

CALL CENTRE PERFORMANCE REPORT

Total Calls

5000

Total Agents

8

Total calls answered

4054

Total calls rejected

946

% calls answered

81.1%

% calls rejected

18.9%

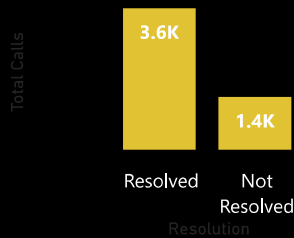
Month

January

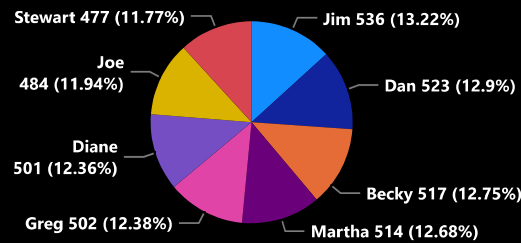
February

March

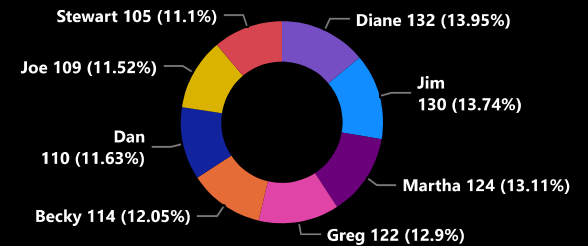
Total Calls by Resolution



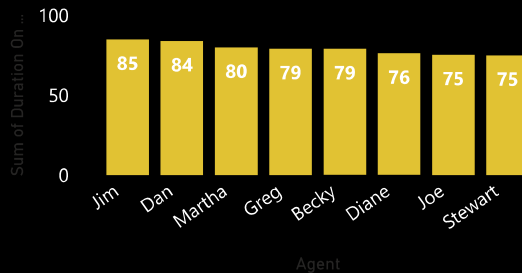
Calls Answered by Agents



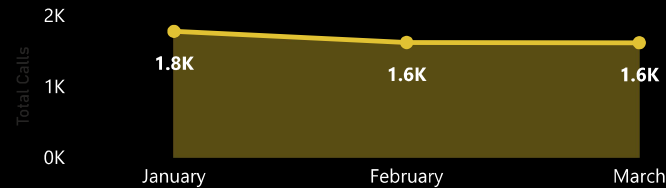
Call Rejected by Agents



Sum of Duration On Calls by Agent



Total Calls by Month



Highest satisfaction rate

Dan

Total Calls by Topic



Highest calls answered

Jim

Date

01-01-2021

31-03-2021