

Call Centre Trends

Agent ▼

All ▼

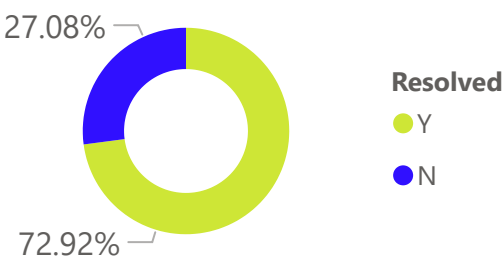
Topic ▼

All ▼

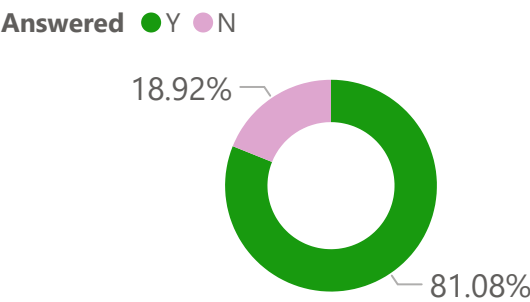
1/1/2021 📅 3/31/2021 📅



Calls Answered



Resolved

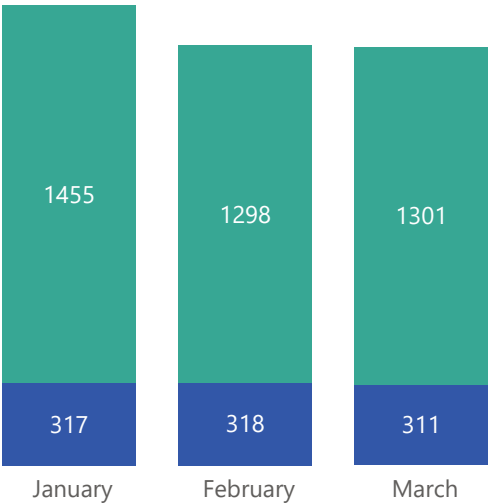


Average Speed of Answer
(In Seconds)

