

CALL CENTER
TRENDS

4054

Total Answered Calls

946

Total Abandoned Calls

67.52

Average Speed of
answer in seconds

Average of Satisfaction rating

3.40

0.00

5.00

5000

Total Calls

3646

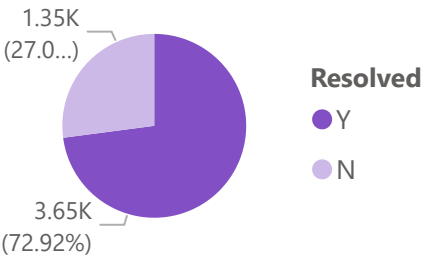
Total Resolved Calls

1354

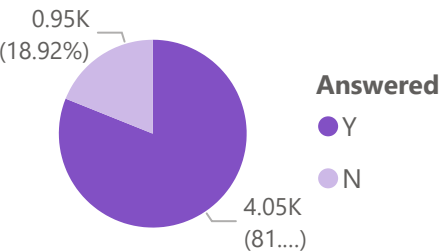
Total UnResolved Calls

Agent
Becky
Dan
Diane
Greg
Jim
Joe
Martha
Stewart

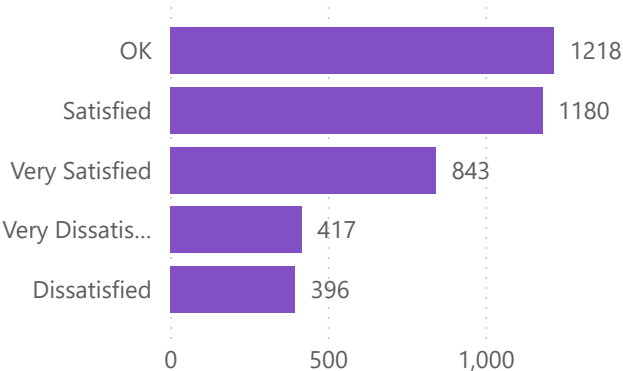
Resolved/Unresolved calls
Ratio



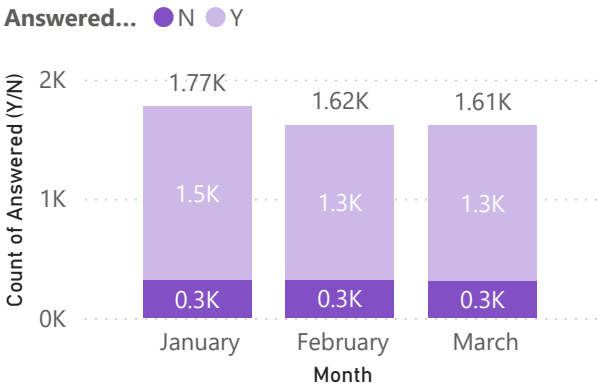
Answered/Abandoned Calls
Ratio



Over All Customer Satisfaction



Total Count of Answered (Y/N) by Month



Agent	Total Calls Received	Total Answered Calls	Total Resolved Calls	Avg Speed of Answer	Avg Satisfaction rating
Becky	631	517	462	65.33	3.37
Dan	633	523	471	67.28	3.45
Diane	633	501	452	66.27	3.41
Greg	624	502	455	68.44	3.40
Jim	666	536	485	66.34	3.39
Joe	593	484	436	70.99	3.33
Martha	638	514	461	69.49	3.47
Stewart	582	477	424	66.18	3.40
Total	5000	4054	3646	67.52	3.40

Calls by Time

