

# Call Center Data Analysis by HashemDev

Total Calls

5000

Calls Answered

4054

Issue Resolved

3646

Total Agents

8

Avg. Answer Speed(s)

67.52

Avg. Call Duration(s)

224.92

Most Issue Resolved

Jim

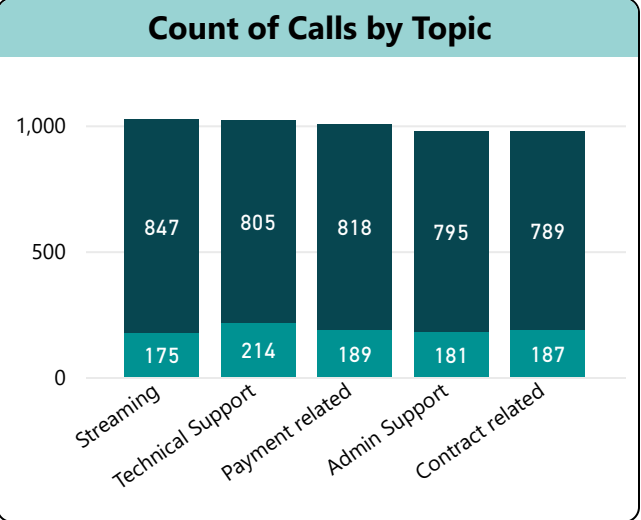
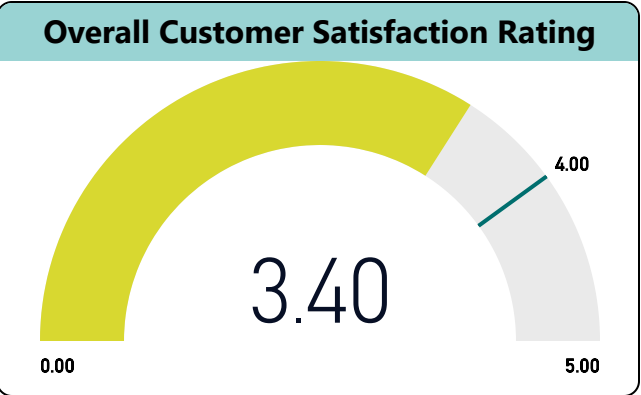
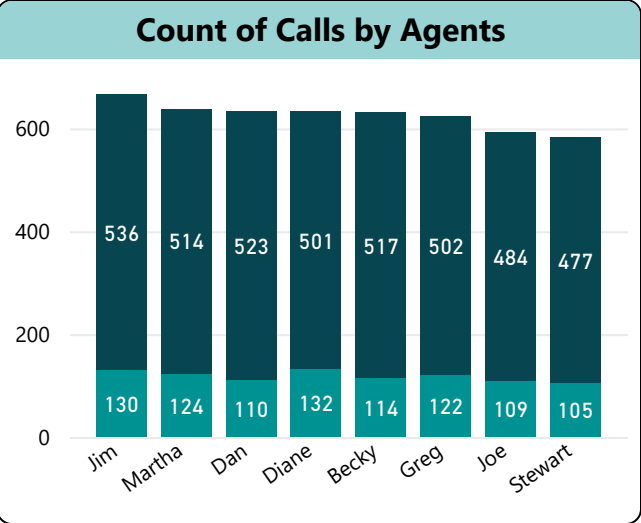
Most Rated

Martha

Most Calls Missed

Diane

Agent Performance Quadrant					
Agent	Total Calls	CallsAnswered	IssueResolved	Avg. Handle Time	ACSR
Jim	666	536	485	228.11	3.39
Martha	638	514	461	223.73	3.47
Dan	633	523	471	231.19	3.45
Diane	633	501	452	218.95	3.41
Becky	631	517	462	220.01	3.37
Greg	624	502	455	226.80	3.40
Joe	593	484	436	224.10	3.33
Stewart	582	477	424	226.21	3.40



Agent

All

Month

All

Day

All

