



# Call Centre Trends Analysis Dashboard



Admin Support

Contract related

Payment related

Streaming

Technical Support

Agent

All

1/01/2021



31/03/2021



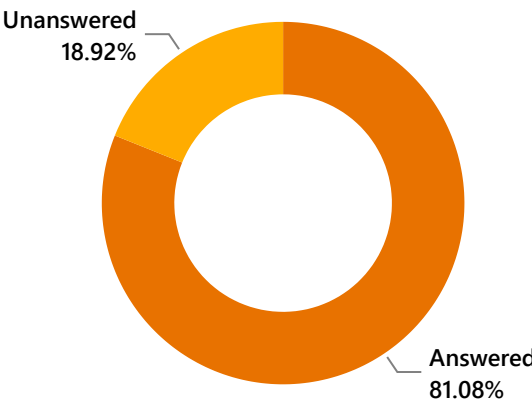
Total Answered Calls

4054

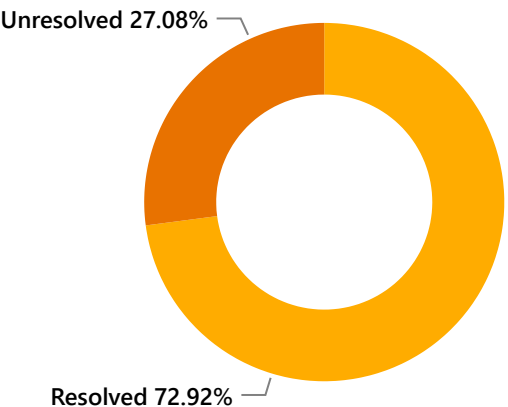
Total Resolved Calls

3646

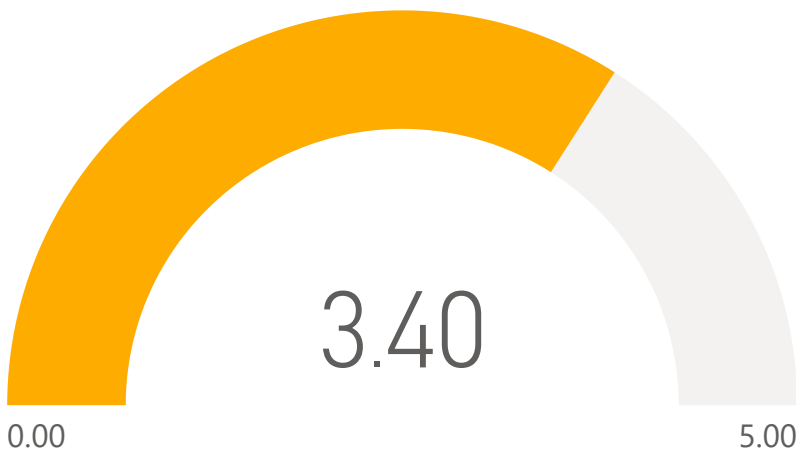
Answered VS Unanswered Calls



Resolved VS Unresolved Issues



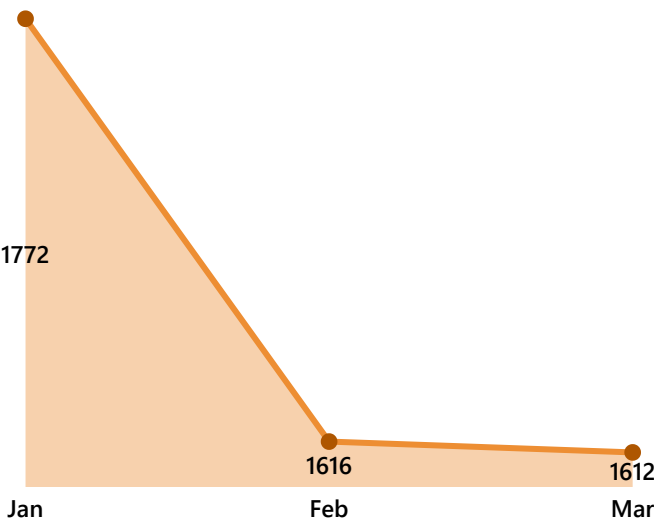
Customer Satisfaction Rating (Overall)



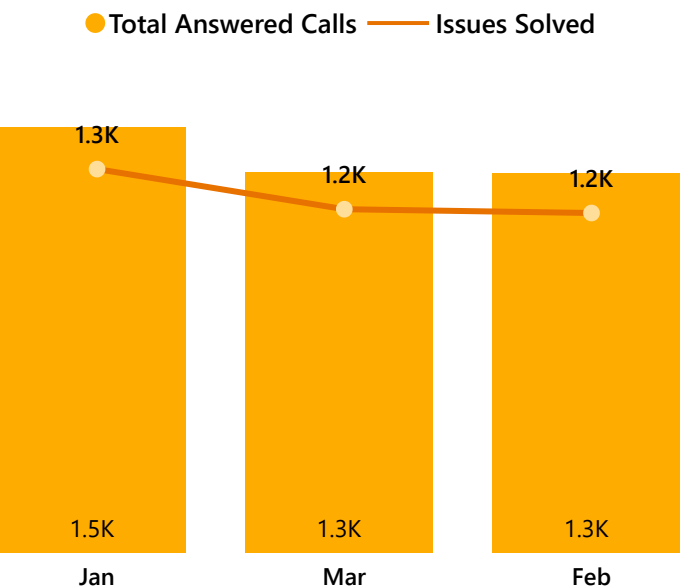
Average Answering Speed (sec)

67.52

Total Calls by Month



Call Answered & Issues Solved by Month



Agent Statistics

Agent	Total Calls	Total Answered Calls	Total Missed Calls	Total Solved Calls	Overall Satisfaction
Jim	666	536	130	485	3.39
Dan	633	523	110	471	3.45
Becky	631	517	114	462	3.37
Martha	638	514	124	461	3.47
Greg	624	502	122	455	3.40
Diane	633	501	132	452	3.41
Joe	593	484	109	436	3.33
Stewart	582	477	105	424	3.40
Total	5000	4054	946	3646	3.40