

CALL CENTRE TREND ANALYSIS

Topic

Admin
Support

Contract
related

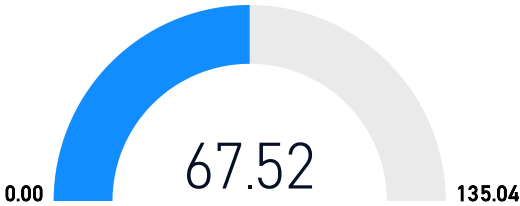
Payment
related

Date

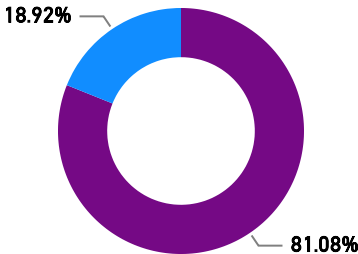
1/1/2021

3/31/2021

AVG ANSWER SPEED



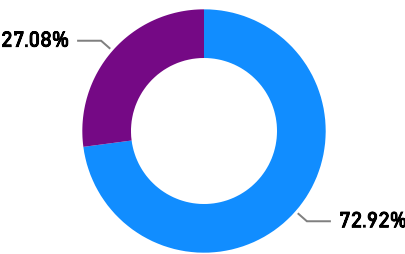
Call Answered



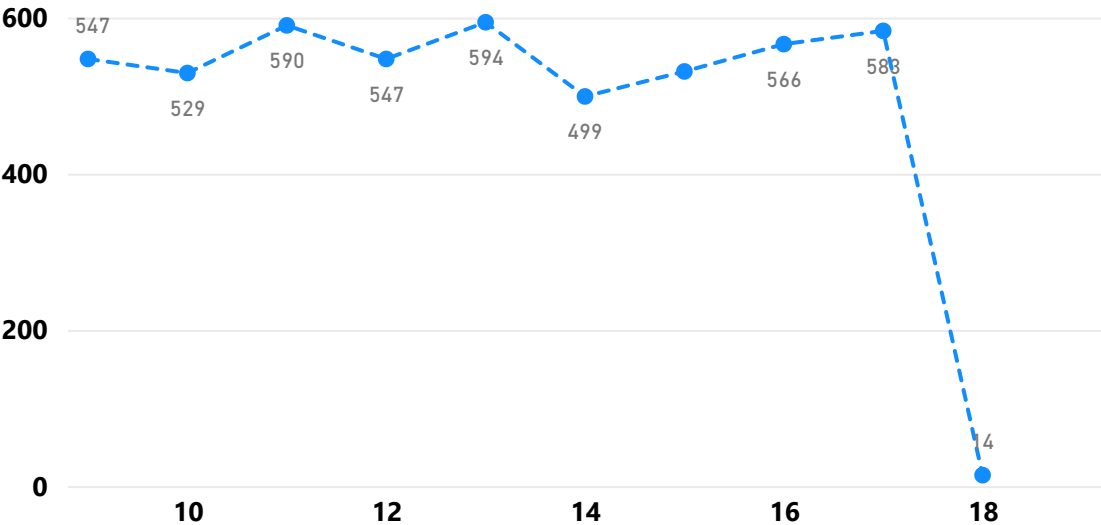
AVG SETISFACTION



Call Resolved

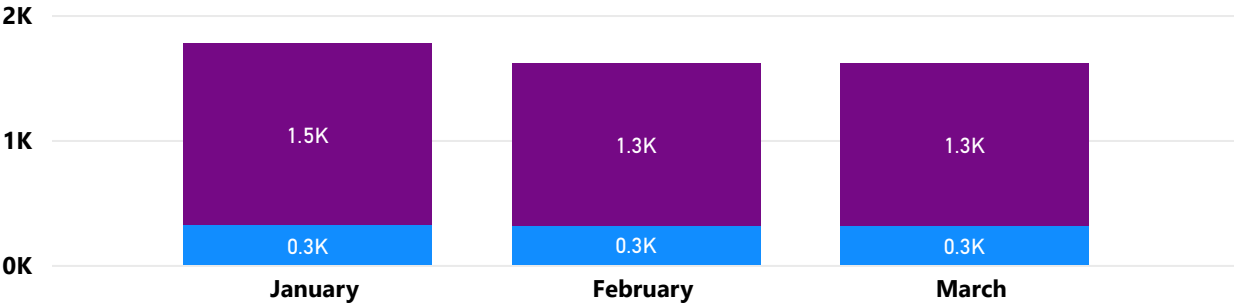


Total Call During Operation Hours



Call Per Month

Answered (Y/N) ● N ● Y



Agent Statistics

Agent	countyes	Resolved yes	AVG SETISFACTION	AVG ANSWER SPEED
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