Call Center Trends

pwc

Date

01/01/2021   31/03/2021

Agent

All ⌄

Topic

All ⌄

Answered

18.92%
81.08%

Resolved

27.08%
72.92%
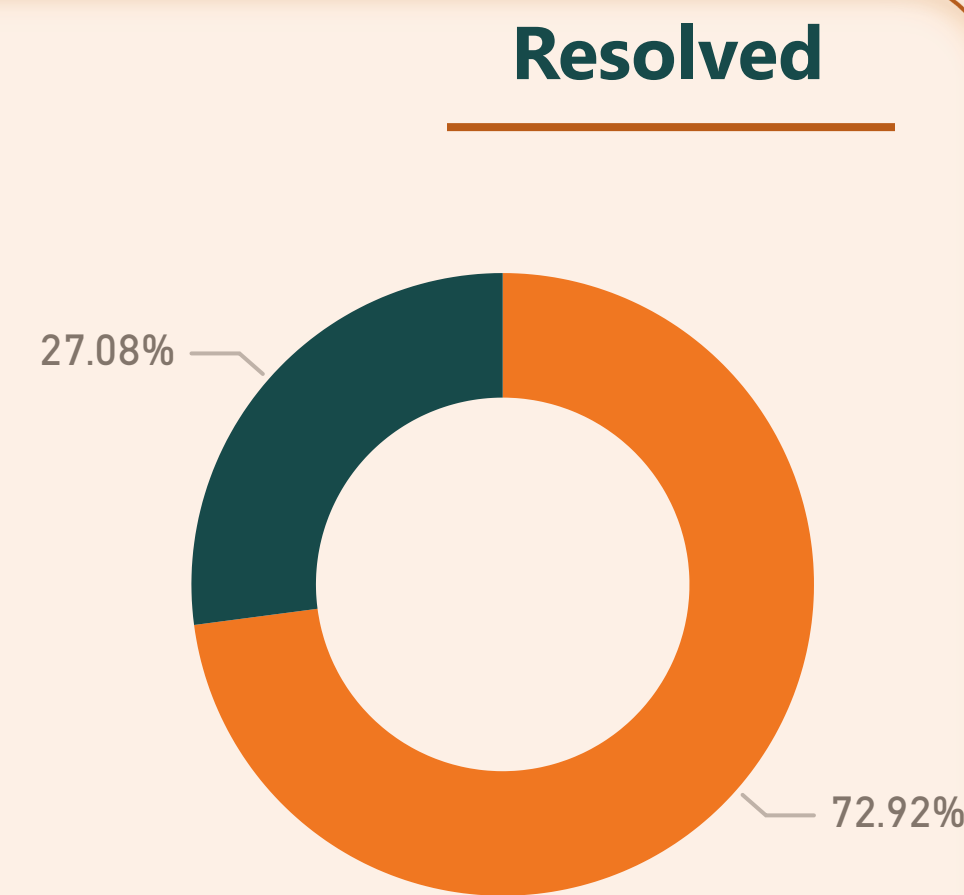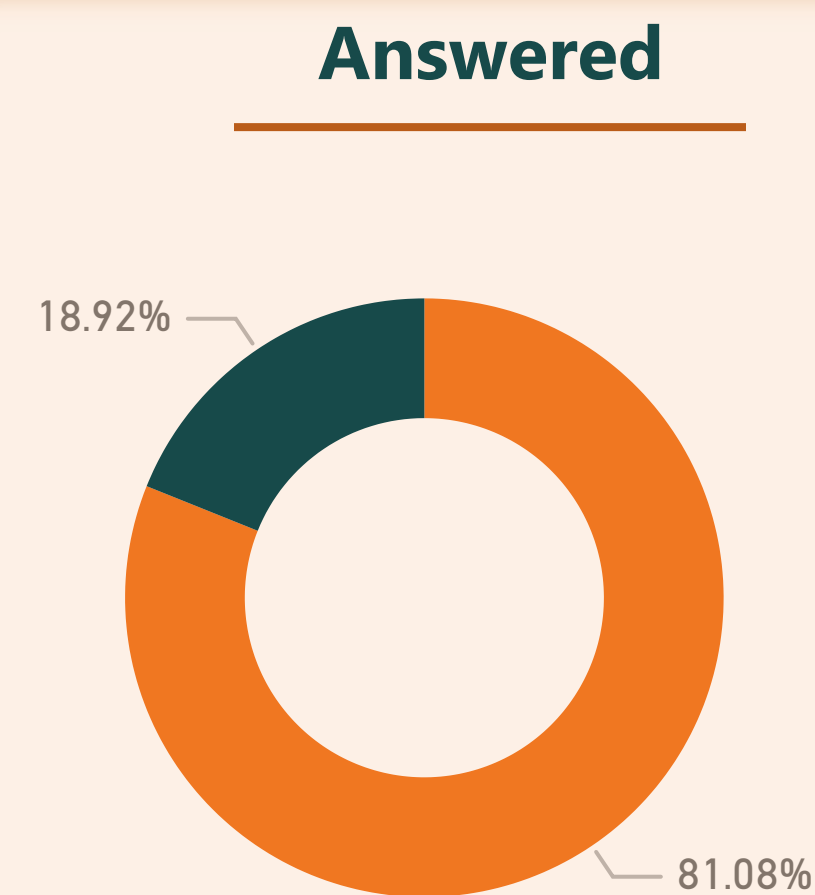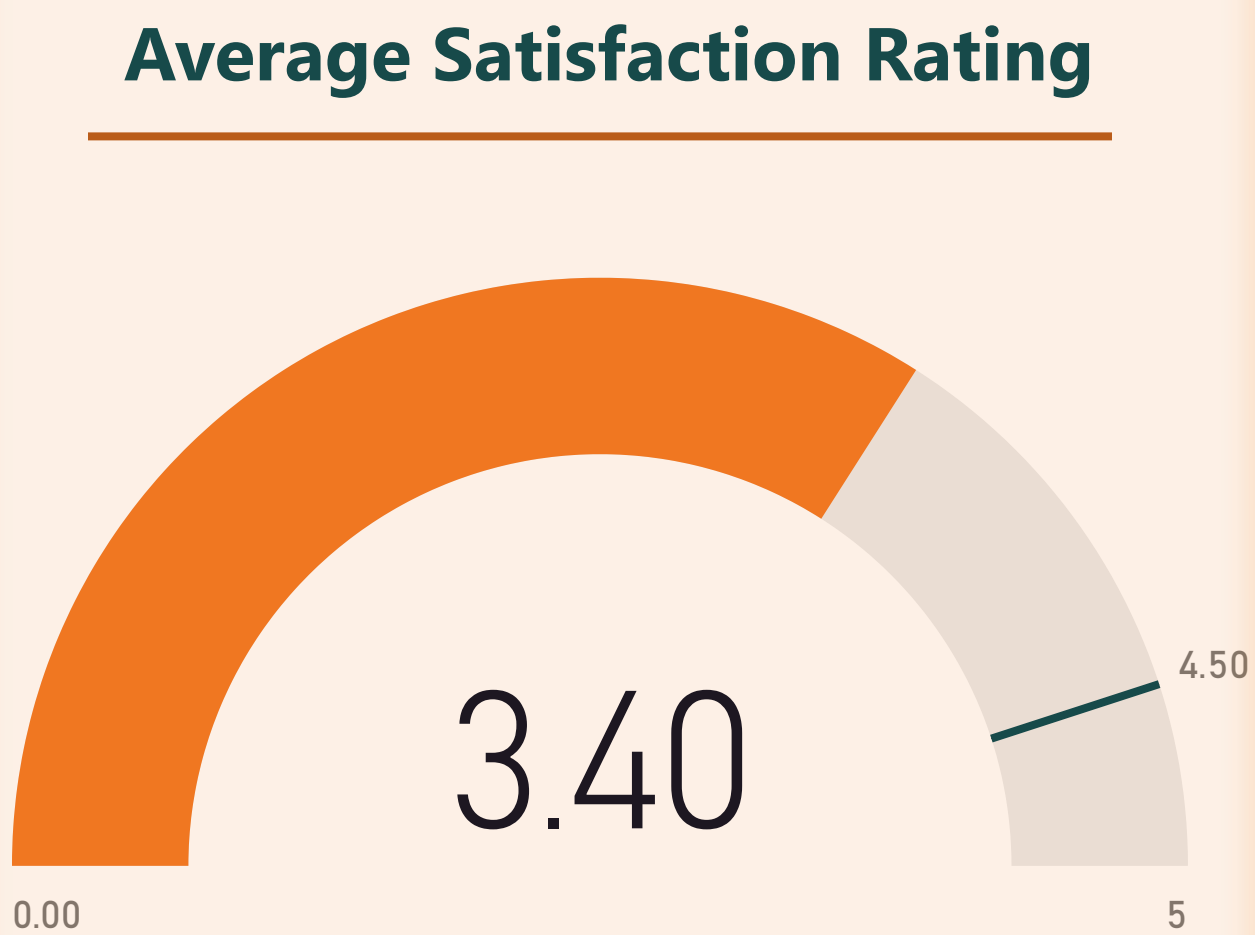
Average Speed of Answering (in Sec)

