

5000

Total Calls

946

Un Answered

3.25

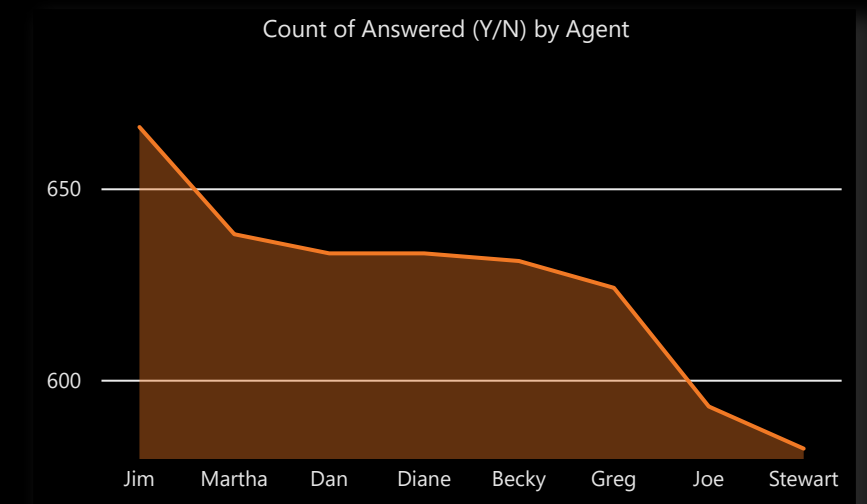
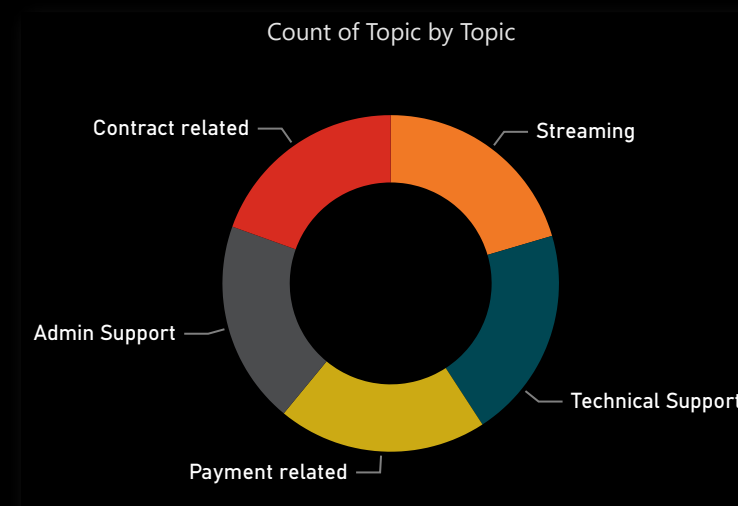
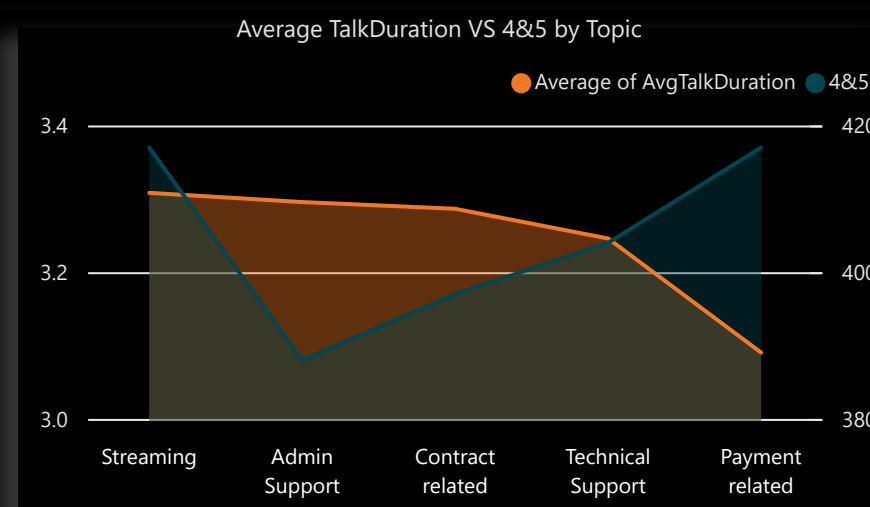
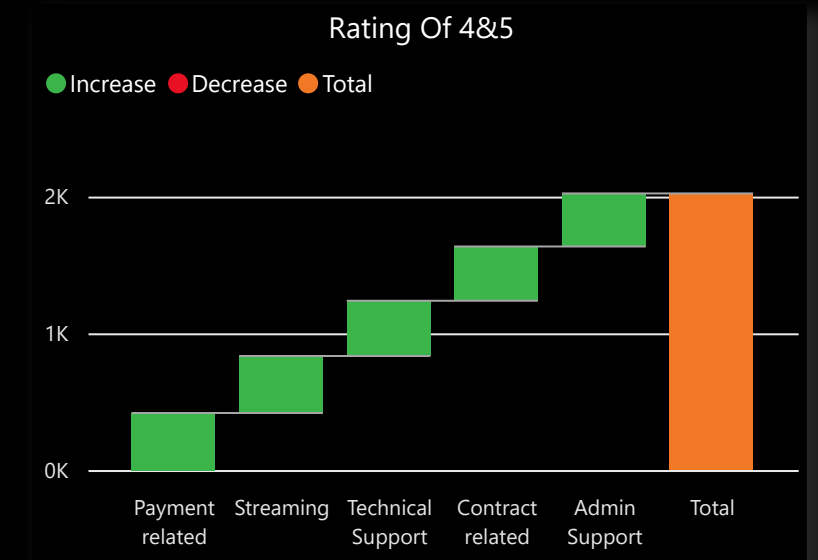
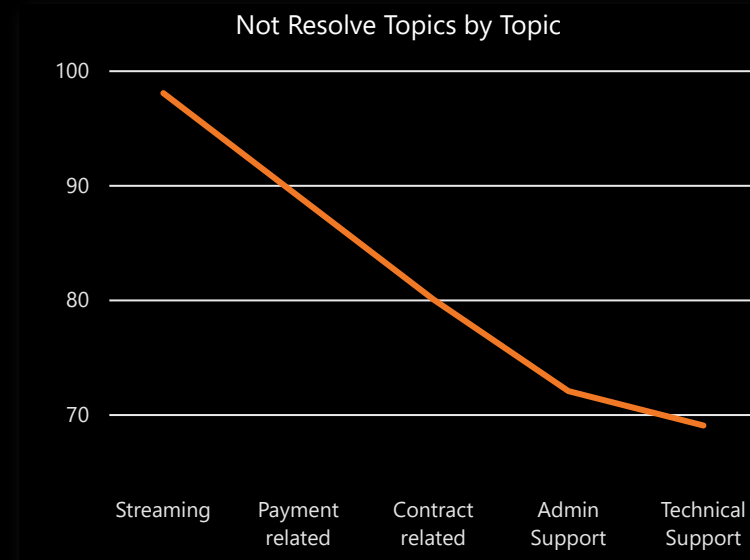
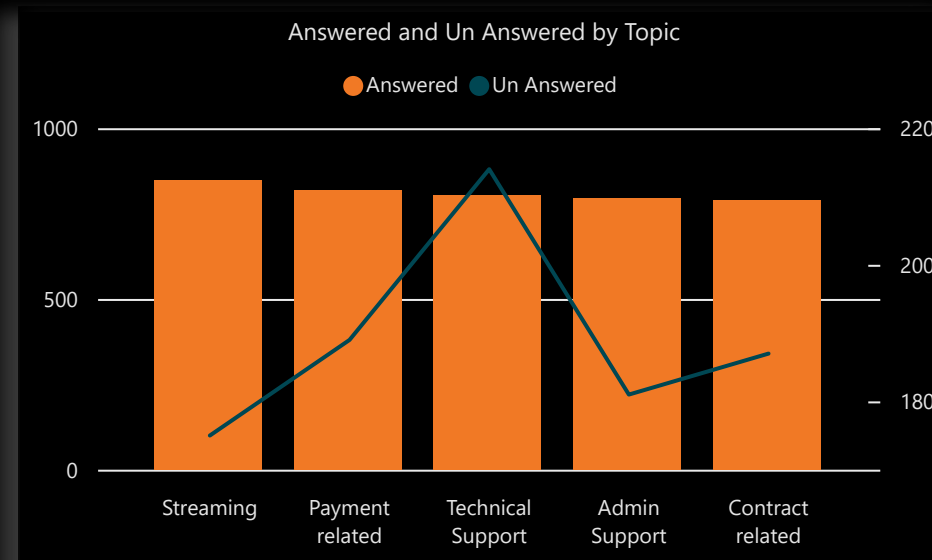
Average Talk Duration

3.40

Average of Satisfaction

18.92%

Not answered



Agent	Average of Satisfaction rating	Un Answered	Not answered
Becky	3.37	114	18.07%
Dan	3.45	110	17.38%
Diane	3.41	132	20.85%
Greg	3.40	122	19.55%
Jim	3.39	130	19.52%
Joe	3.33	109	18.38%
Martha	3.47	124	19.44%
Stewart	3.40	105	18.04%
Total	3.40	946	18.92%

Overall Recommendations:

- **Focus on Payment and Technical Support:** These two areas show high unresolved rates and low satisfaction, which suggests a need to optimize resources or strategies for handling these types of calls.
- **Improve Unanswered Call Rate:** With almost 19% unanswered calls, there's an opportunity to improve efficiency, either by adjusting staffing levels or addressing reasons for missed calls.
- **Balance Agent Workload:** There is an opportunity to ensure that call handling responsibilities are more evenly distributed among agents, especially for those with fewer answered calls.