



8

Total Agents

5000

Total Calls

4054

Answered

3646

Resolved

3.40

Avg rating

67.52

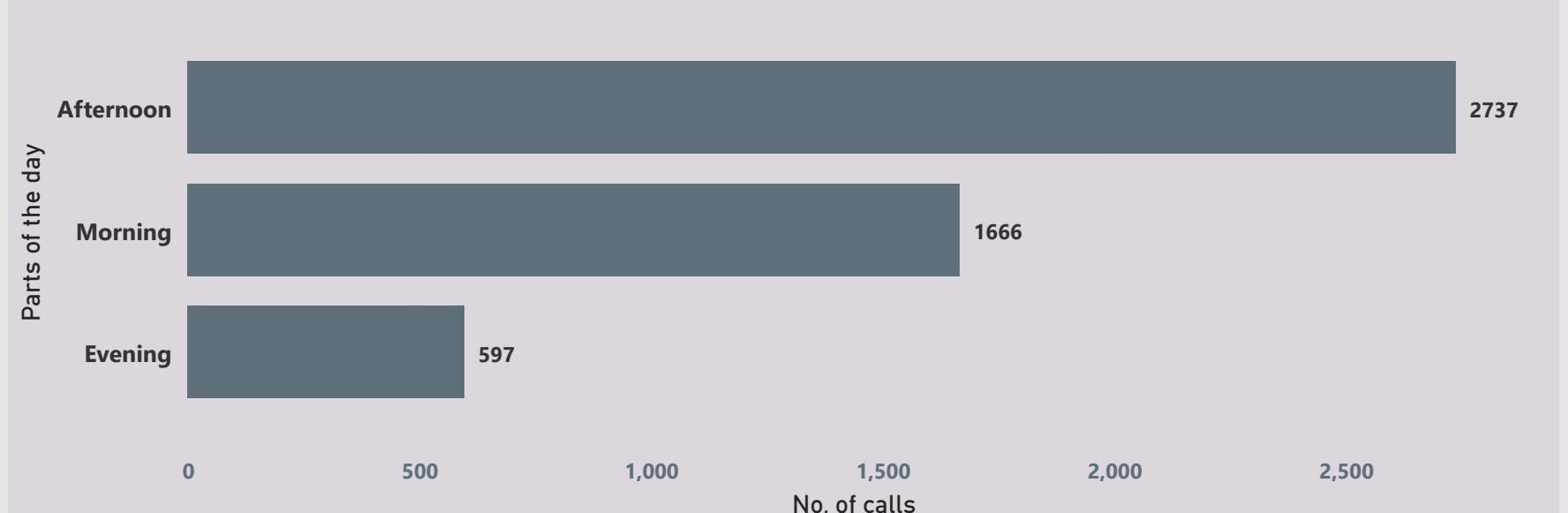
Avg speed of answer

Call Center Trends Analysis by Esha Chavan

Topic of call

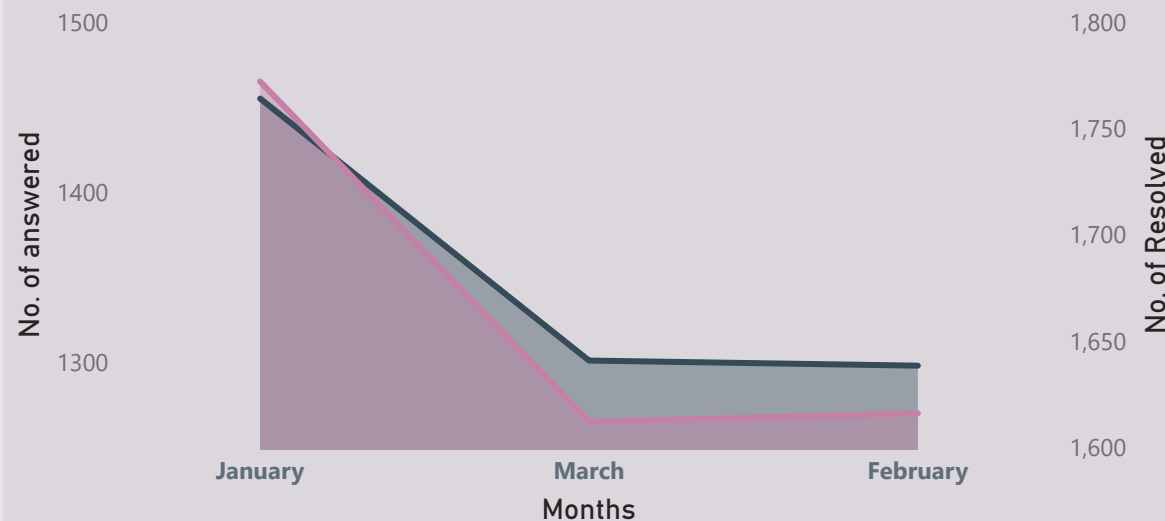


No. of calls by Parts of the day

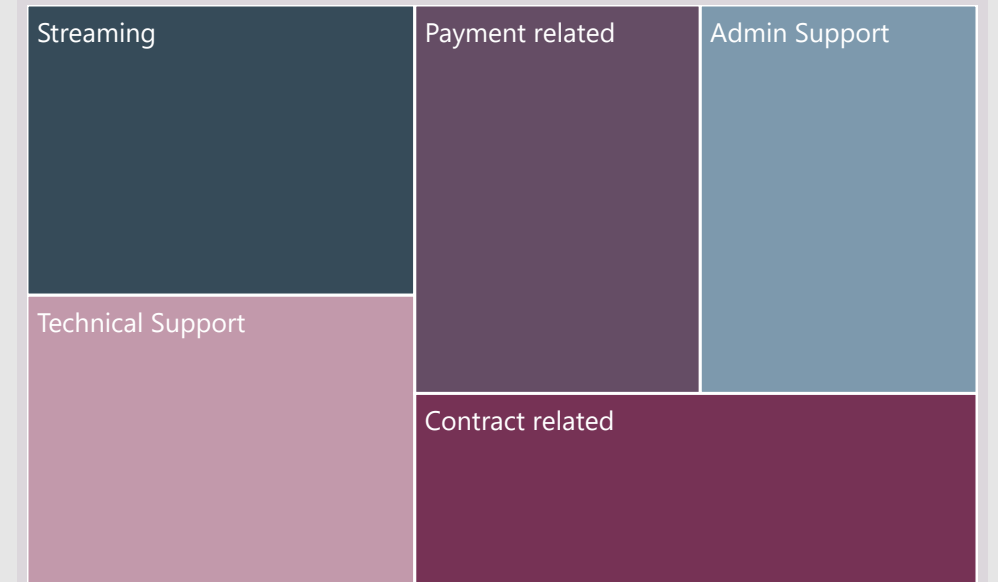


