

CALL CENTRE TRENDS

Agent	~
All	\

3646

Resolved

Response time

67.52

Unresolved

1354

Total Talktime

912K

4054

Answered

Average Talktime

946

Unanswered

Rating

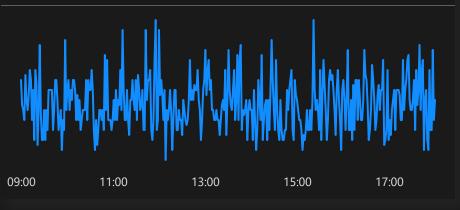
224.92

3.40

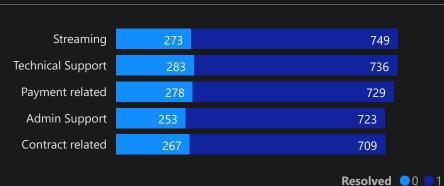
Daily Call Traffic



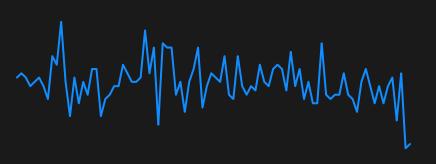
Hourly Call Traffic



Topic



Monthly Call Traffic



Jan 2021 Feb 2021 Mar 2021