# Call Centre Trends Analysis Dashboard

| Admin Support | Contract related | Payment related | Streaming | Technical Support |
|---|---|---|---|---|

**Agent**
All

1/01/2021    31/03/2021

**Total Answered Calls**

# 4054

**Total Resolved Calls**

# 3646

## Answered VS Unanswered Calls

Unanswered 18.92%

Answered 81.08%

## Resolved VS Unresolved Issues

Unresolved 27.08%

Resolved 72.92%

## Customer Satisfaction Rating (Overall)

3.40

0.00    5.00
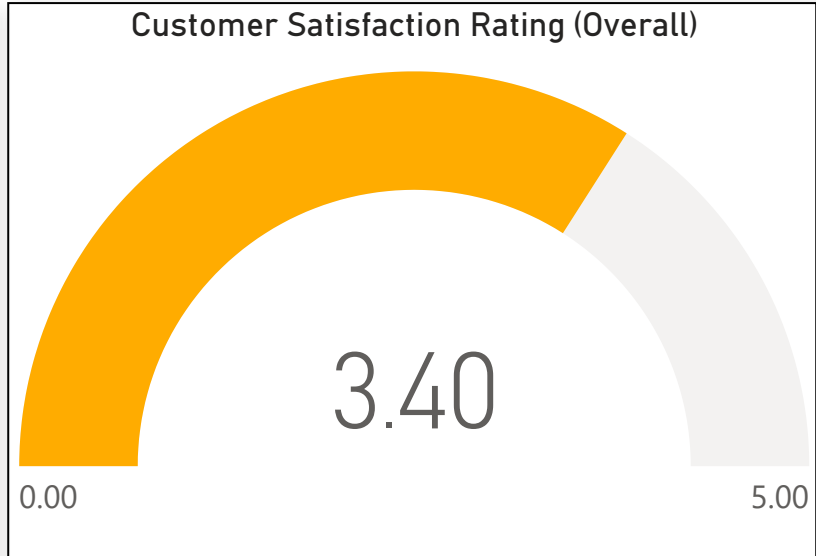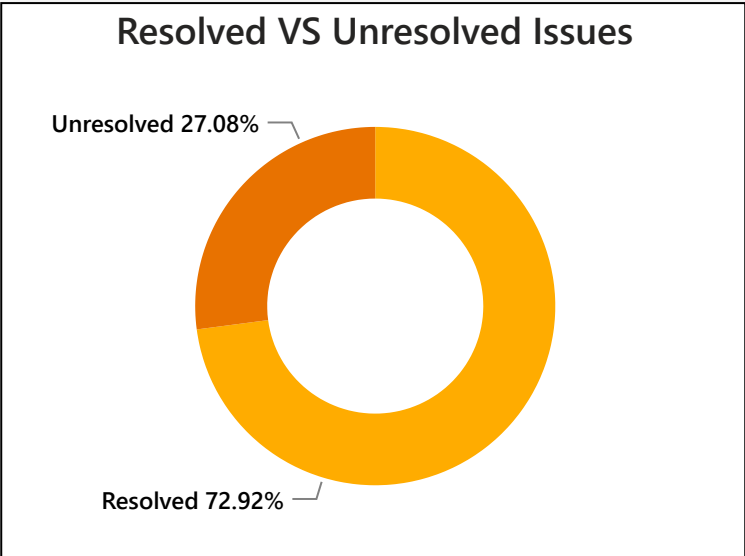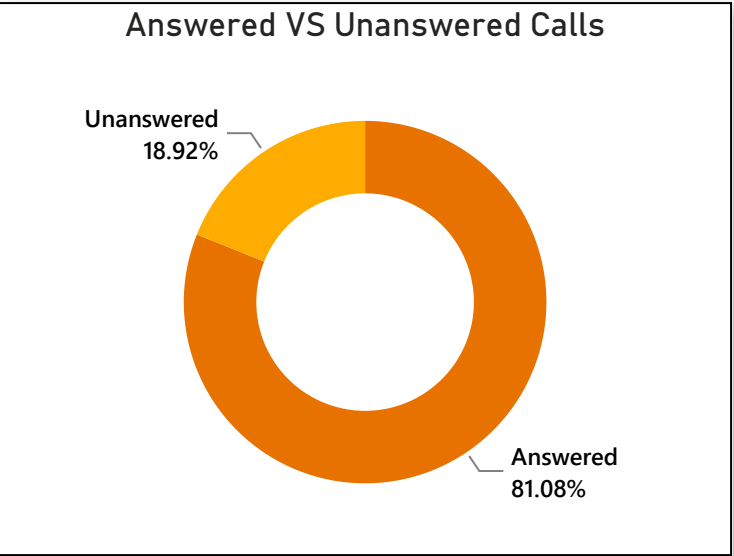
## Average Answering Speed (sec)

# 67.52

## Total Calls by Month

1772

1616    1612

Jan    Feb    Mar

## Call Answered & Issues Solved by Month

● Total Answered Calls  —— Issues Solved

1.3K    1.2K    1.2K

1.5K    1.3K    1.3K

Jan    Mar    Feb

## Agent Statistics