No. of Answered and Resolved by Months

● Calls Answered ● Calls Resolved



No. of calls by Topic



8

Total Agents

5000

Total Calls

4054

Answered

3646

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3.40

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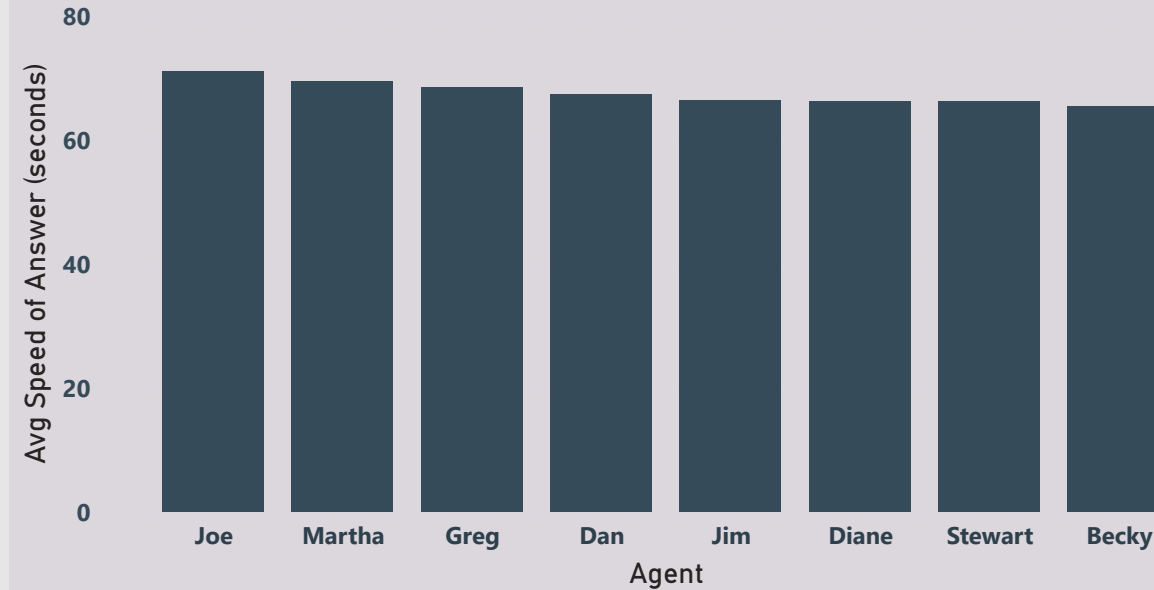
