



Call Center Data Analysis



Number Of Calls

5000

Answered Calls

4054

Resolved Calls

3646

Answer By Sec

67.52

Agent

8

Agent

All

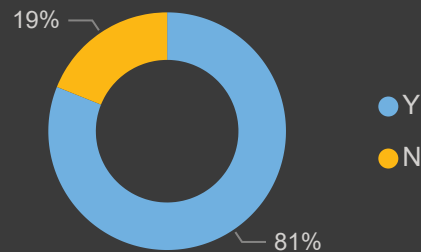
Topic

All

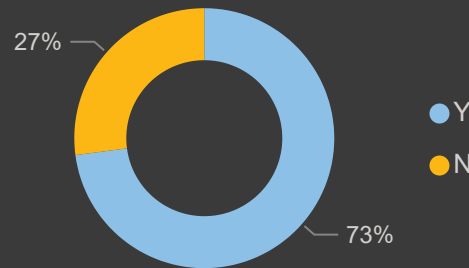
Month

All

Answered



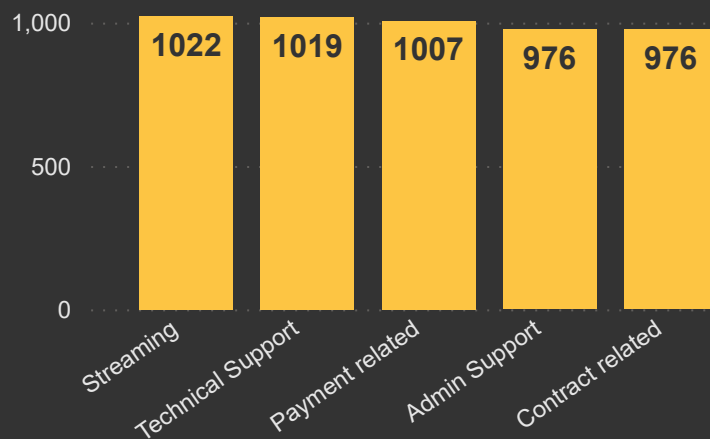
Resolved



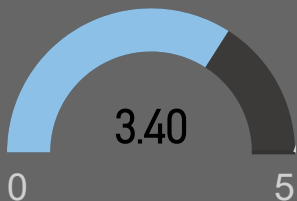
Agent Performance

Agent	Calls	Answer	Resolve	SOA In S	Satisfaction Rating
Becky	631	517	462	65.33	3.37
Dan	633	523	471	67.28	3.45
Diane	633	501	452	66.27	3.41
Greg	624	502	455	68.44	3.40
Jim	666	536	485	66.34	3.39
Joe	593	484	436	70.99	3.33
Martha	638	514	461	69.49	3.47
Stewart	582	477	424	66.18	3.40

Calls by Topic



Satisfaction Rating



Calls by Time

