



## Call Center Performance Analysis

5000

Total Calls

946

Calls Rejected

4054

Call Answered

3646

Calls Resolved

67.52

Speed of answer

3.40

Avg Satisfaction Rating

Agent

All

Month

February

March

January

Topic

Admin Support

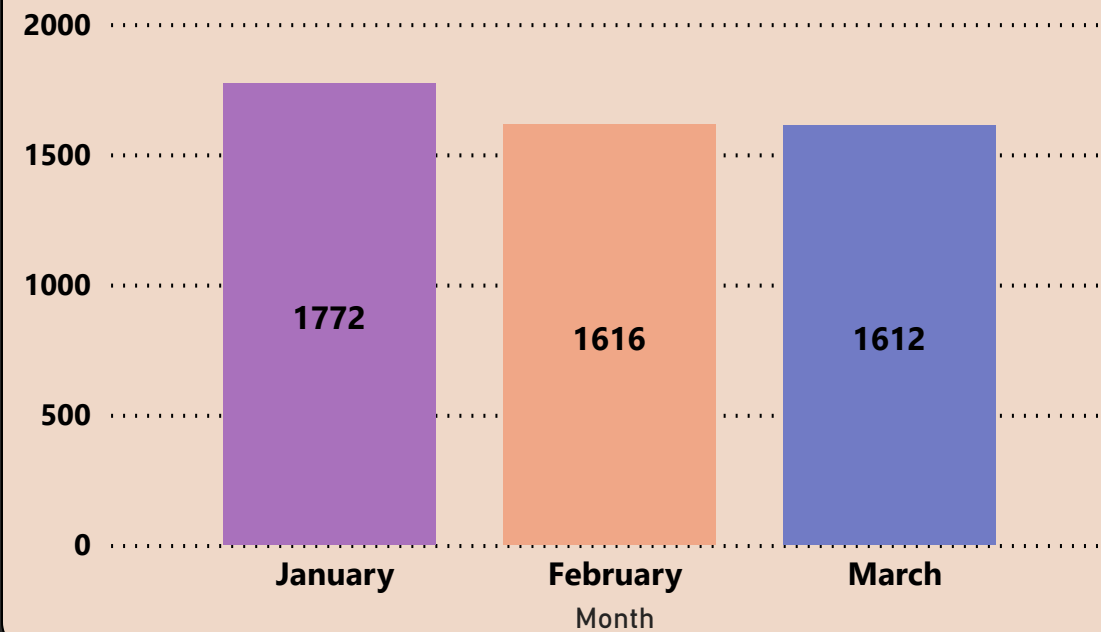
Contract related

Payment related

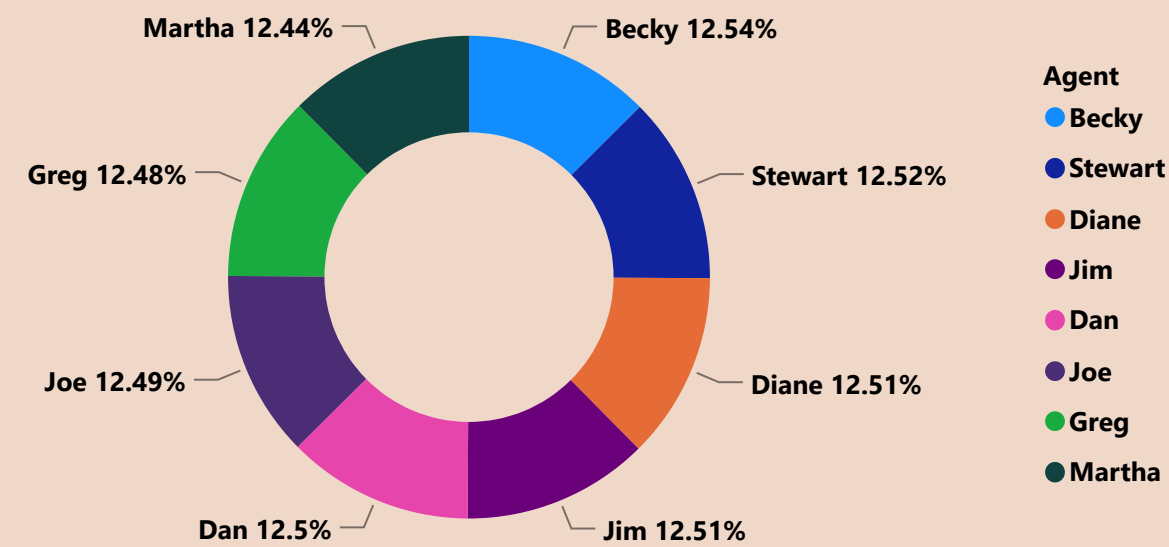
Streaming

Technical Support

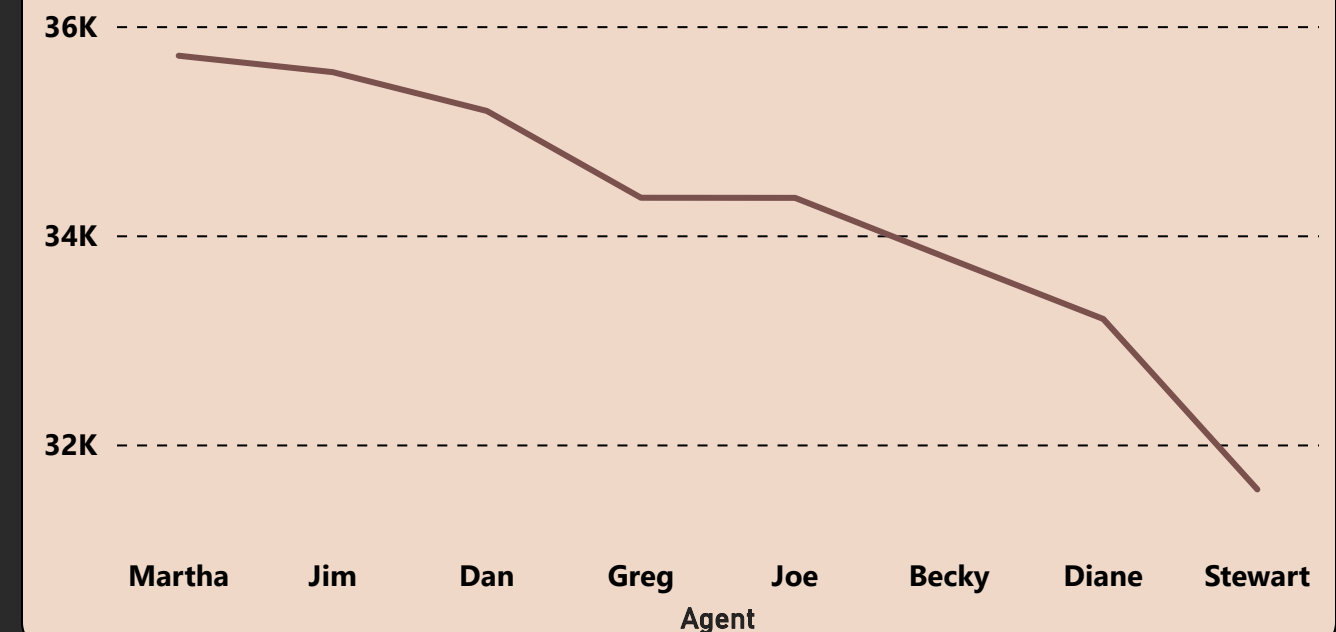
Calls by Month



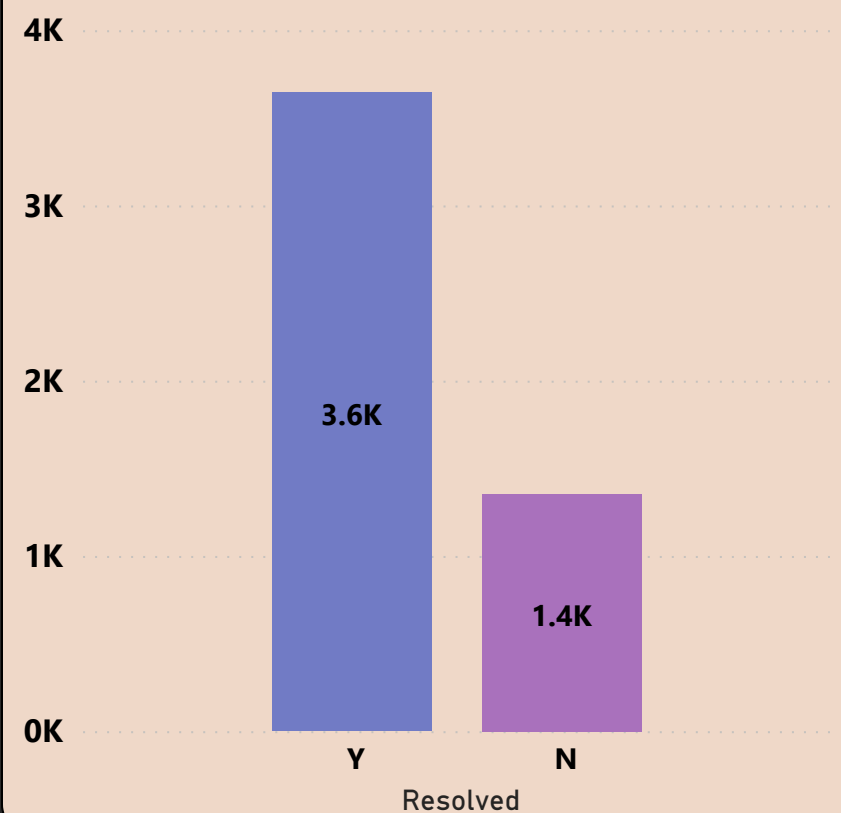
