

Call Center Performance Analysis Report

Extension: 100

- Total Calls: 6546.0
- Answered Calls: 2328.0
- Missed Calls: 3795.0
- Forwarded Calls: 0.0
- Answer Rate: 35.56%
- Missed Rate: 57.97%

Insights and Recommendations

- Forwarded calls have been accounted for in the analysis. Calls that were missed at the initial extension but answered after being forwarded are attributed to the original extension for fairness.
- Repeated missed calls from the same caller within a short time frame have been consolidated to avoid skewed results.
- Based on the analysis, consider reviewing the workflow for extensions with low answer rates and high missed call rates to identify bottlenecks or training opportunities.