



CALL CENTER DATASET GOBIKRISHNAN M



TOTAL CALLS

5000

CALL ANSWERED

4054

ISSUE RESOLVED

3646

AVG CALL DURATION

03 : 45 MIN

AVG SPEED
ANSWERED

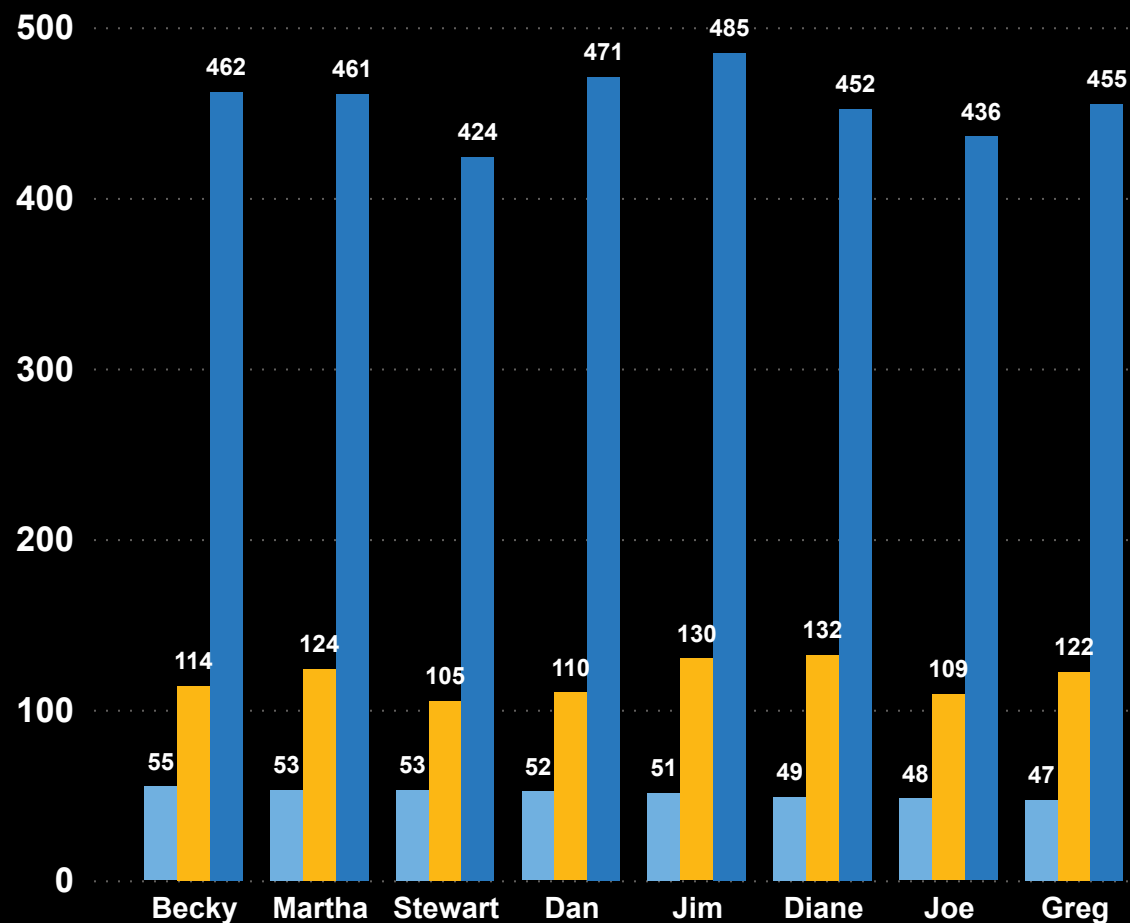
67.52

OVERALL CUSTOMER
CERTIFICATION

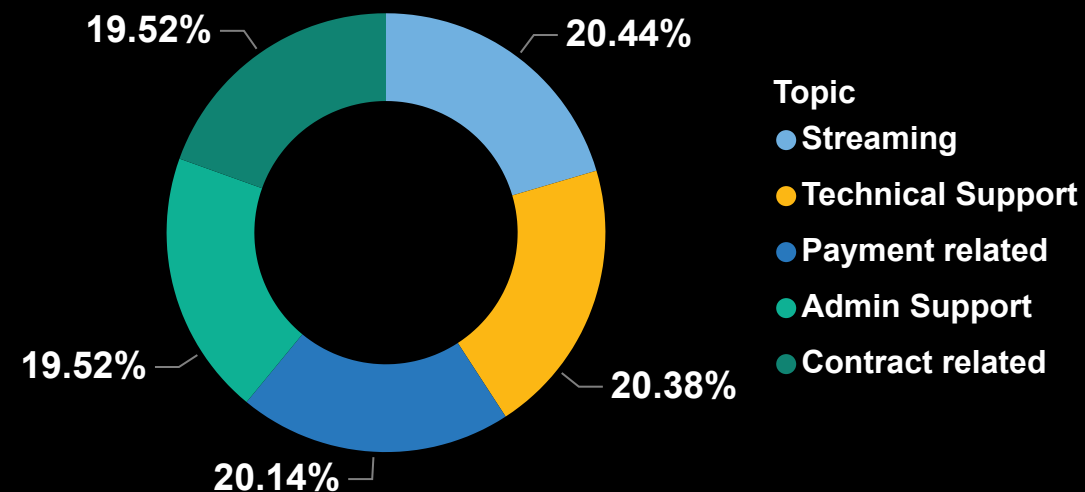


COUNT OF CALL BY AGENTS

