

No of calls answered

4,054

Total no of calls

5,000

No of calls resolved

3,646

Average answer call duration

0.002111

Average answer speed

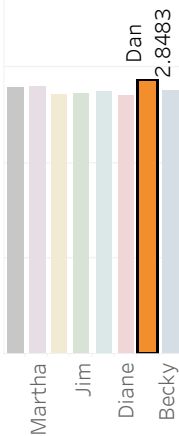
54.75 Seconds

Overall customer satisfaction

2.760

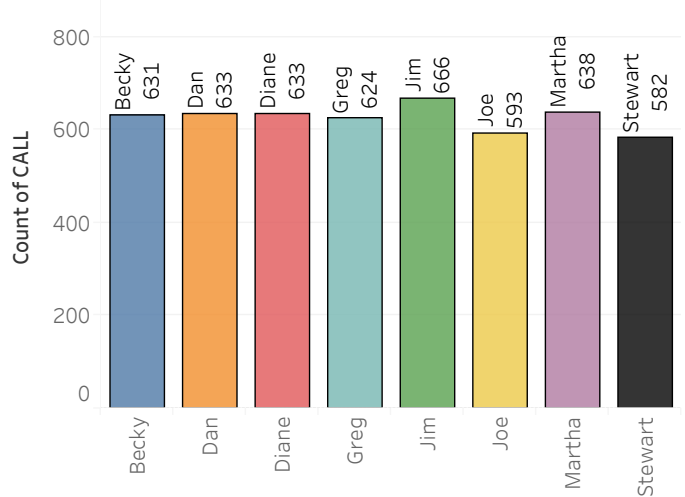
Most rated employee

Agent

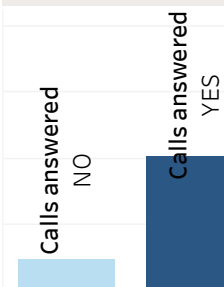


Count of call by agent

Agent



Call distribution



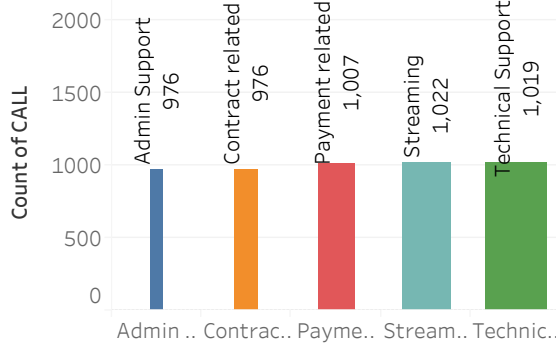
Most issue resolved employee

Max. Agent
Stewart
3,646

Stewart

Count of call by topic

Topic



Employee missed more number of calls

Agent

