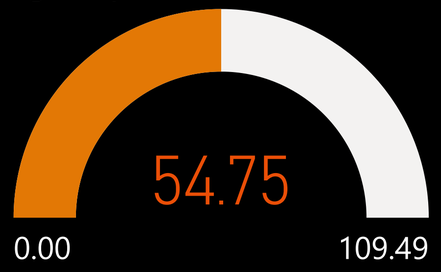
Call Centre Trends Analysis

Avg of Speed of answer(sec)



Month

All

Date

All

Topic

All

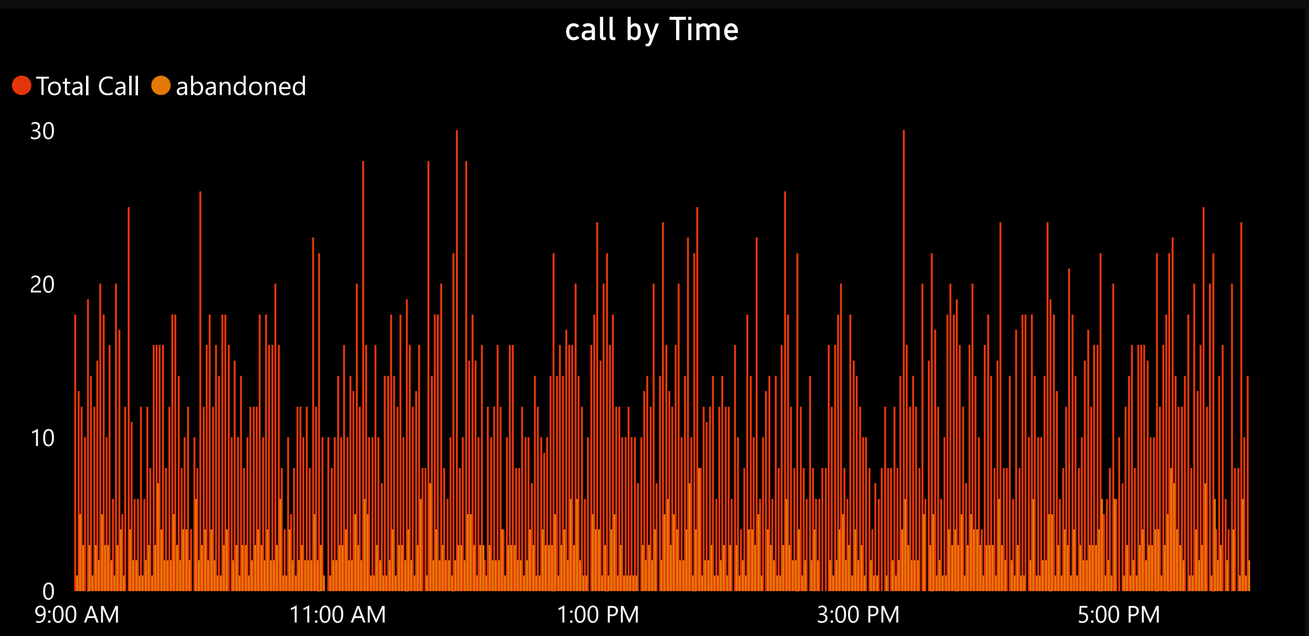
Agent

All

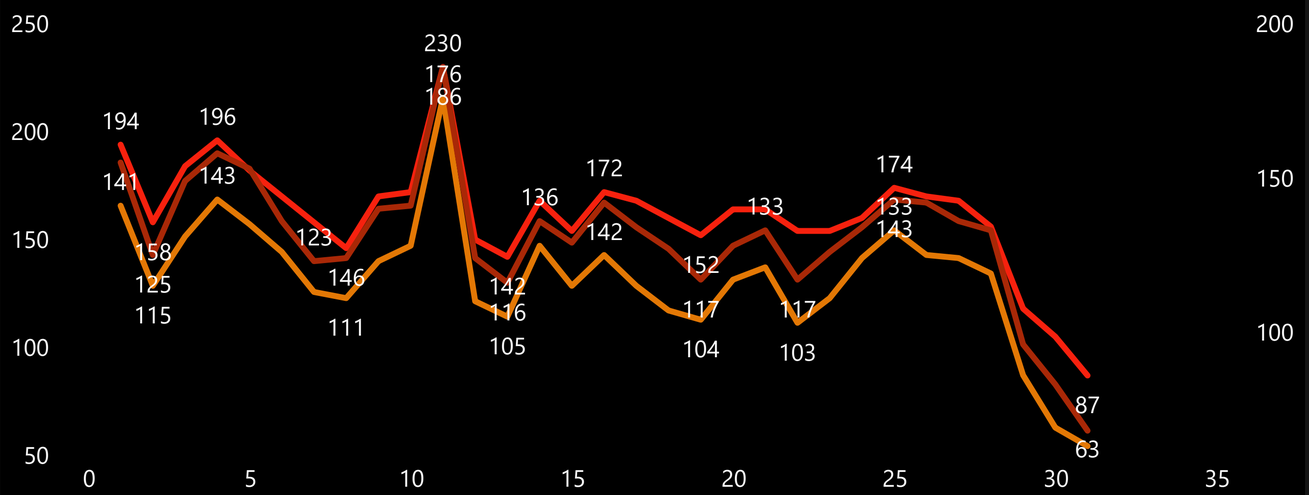
-- Average 19% of calls abandoned during the period (jan 2021 - March 2021)
-- Highest number of calls recorded in day 11 i.e 230 (answered call 186 and resolved call 176)

