

# Call Center - Call Analysis

Day

All

Agent

All

Topic

All

## Total calls by Month

January

March

February

Total calls

5000

Calls Answered

4054

Resolved Calls

3646

Resolution Rate

90%

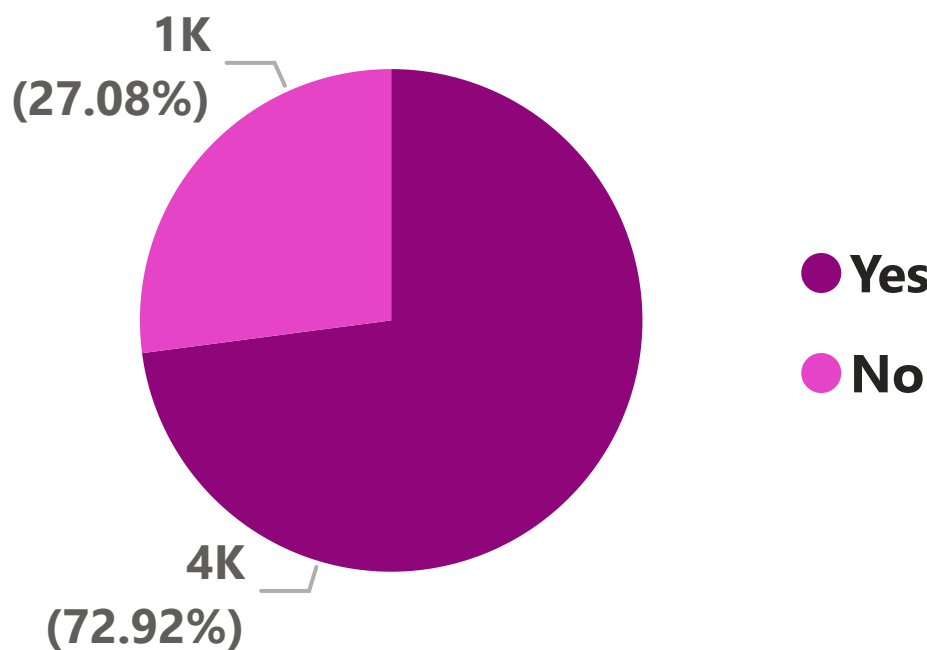
Top Issue

Admin Support

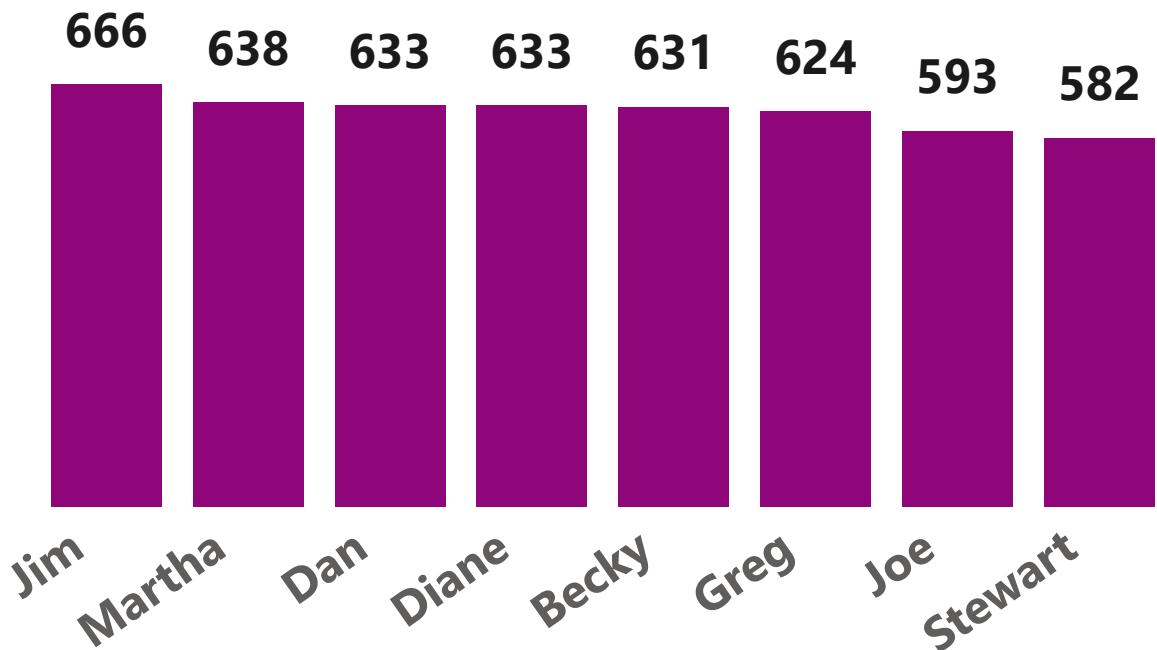
AvgSatisfactionRating



