

CALL CENTRE PERFORMANCE REPORT

Total Calls

5000

Total Agents

8

Total Calls Answered

4054

Total Calls Rejected

946

% Calls Answered

81.1%

% Calls Rejected

18.9%

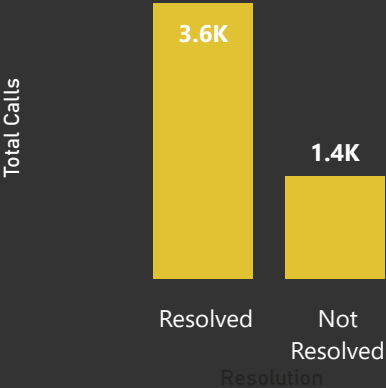
Month

January

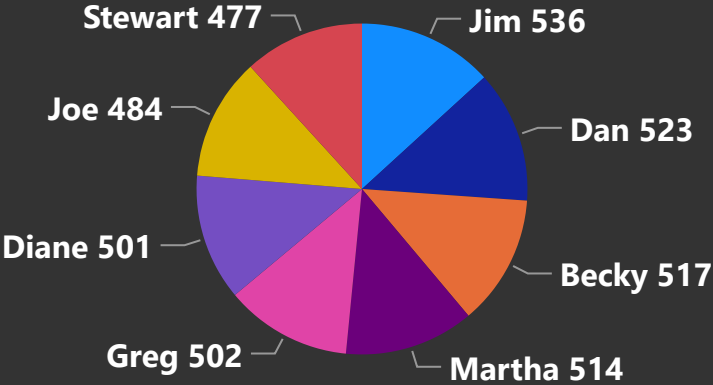
February

March

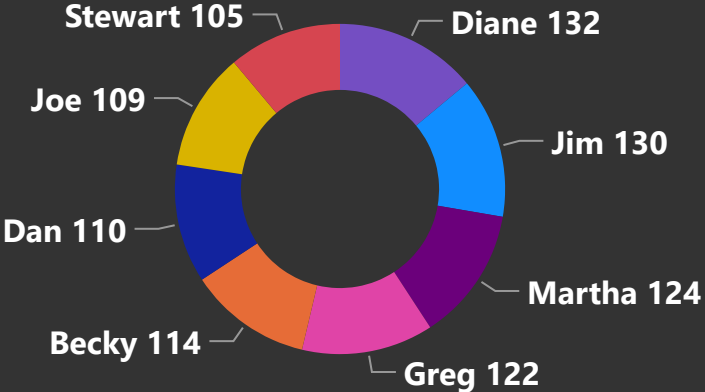
Total Calls by Resolution



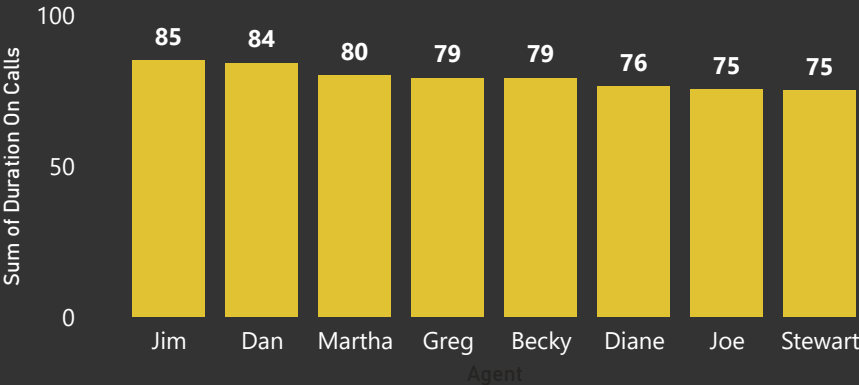
Sum of Call Answered by Agent



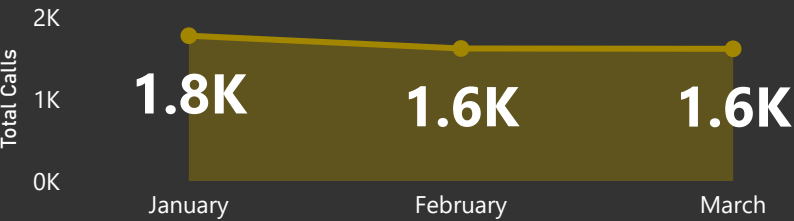
Sum of Call Rejected by Agent



Sum of Duration On Calls by Agent



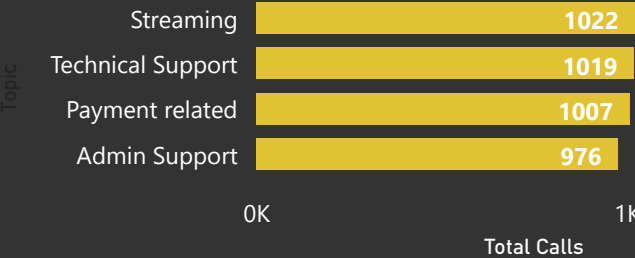
Total Calls by Month



Highest Calls Answered By

Jim

Total Calls by Topic



Avg Satisfaction Rate

Dan

Date

01-01-2021

31-03-2021