Total calls	Answered calls	Satisfaction rating
5000	4054	40.46%

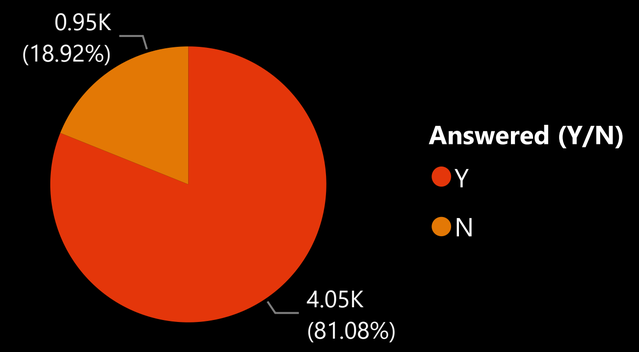
call by Time



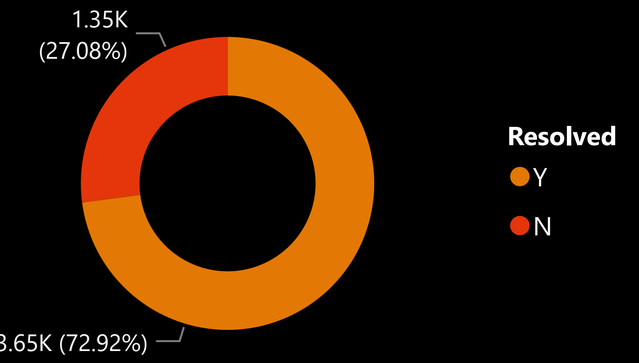
Daily call count



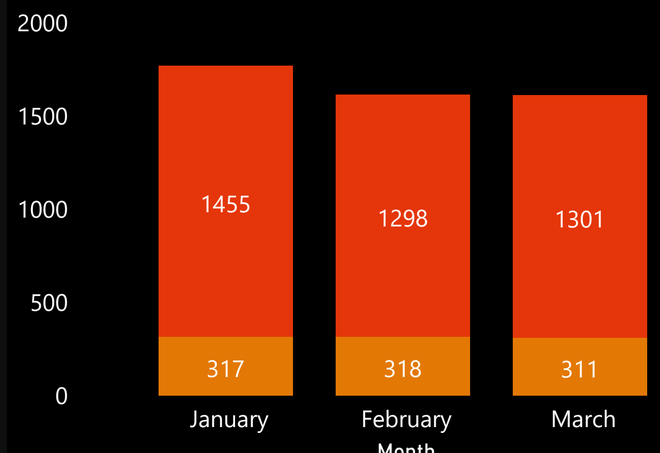
Answered calls (Y/N)



Resolved Calls (Y/N)



