

PwC's Call Centre Analysis

5000

Total calls

67.52

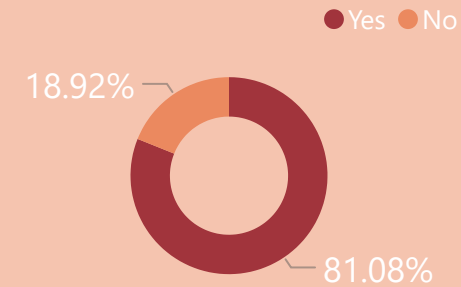
Speed of Answer

224.92

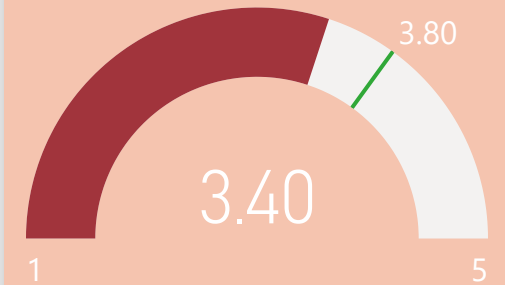
Average Duration



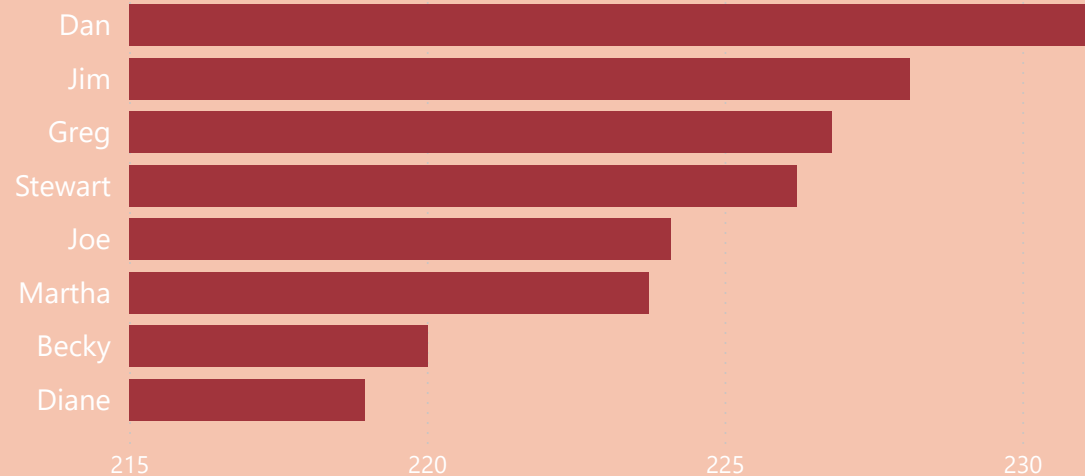
Answer Rate



Satisfaction Rating



Average Talk Duration by Agent



Number of calls by Time