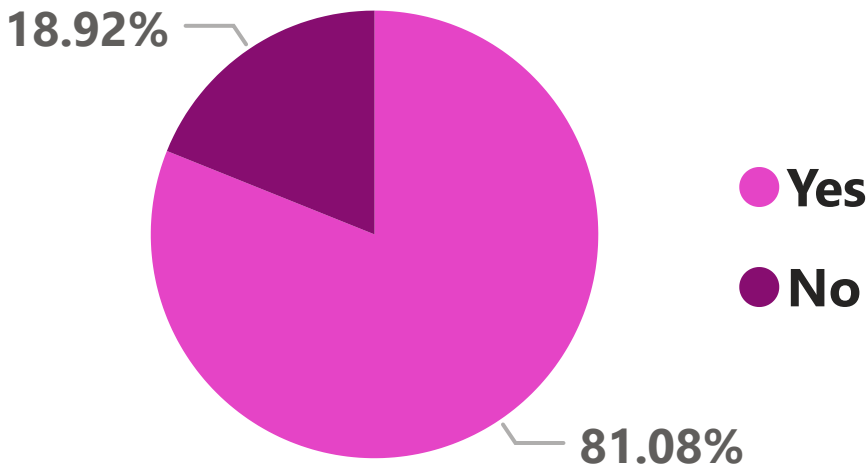
## Resolved Calls



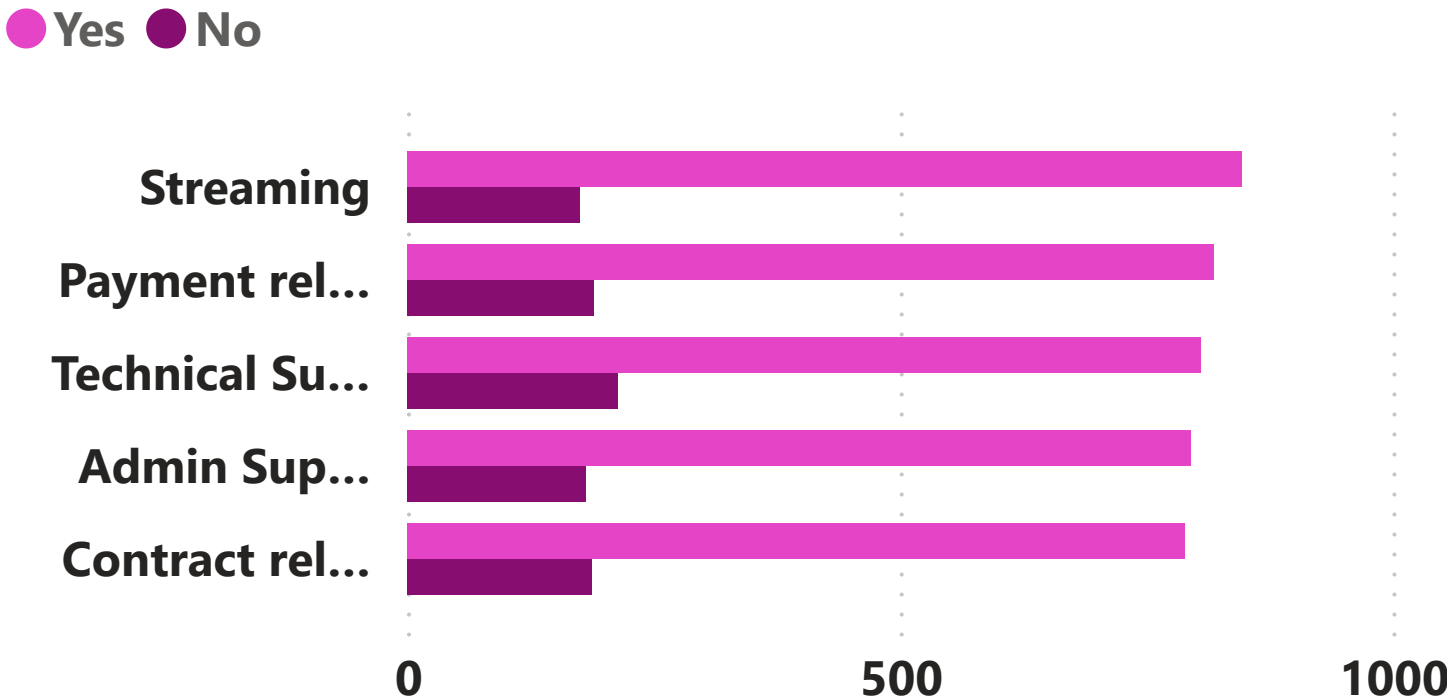
## Total Calls By Agent



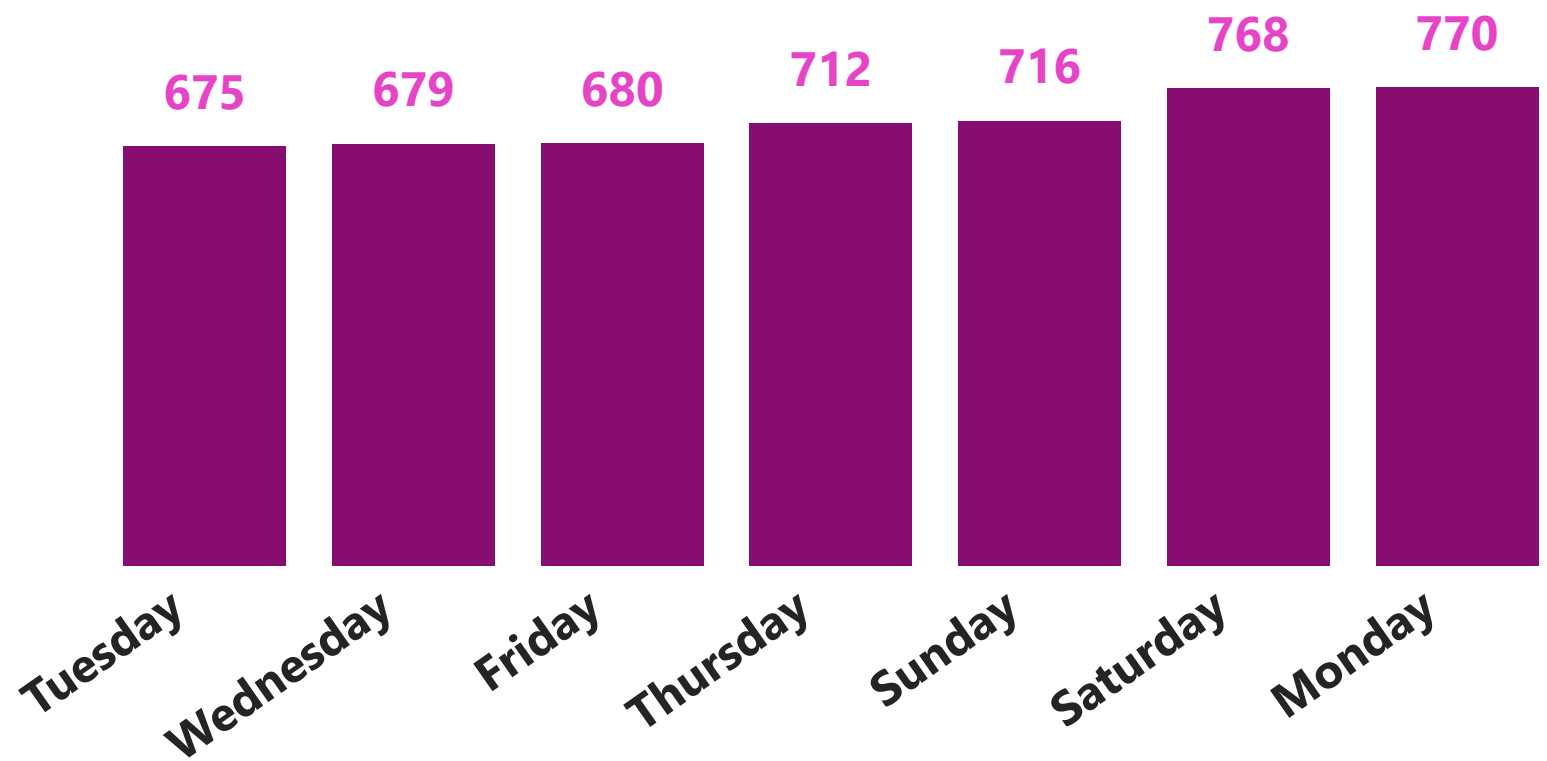
