CALL CENTER 4054 1354 946 3646 **TREND Average CES Calls Answered Calls Abandoned Calls Resolved Calls Unresolved** Calls Answered and Calls Resolved by Month Calls Answered by Day Calls Answered by Satisfaction rating **3** 5.00K **4** OK (9.77%) 1K Clikc for calls.. (30.04%) 1500 **Average Call Volume per Day** (10.29%) 1000 Average of Speed of answer i... 500 100 1K (20.79%)2.63 March **January** February ^{_} 1K (29.11%) ● Count of Call Id ● Calls Answered ● Calls Resolved 20 Average of AvgTalkMinutes Calls Answered/Calls Abandoned by Agent Calls Unresolved by Day Calls Resolved/Calls Unresolved by Agent 100% Jim Dan **Becky 50**% Martha Greg Diane Joe Martha Gred Diane Becky **Stewart** 200 400 600

Calls ResolvedCalls Unresolved

Calls AnsweredCalls Abandoned



Month	Calls Answered	Calls Abandoned	Calls Resolved	Calls Unresolved
H January	1455	317	1311	461
H February	1298	318	1161	455
⊞ March	1301	311	1174	438
Total	4054	946	3646	1354

Sum of AvgTalkDurationInSeconds and Sum of Speed of answer in seconds by Call Id

Sum of AvgTalkDurationInSeconds
Sum of Speed of answer in seconds