● NOT RESOLVED ● NOT ANSWERED ● RESOLVED

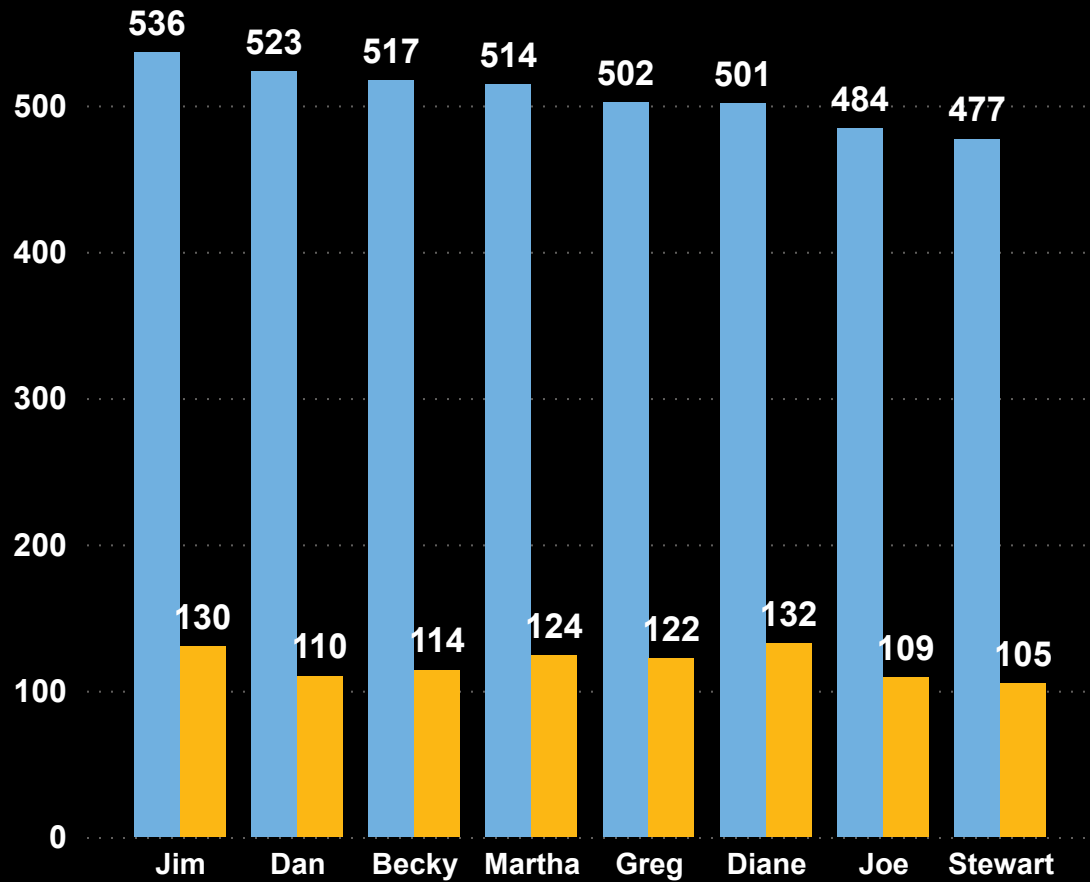


COUNT OF CALL BY TOPIC

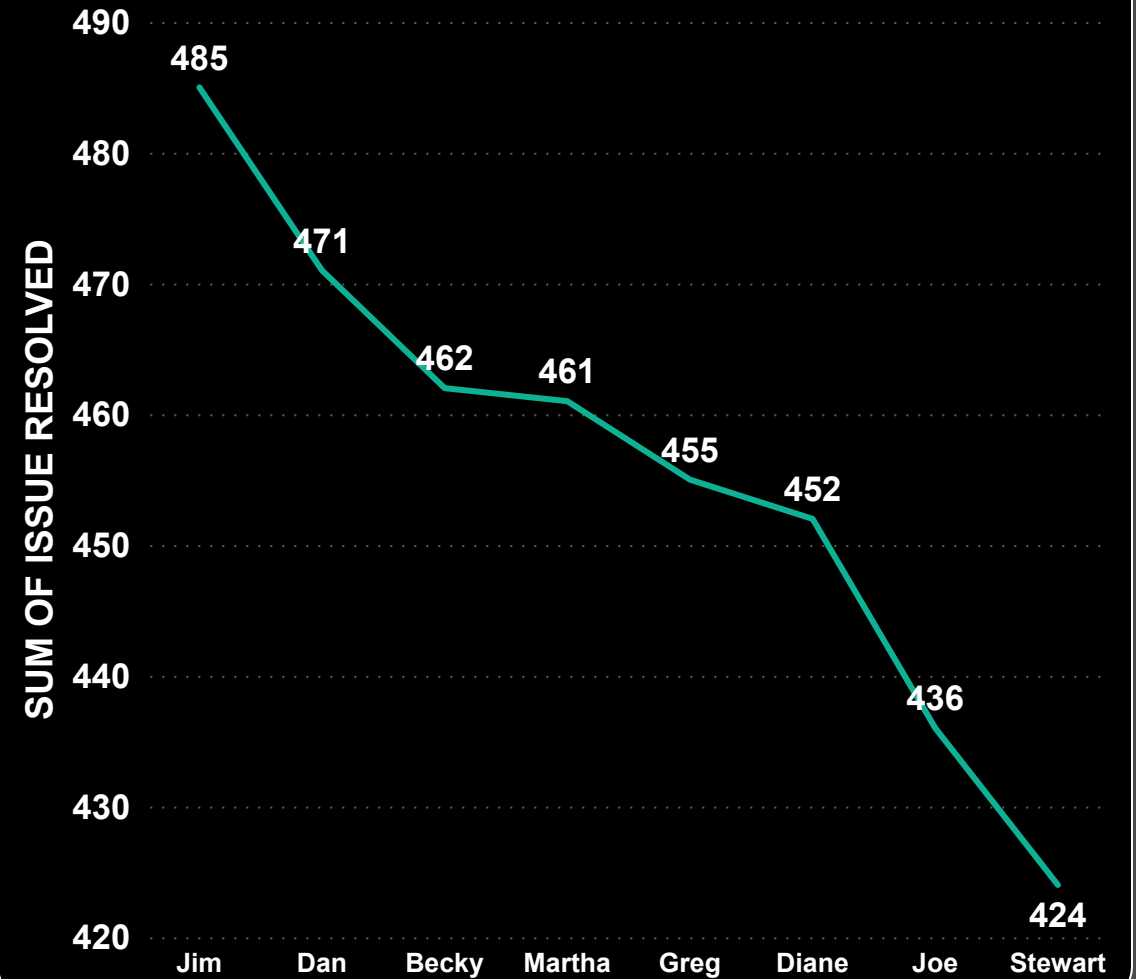


Call distribution (Y/N)