## Answered Calls



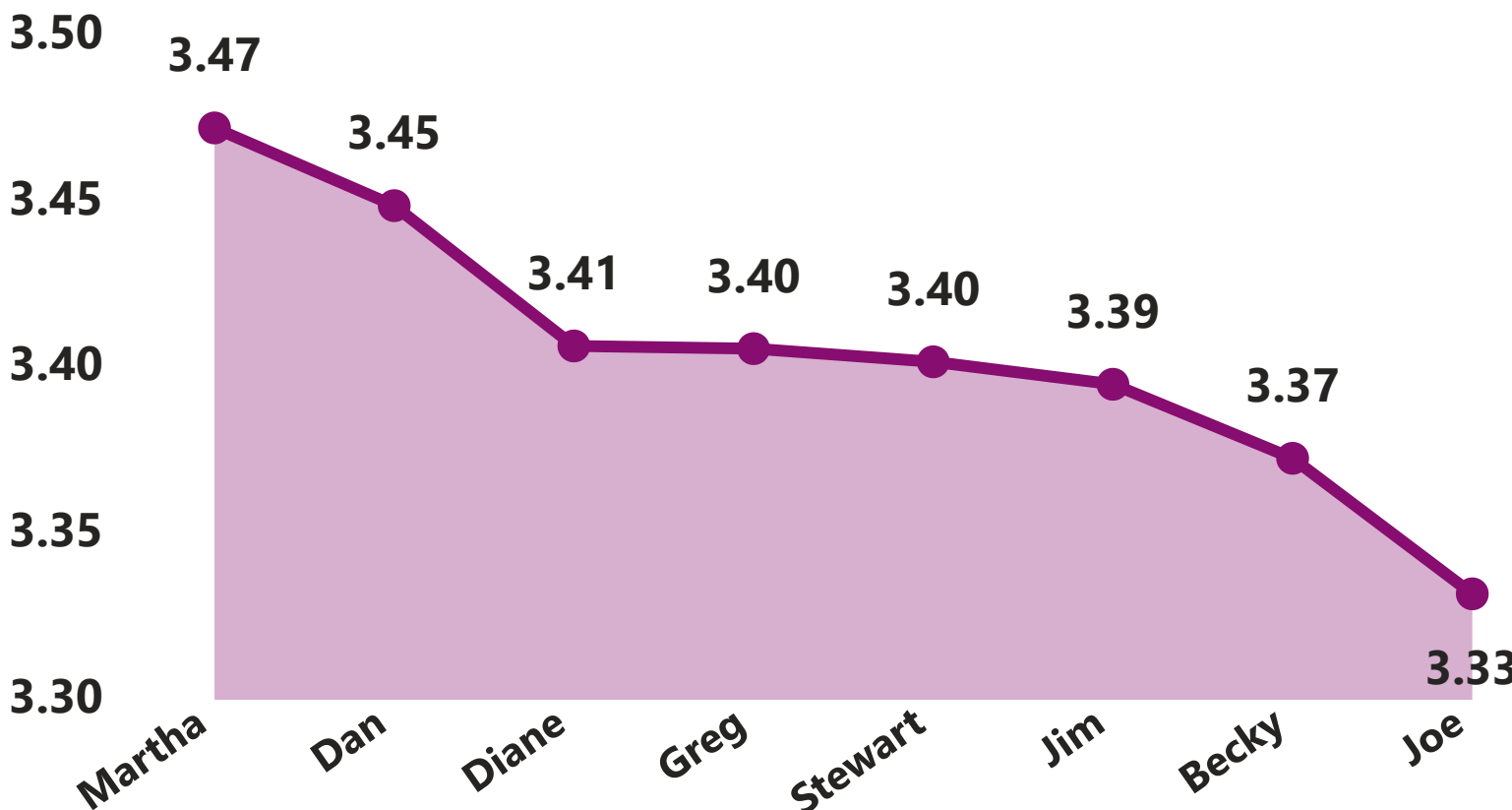
## Calls Answered by Topic



## Calls By Weekday



## AvgSatisfactionRating by Agent



## Total calls by Month

