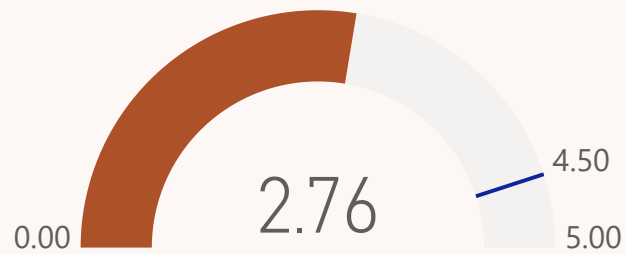




Customer Satisfaction



Total Calls

5000

5 Star Rating

843

Calls Answered

4054

Calls Unanswered

946

Speed of Answer (secs)

54.75

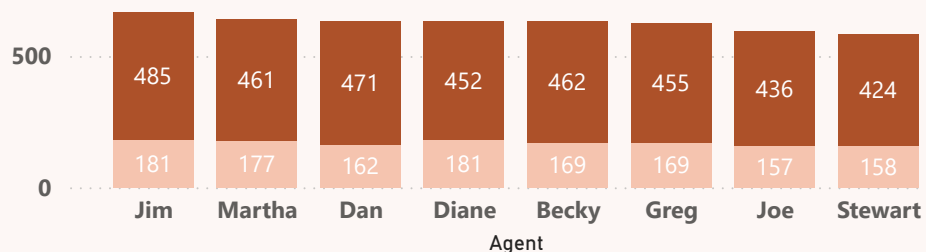
Average Duration (secs)

182

Call Centre Trend Dashboard

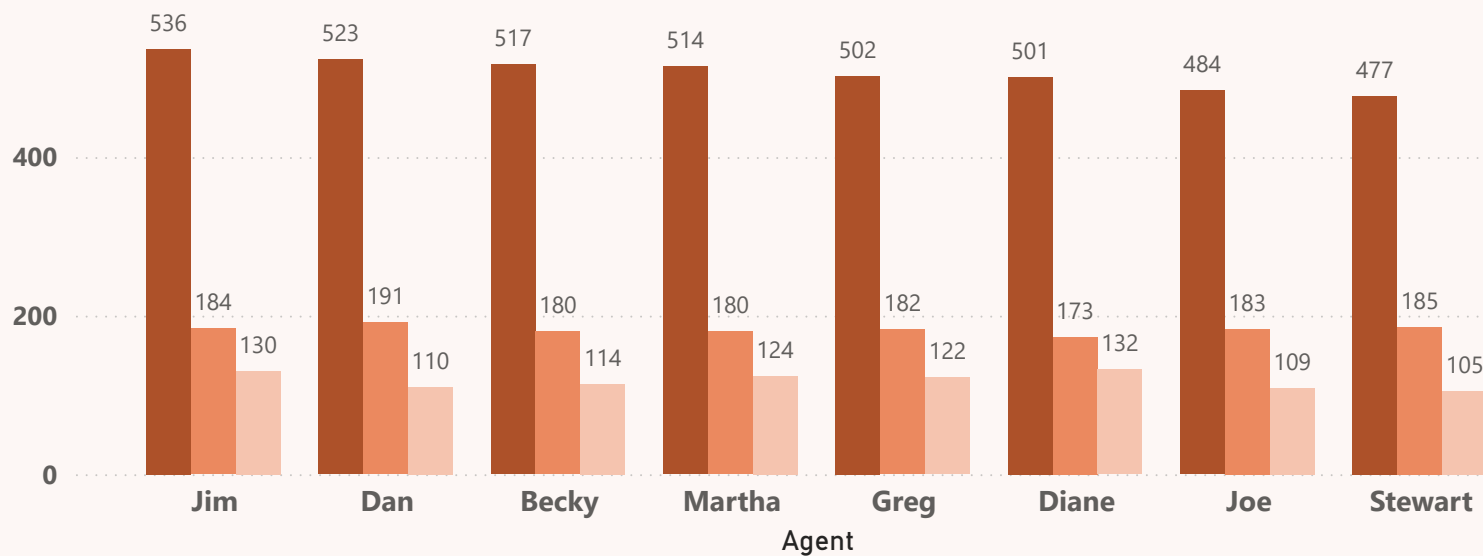
Resolved and Unresolved Calls by Agent

Resolved ● N ● Y



Total Answered Vs Average Call Duration (secs)

● Total Answered ● Average of Call Duration ● Total Unanswered



Topic

All

Weekday

All

Agents

All