

PWC Call Centre Trends Interactive Dashboard

Jan - March 2021

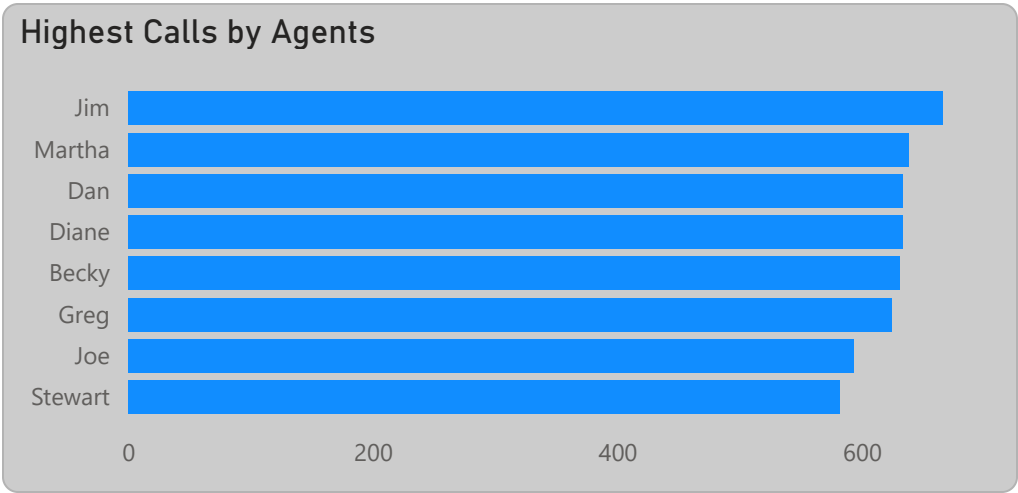
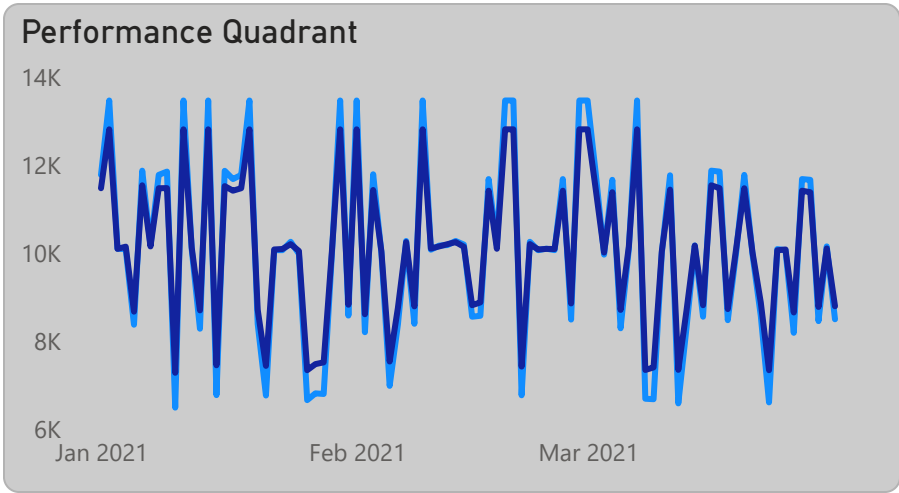
5000

4054

946

14K

67.52



1/1/2021

3/31/2021

Agent

All

Agent	total calls	total abadoned	total answered	Average of Speed_of_answer	Average of Satisfaction_rating
Becky	631	114	517	65.33	3.37
Dan	633	110	523	67.28	3.45
Diane	633	132	501	66.27	3.41
Greg	624	122	502	68.44	3.40
Jim	666	130	536	66.34	3.39
Joe	593	109	484	70.99	3.33
Martha	638	124	514	69.49	3.47
Stewart	582	105	477	66.18	3.40
Total	5000	946	4054	67.52	3.40

