

Call Center Trends

Total Calls

5000

% Answered

Calls

81

% Abandoned

Calls

19

% Resolved Calls

73

Avg speed of Answer

(sec)

55

Agents

All

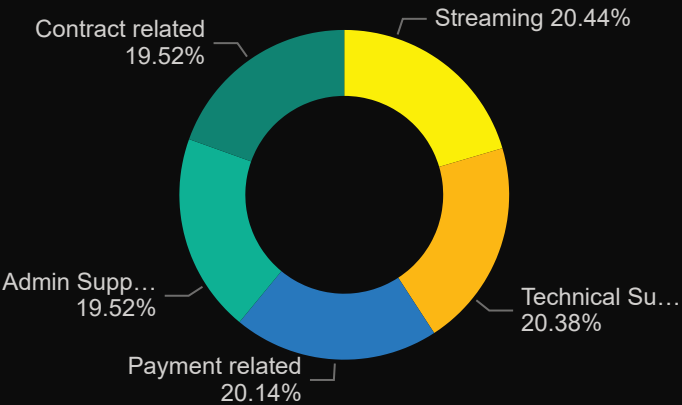
Months

All

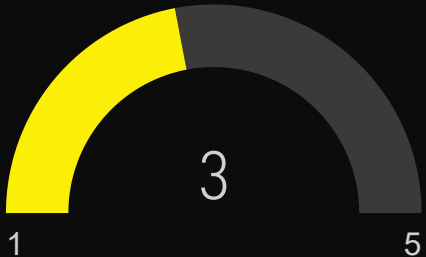
Weekday

All

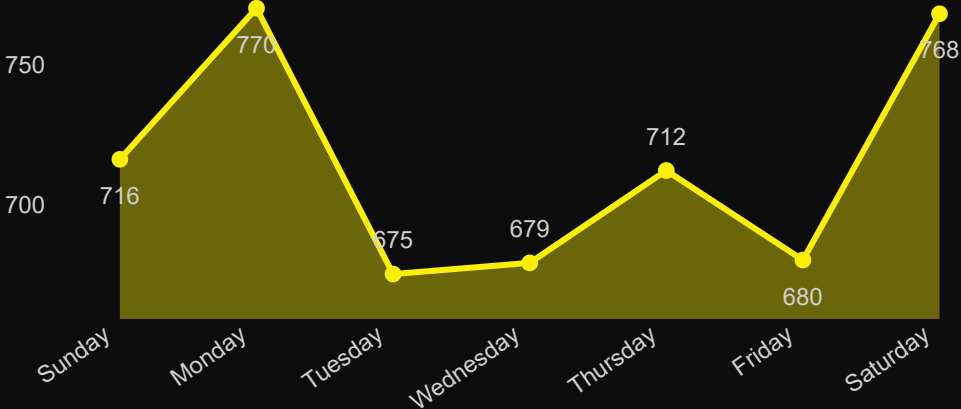
Total Calls by Topic



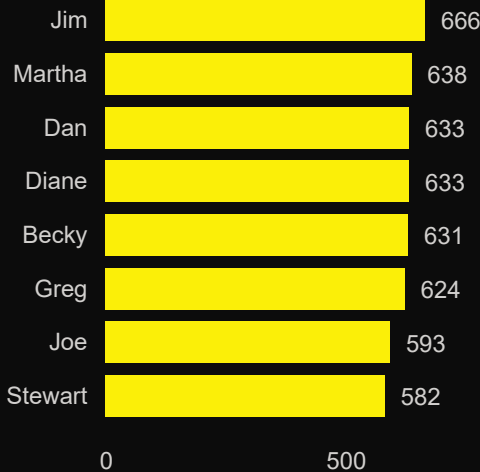
Average of Satisfaction rating



Call Trend by weekday



Total calls by Agent



Resolved calls and Answered calls by Month Name



Call Trend by Month

