

Call Center - Analysis

5000

Total Calls

8

Agent Count

81.1%

Call Answered %

18.9%

Call Rejected

72.92%

Resolved

27.08%

Not Resolved

Select Qtr.

Qtr 1

Qtr 3

Qtr 2

Qtr 4

Select Month

All

All

Jim

Max Call Answered

Dan

Highest CSAT Score

Total Calls by Day



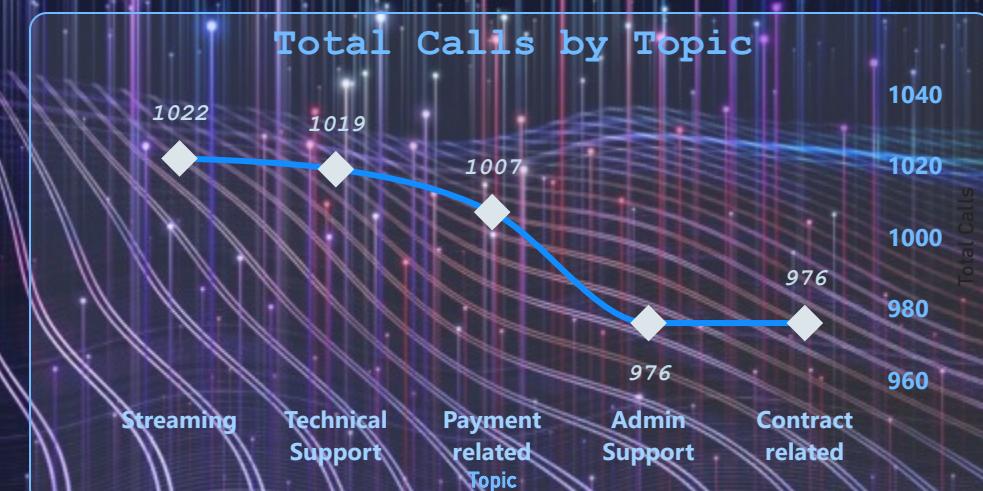
Total calls by Resolution



Duration on calls



Total Calls by Topic



Insights

Agent Jim answering Maximum number of calls compare to Agent Stewart.

Agent Dan contributing highest numbers in Average Customer Satisfaction Score

27% of the calls are not Resolved, We can provide more training to Agents and make sure the number of Resolved calls increased.