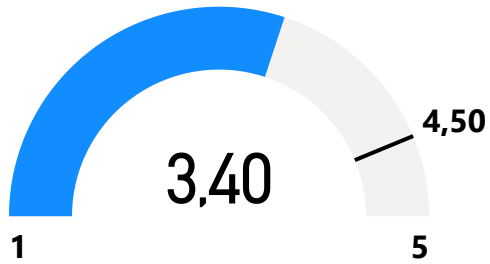




# Call Centre Trends

## Avg satisfaction rating



Agent

Todas

Topic

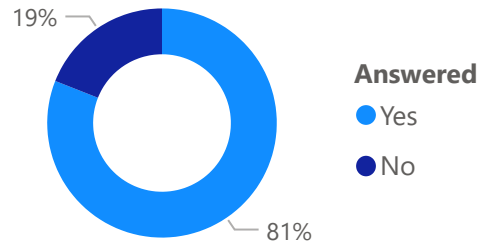
Todas

01/01/2021 31/03/2021

4927

Total calls

## Answered



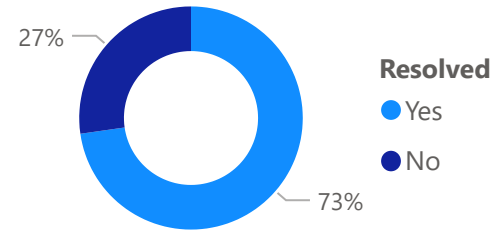
3990

Answered calls

937

Unanswered calls

## Resolved



3584

Resolved calls

67,52

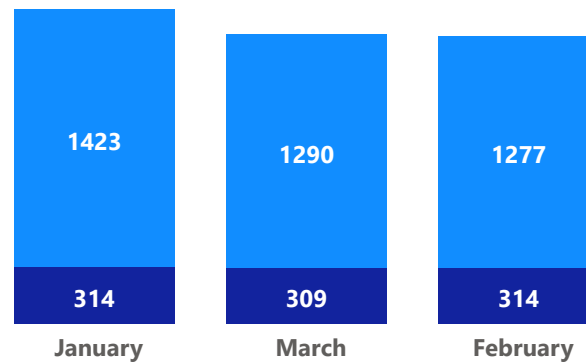
Avg speed of answer in secs

## Total calls per topic

|                   |      |
|-------------------|------|
| Streaming         | 1022 |
| Technical Support | 1019 |
| Payment related   | 1007 |
| Admin Support     | 976  |
| Contract related  | 976  |

## Number of calls per month

Answered No Yes



## Performance Quadrant

| Agent   | Avg satisfaction rating | Answered calls | Resolved calls | Avg speed of answer in secs |
|---------|-------------------------|----------------|----------------|-----------------------------|
| Martha  | 3,47                    | 506            | 454            | 69,49                       |
| Dan     | 3,44                    | 513            | 461            | 67,28                       |
| Greg    | 3,41                    | 494            | 448            | 68,44                       |
| Stewart | 3,41                    | 472            | 419            | 66,18                       |
| Diane   | 3,40                    | 490            | 441            | 66,27                       |
| Jim     | 3,39                    | 528            | 477            | 66,34                       |
| Becky   | 3,38                    | 507            | 452            | 65,33                       |
| Joe     | 3,33                    | 480            | 432            | 70,99                       |