274K

Average Satisfaction Rating

4.50

0.00   3.40   5

Number Of Calls Per Month

Answered ● N ● Y

January	February	March
1455	1298	1301
317	318	311
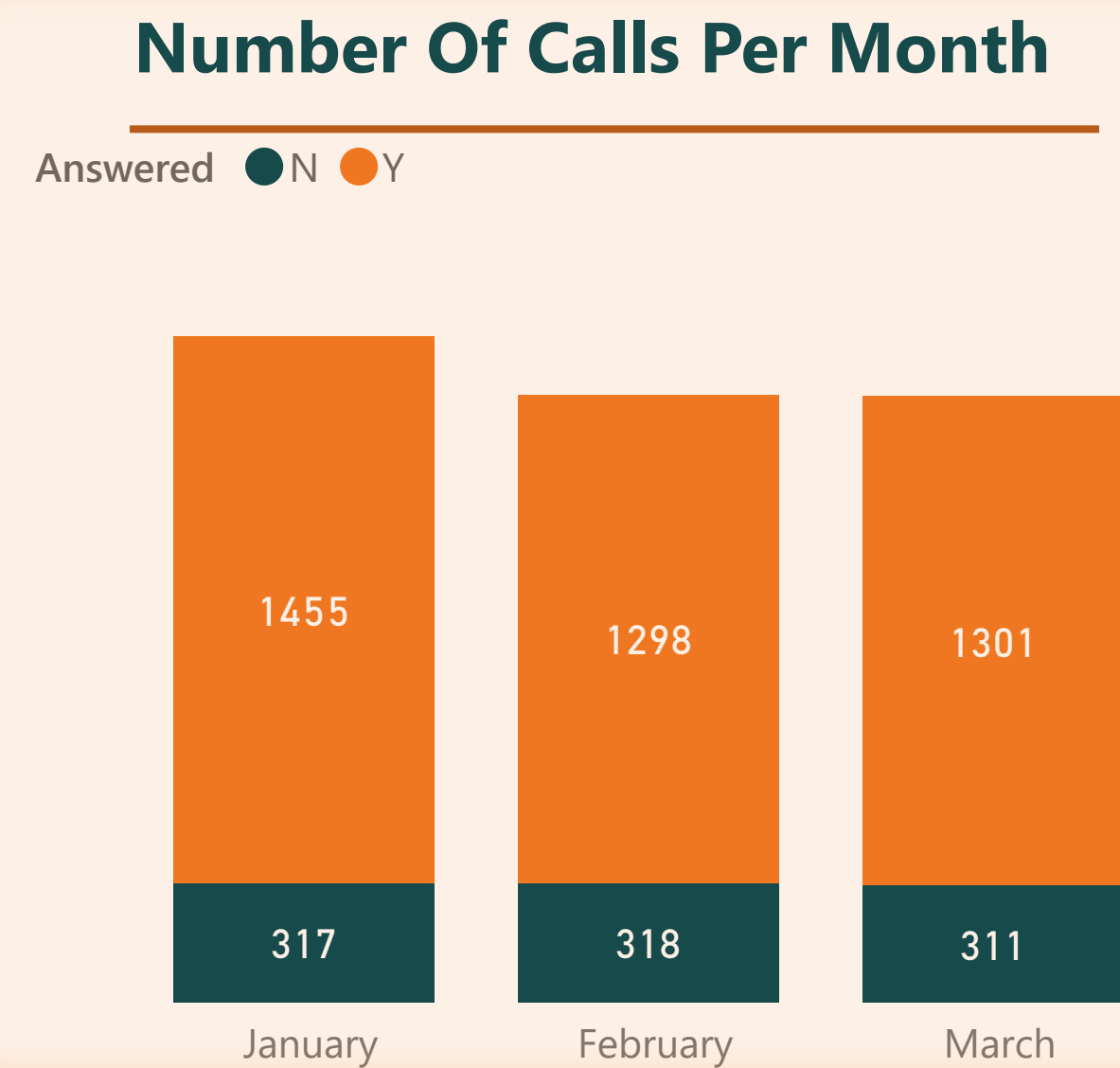
Agent Statistics

Agent	Answered	Resolved (Y) ▼	Avg. Satisfaction Rating	Avg SOA (in SEC)
Jim	536	485	3.39	66.34
Dan	523	471	3.45	67.28
Becky	517	462	3.37	65.33
Martha	514	461	3.47	69.49
Greg	502	455	3.40	68.44
Diane	501	452	3.41	66.27
Joe	484	436	3.33	70.99
Stewart	477	424	3.40	66.18
Total	**4054**	**3646**	**3.40**	**67.52**