

Call Centre Data Analysis

Total No. of
Calls

5000

Answered
Calls

4054

Issue
Resolved

3646

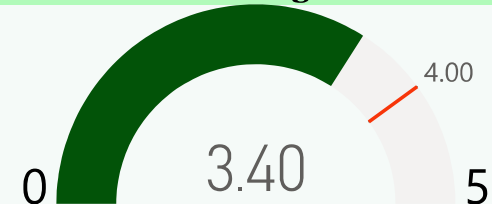
Average
Answered Speed

67.52

Average Calling
Duration(in Second)

224.92

Average Customer Satisfaction
Rating



Most Issue
Resolved

Jim

Most Call
Attended

Jim

Most Calls
Missed

Diane

Most Rated

Martha

Month

All

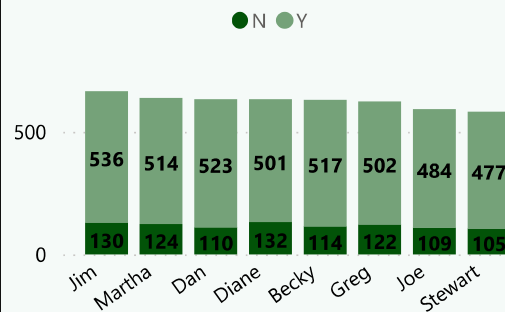
Date

All

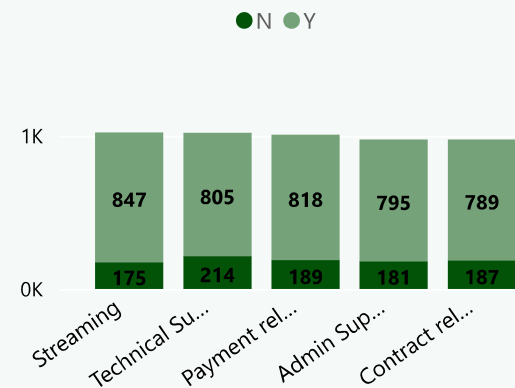
Agent Performance Report

Agent	Total Calls	Total_Attended_Call	Issue Resolved
Jim	666	536	485
Martha	638	514	461
Dan	633	523	471
Diane	633	501	452
Becky	631	517	462
Greg	624	502	455

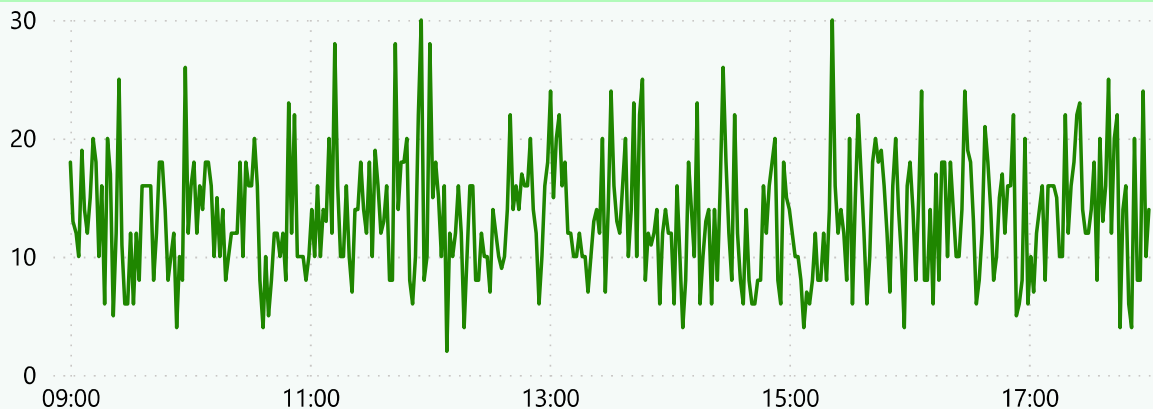
Count of Calls by Agent



Count of Calls by Agent



Calls by Time



Call Distribution