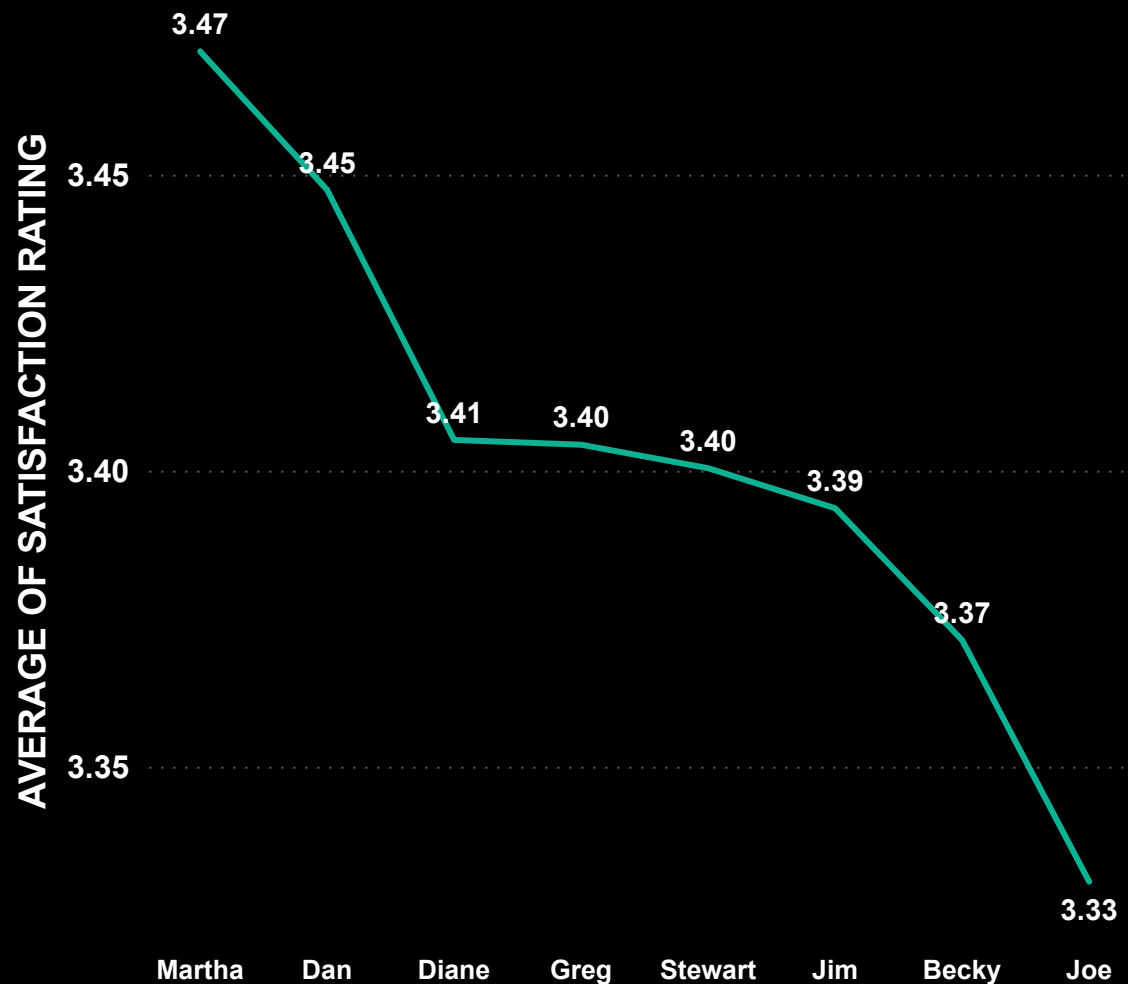
● ANSWERED ● NOT ANSWERED



Most issue resolved employee



Most rated employee



Employee missed calls