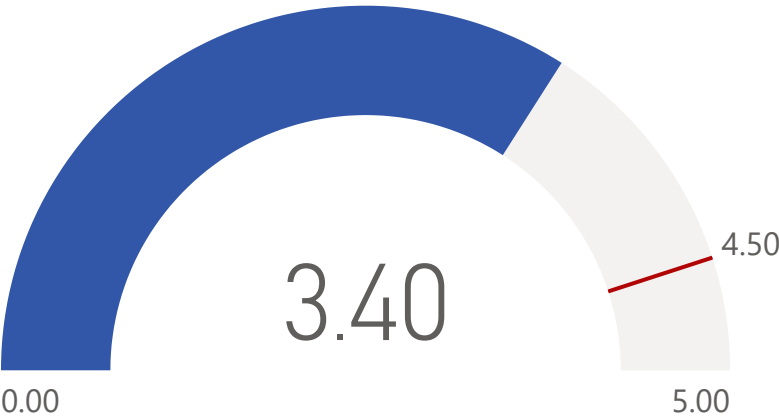
67.52

Number of Calls Per Month

Answered ● N ● Y



Average Satisfaction Rating

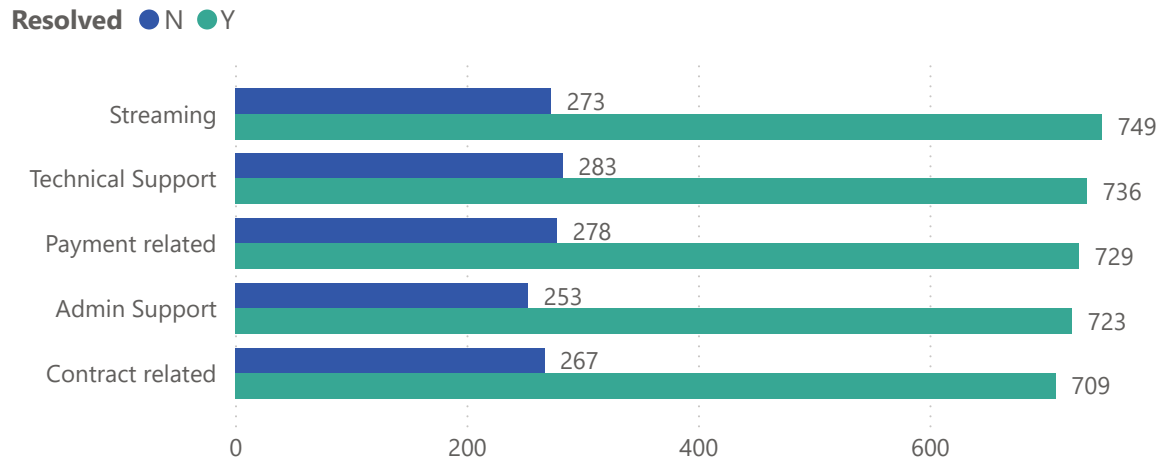


Agents Statistics

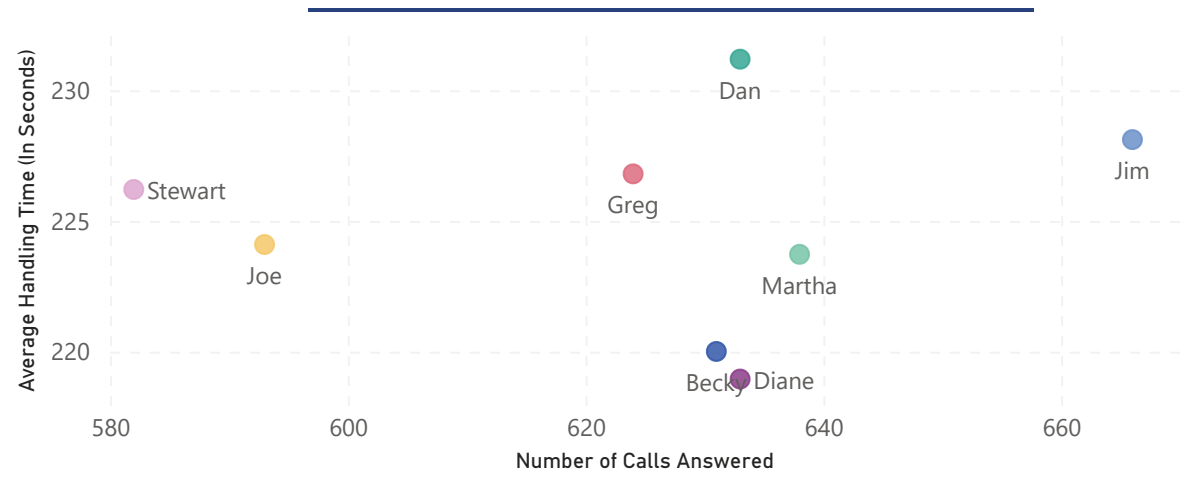
Agent	Answered	Resolved (Y)	Avg Satisfaction Rating	Avg SOA (In Seconds)
Joe	484	436	3.33	70.99
Martha	514	461	3.47	69.49
Greg	502	455	3.40	68.44
Dan	523	471	3.45	67.28
Jim	536	485	3.39	66.34
Diane	501	452	3.41	66.27
Stewart	477	424	3.40	66.18
Becky	517	462	3.37	65.33
Total	4054	3646	3.40	67.52

Call Centre Trends

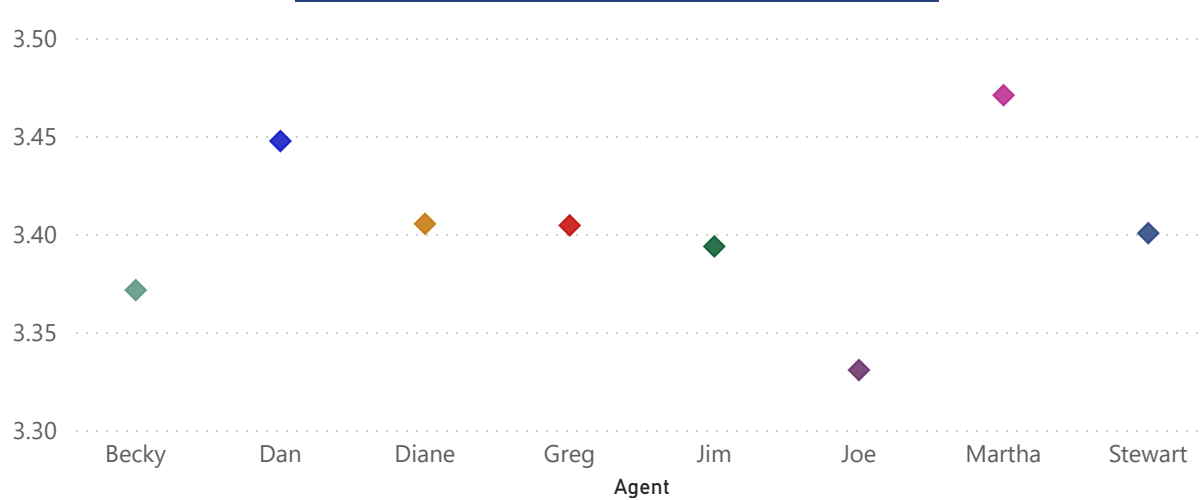
Topic Wise Analysis



Agents Performance



Agents Satisfaction Ratings



Call Analysis By Day

