



Call Centre Trends - Overview

5000

Total Calls

4054

Total Calls Answered

68.1%

CSAT

89.9%

Calls resolved %age

18.9%

Calls Abandoned %age

224.9

Avg Call Handling Time

31-03-21

17:39:50

Last Call

Agents

All

Topic

All

Day

All

Month-Year

All

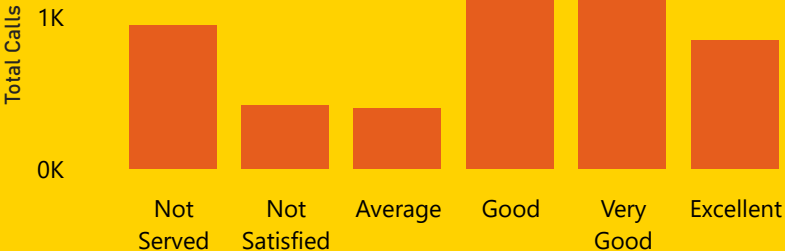


Clear Filters

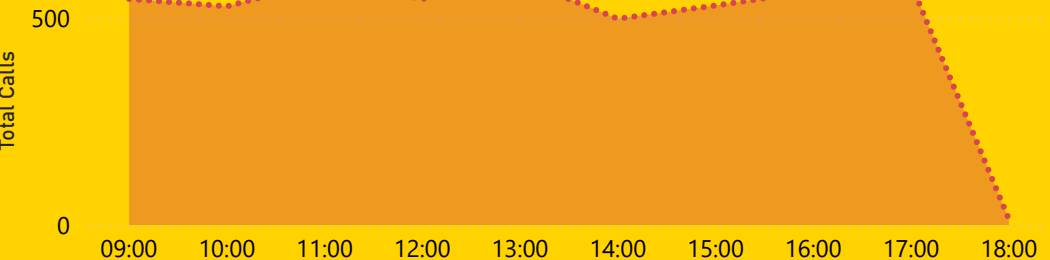
Agent Performance

Agents	Total Calls	Calls resolved %age	Calls Abandoned %age	Avg Speed Of Answer	CSAT
Joe	593	90.1%	18.4%	71.0	66.6%
Martha	638	89.7%	19.4%	69.5	69.4%
Greg	624	90.6%	19.6%	68.4	68.1%
Dan	633	90.1%	17.4%	67.3	68.9%
Jim	666	90.5%	19.5%	66.3	67.9%
Diane	633	90.2%	20.9%	66.3	68.1%
Stewart	582	88.9%	18.0%	66.2	68.0%
Becky	631	89.4%	18.1%	65.3	67.4%

Satisfaction Levels



Call Volume by Hour



Call Volume by Day

