



pwc

Call Center

Trend Analysis

5000

Total no. of calls

4054

Answered calls

946

Abandoned calls

946

Abandoned calls

3.40

Average rating

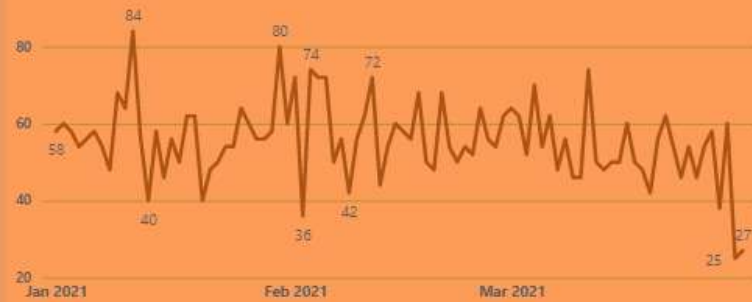
Date

All

Agent

All

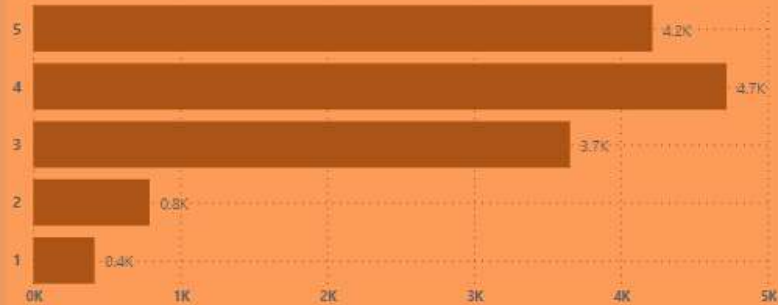
Trend line for no. of calls



Number of Calls Resolved or Not



Satisfaction Rating



Number of Calls Per Month



Average Satisfaction Rating



Average Speed of Answers (sec)