Avg speed of answer

Agent Performance

Topic of call

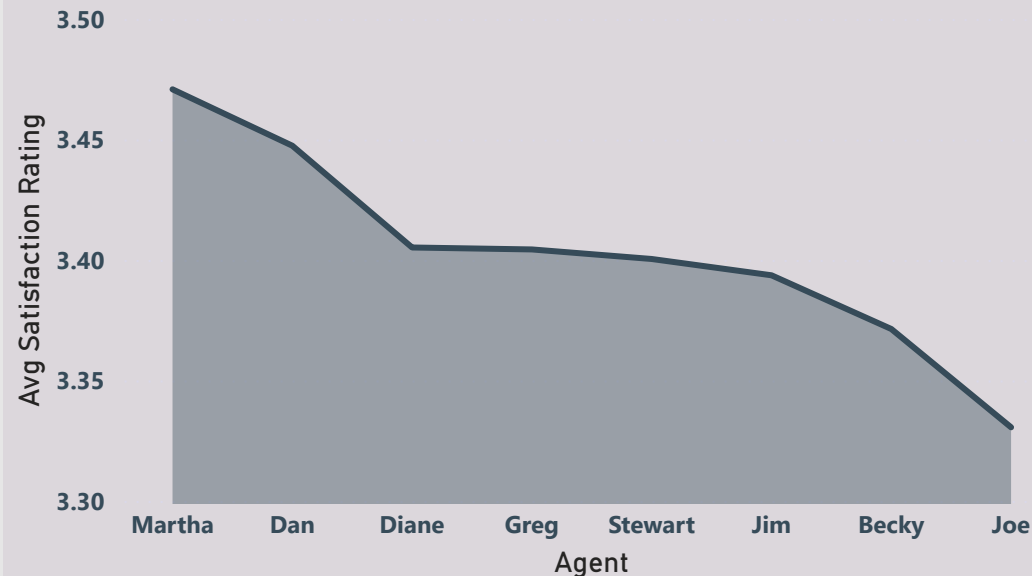


Average speed of answer by Agent



Agent	Total Calls
Jim	666
Martha	638
Dan	633
Diane	633
Becky	631
Greg	624
Joe	593
Stewart	582
Total	5000

Average of Satisfaction rating by Agent



Calls Answered and Resolved by Agent