Monthly call analysis



Agents Performance Analysis

Streaming
Highest call by topic

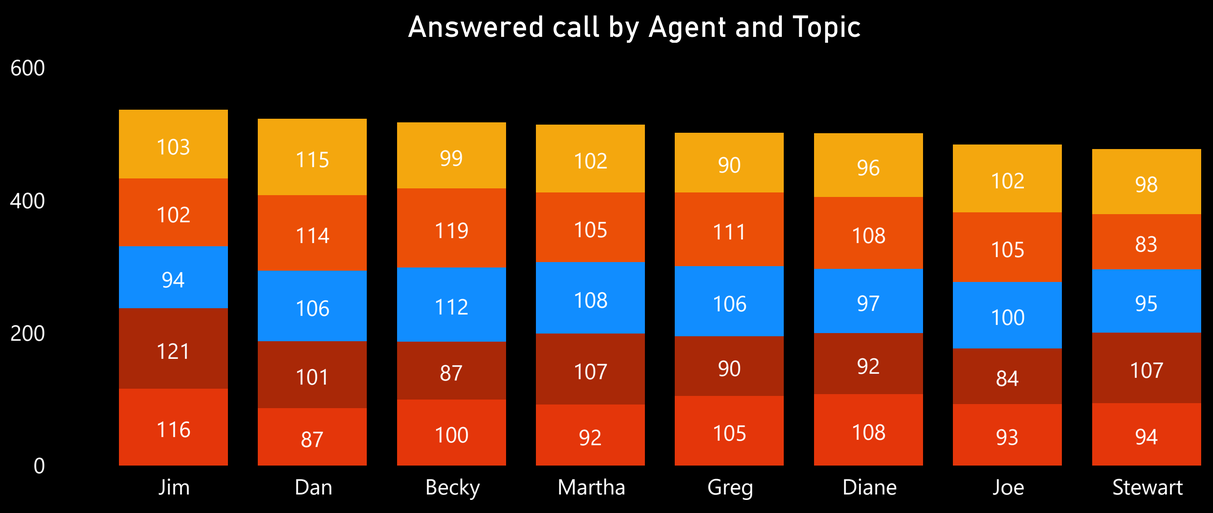
Martha
highest rating agent

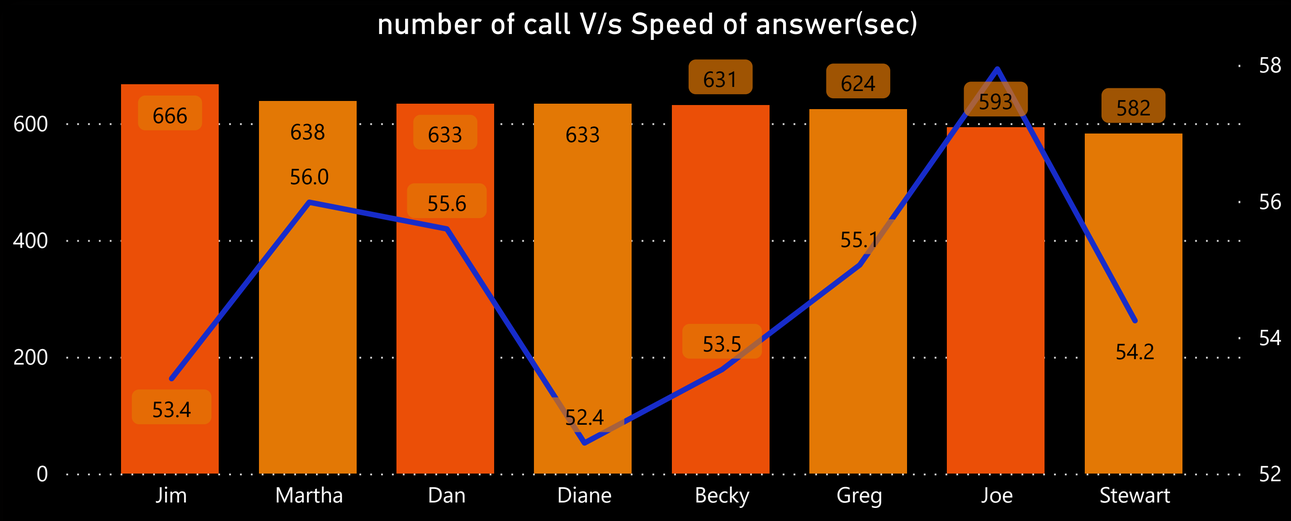
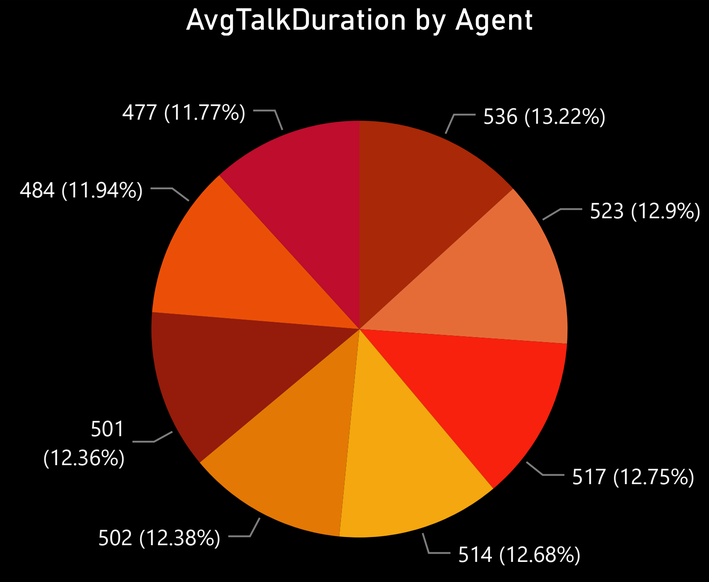
Jim
Highest call answered agent

2023
Positive satisfaction rating

5
Count of Topic

125.00
Max speed of answer call (sec)





Agent	Total Call	Unanswered call	Answered call	Resolved call	Unresolved call	Avg speed of ans	overall customer satisfaction
Joe	593	109	484	436	157	57.94	38.79%
Martha	638	124	514	461	177	55.98	42.48%
Dan	633	110	523	471	162	55.59	41.23%
Greg	624	122	502	455	169	55.06	38.62%
Stewart	582	105	477	424	158	54.24	42.10%
Becky	631	114	517	462	169	53.53	41.36%
Jim	666	130	536	485	181	53.39	40.24%
Diane	633	132	501	452	181	52.45	38.86%
Total	**5000**	**946**	**4054**	**3646**	**1354**	**54.75**	**40.46%**