Avg time by Agent



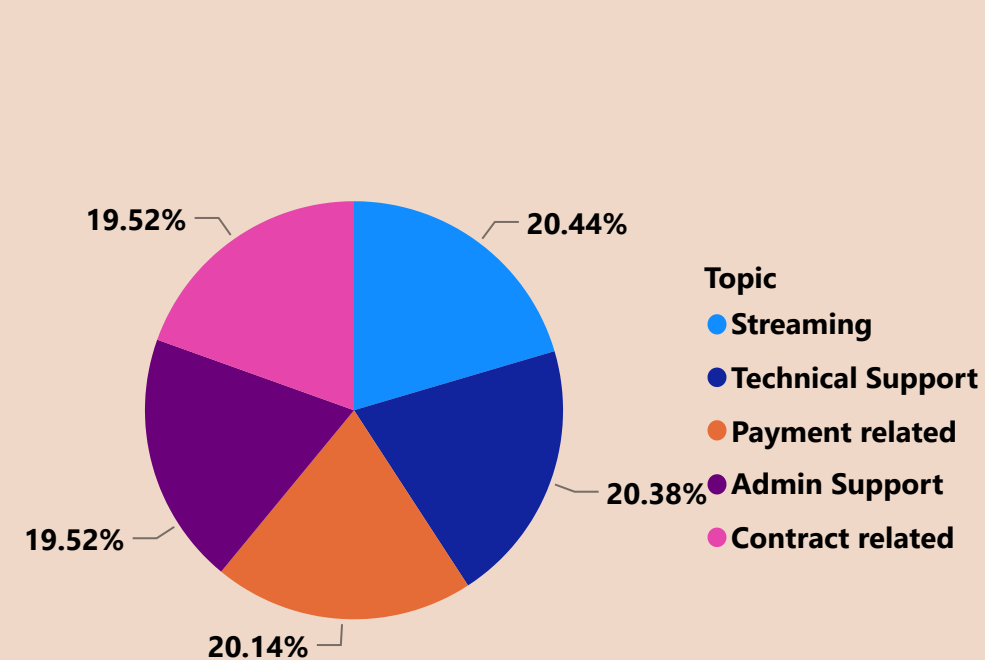
Speed of answer by Agent



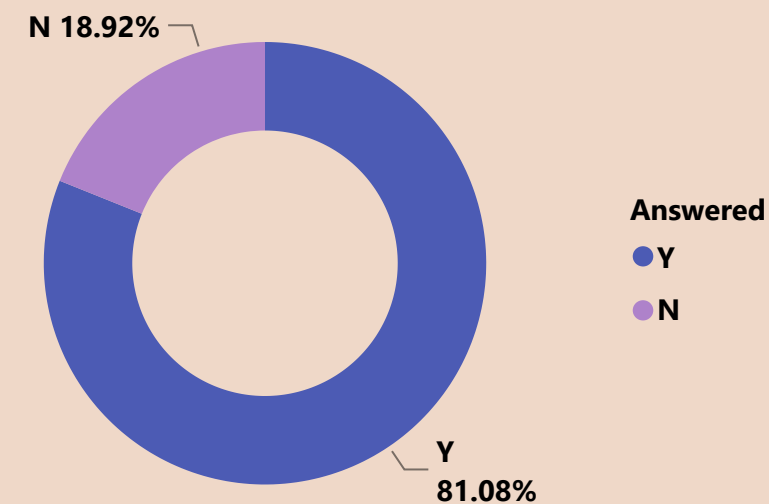
Calls Resolved



Calls by Topic



Total Calls : Answered and Rejected



Avg Satisfaction Rating

