

Call Center Data Analysis

| Total Calls | Calls Answered | Issue Resolved | Total Agents | Avg. Answer Speed(s) | Avg. Call Duration(s) |
|-------------|----------------|----------------|--------------|----------------------|-----------------------|
| 1616 | 1298 | 1161 | 8 | 67.55 | 228.24 |

Most Issue Resolved

Greg

Most Rated

Dan

Most Calls Missed

Jim

Agent

All

Month

February

Day

All

| Agent Performance Quadrant | | | | | |
|----------------------------|-------------|---------------|---------------|------------------|------|
| Agent | Total Calls | CallsAnswered | IssueResolved | Avg. Handle Time | ACSR |
| Jim | 222 | 172 | 155 | 225.71 | 3.33 |
| Becky | 212 | 170 | 153 | 237.29 | 3.31 |
| Greg | 212 | 176 | 156 | 236.73 | 3.37 |
| Martha | 211 | 168 | 146 | 227.96 | 3.45 |
| Dan | 210 | 170 | 154 | 227.58 | 3.52 |
| Diane | 203 | 157 | 141 | 217.02 | 3.37 |
| Joe | 178 | 150 | 136 | 221.69 | 3.33 |
| Stewart | 168 | 135 | 120 | 230.47 | 3.32 |

