



CALL CENTRE DATA ANALYSIS



Agent

All

Topic

All

Date

1/1/2021

3/31/2021

5000

Total Calls

4054

Calls Answered

3646

Calls Resolved

67.52

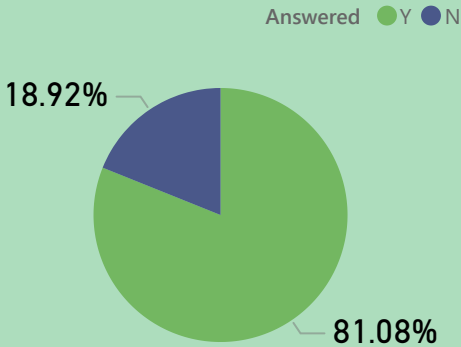
Avg speed of ...

Avg Rating

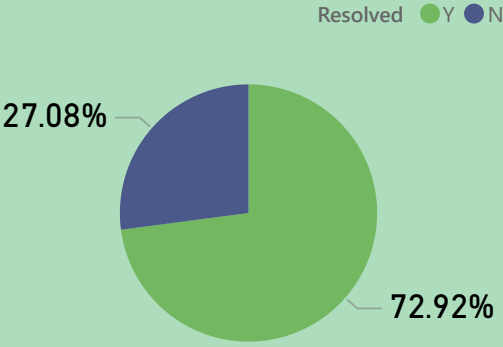


| Agent | calls ans | calls resolved | total calls | avg speed of ans | avg rating |
|---------|-----------|----------------|-------------|------------------|------------|
| Jim | 536 | 485 | 666 | 66.34 | 3.39 |
| Martha | 514 | 461 | 638 | 69.49 | 3.47 |
| Dan | 523 | 471 | 633 | 67.28 | 3.45 |
| Diane | 501 | 452 | 633 | 66.27 | 3.41 |
| Becky | 517 | 462 | 631 | 65.33 | 3.37 |
| Greg | 502 | 455 | 624 | 68.44 | 3.40 |
| Joe | 484 | 436 | 593 | 70.99 | 3.33 |
| Stewart | 477 | 424 | 582 | 66.18 | 3.40 |
| Total | 4054 | 3646 | 5000 | 67.52 | 3.40 |

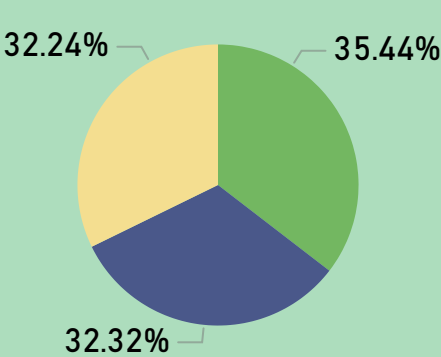
Calls Answered



Calls Resolved



Calls Answered by Month



Total calls answered by topic

Answered (Y/N) N Y

