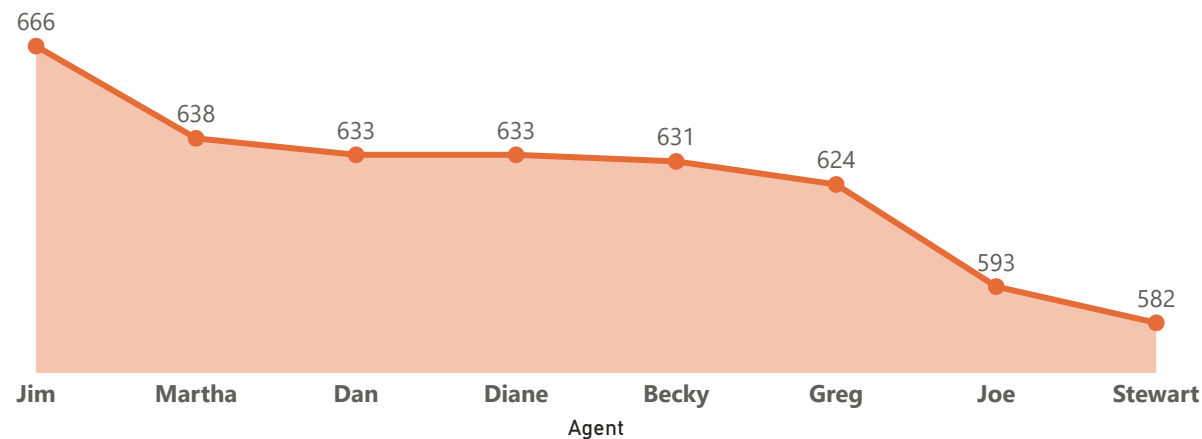
Call Centre Trends

Satisfaction rating and Resolved Calls by Month

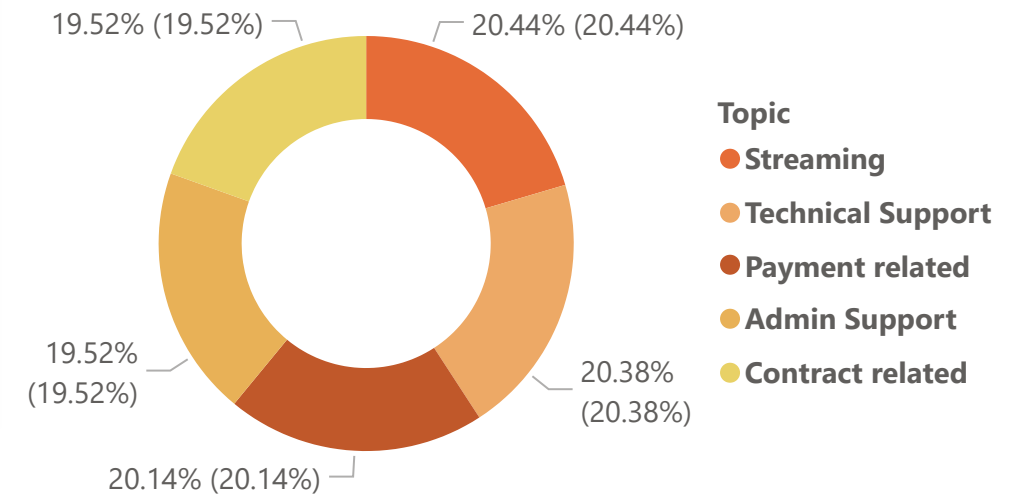
● Count of Satisfaction rating ● Count of Resolved Calls



Resolved Calls by Agent



Calls by Topic of the day



Average Satisfaction Rating

