

Call Center - Analysis

Select Qtr.

Qtr 1

Qtr 3

Qtr 2

Qtr 4

Select Month

All

Select Day

All

Jim

Max Call Answered

Dan

Highest CSAT Score

5000

Total Calls

8

Agent Count

81.1%

Call Answered %

18.9%

Call Rejected

72.92%

Resolved

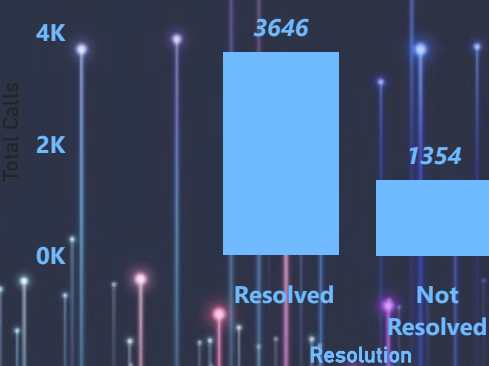
27.08%

Not Resolved

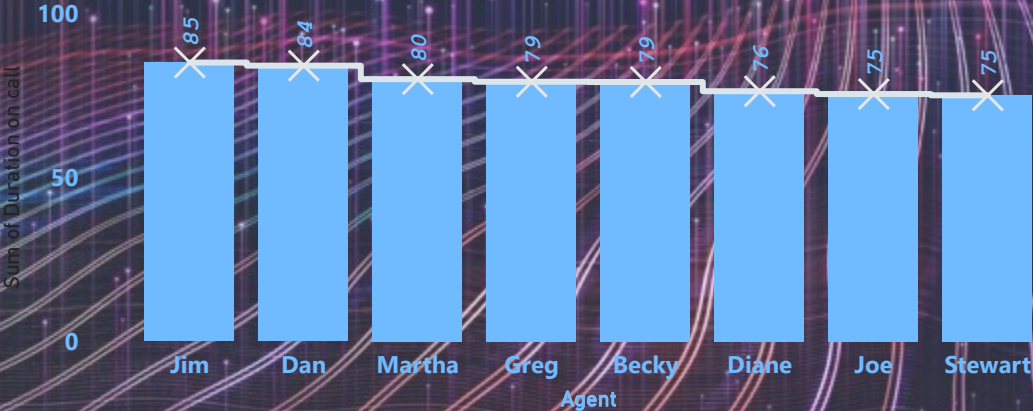
Total Calls by Day



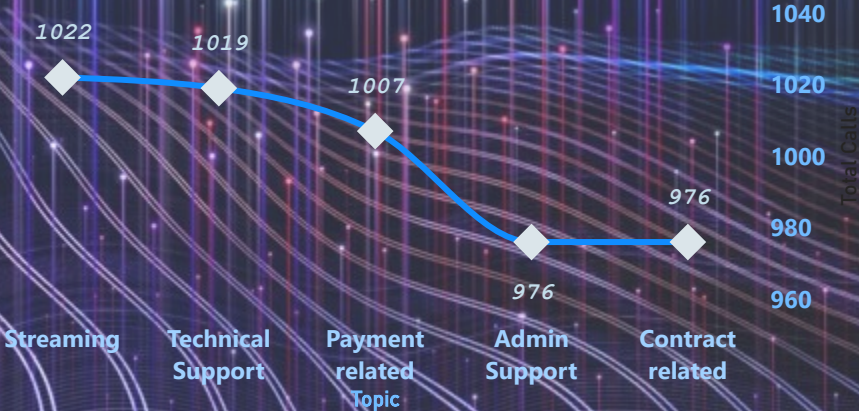
Total calls by Resolution



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.