



# Call Centre Trends Analysis

## Key Performance Indicators (KPIs)

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Topic

Admin Support

Contract related

Payment related

Streaming

Technical Support

Agent

All

Resolved

☐ N☐ Y

Date

All

Overall Calls

5000

Overall Answered Calls

4054

Overall Calls Abandoned

946

Ave. Call Duration Time

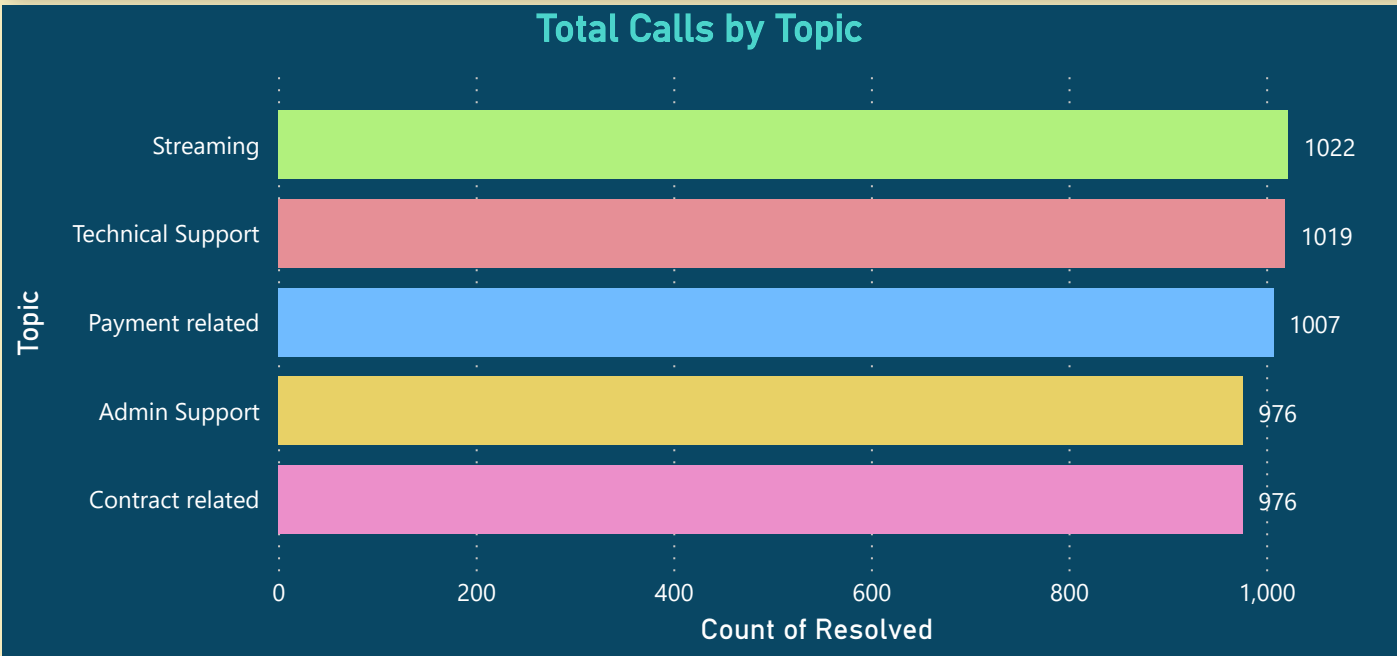
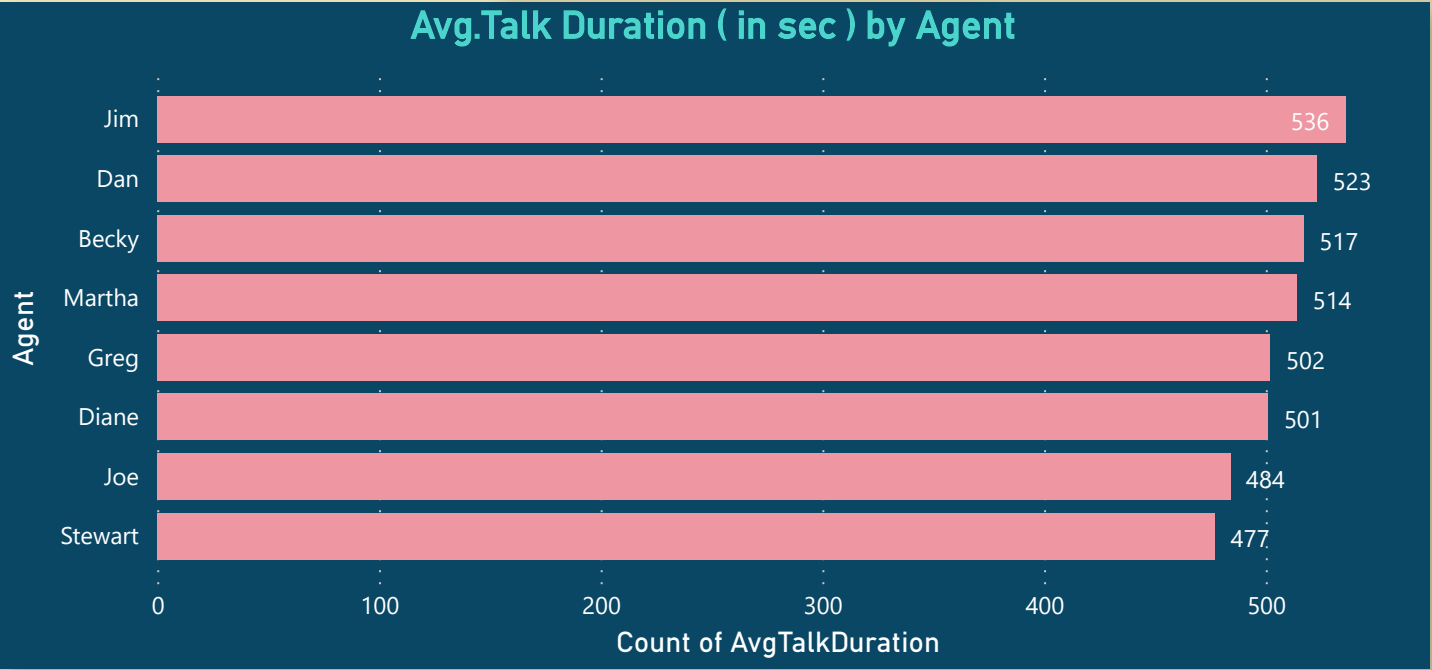
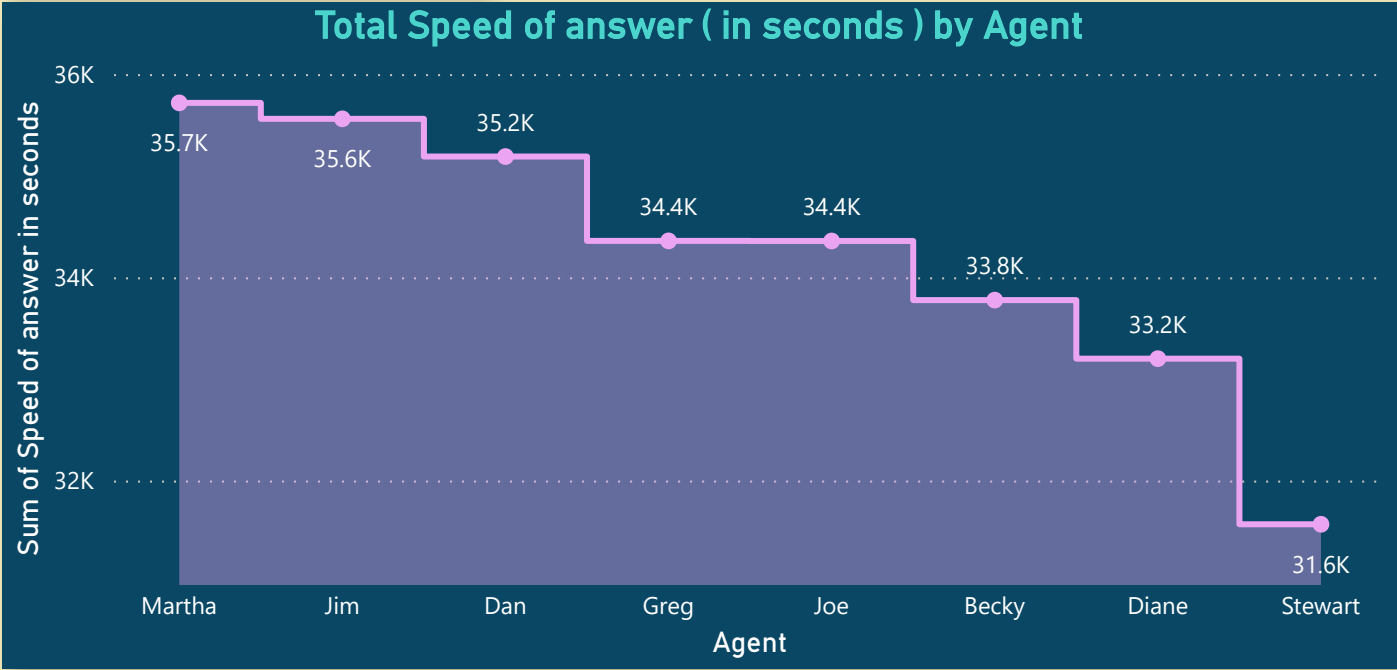
0.81

Overall Customer Satisfaction

49.90%

Ave. Speed of Answer

67.52



### Agent's Performance Quadrant

Agent	Total Calls	Total Calls answered	Total Calls Unanswered	Resolved Calls	Unresolved Calls	Count of Satisfacti
Jim	666	536	130	485	181	★
Dan	633	523	110	471	162	★
Becky	631	517	114	462	169	★
Martha	638	514	124	461	177	★
Greg	624	502	122	455	169	★
Diane	633	501	132	452	181	★
Joe	593	484	109	436	157	★
Stewart	582	477	105	424	158	★
Total	5000	4054	946	3646	1354	