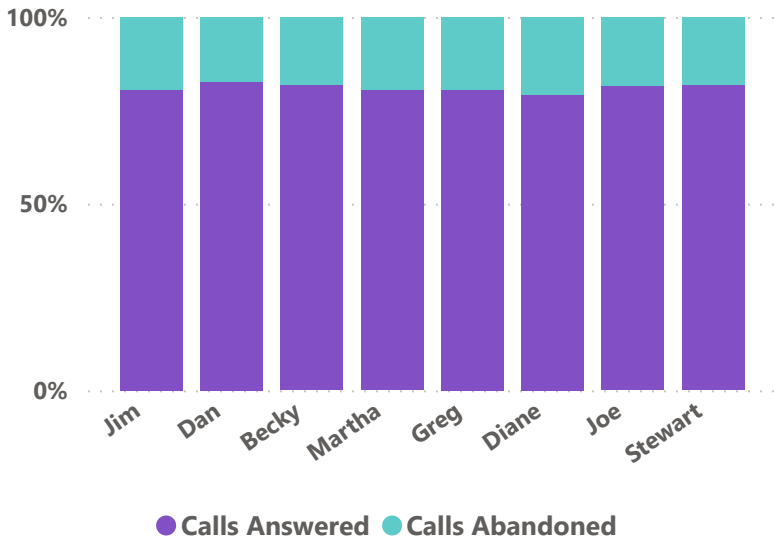


CALL CENTER TREND

Calls Answered by Day



Calls Answered/Calls Abandoned by Agent



3

Average CES

4054

Calls Answered

946

Calls Abandoned

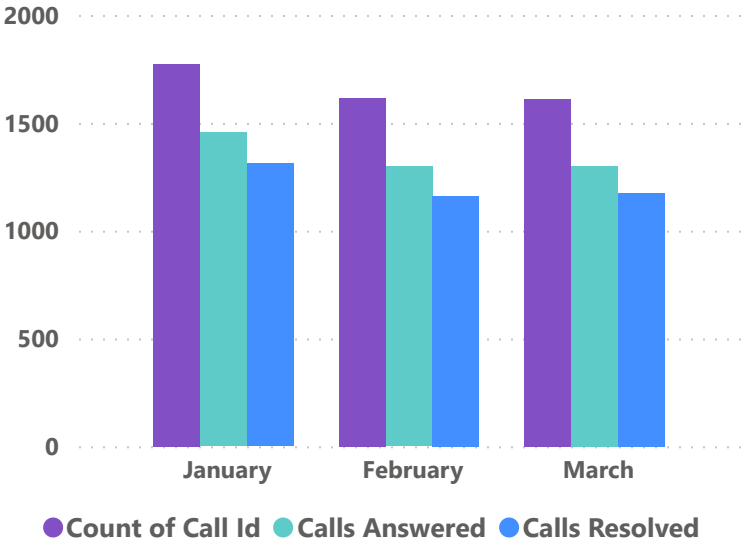
3646

Calls Resolved

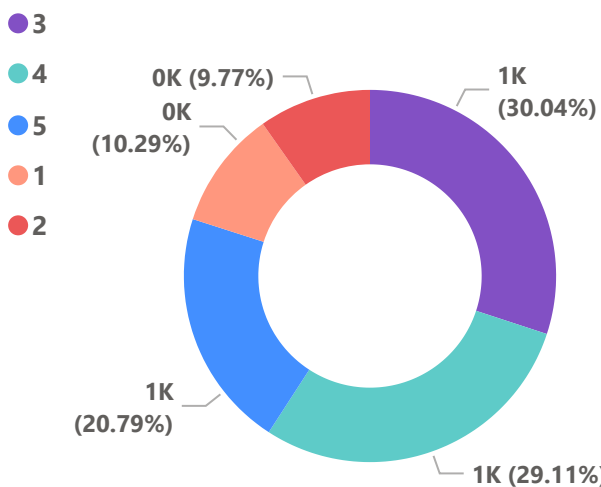
1354

Calls Unresolved

Calls Answered and Calls Resolved by Month



Calls Answered by Satisfaction rating



5.00K

Average Call Volume per Day

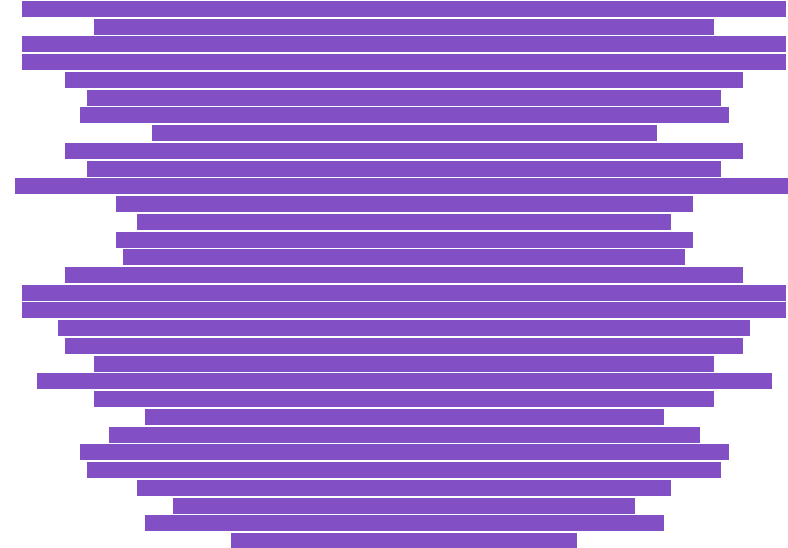
55

Average of Speed of answer i...

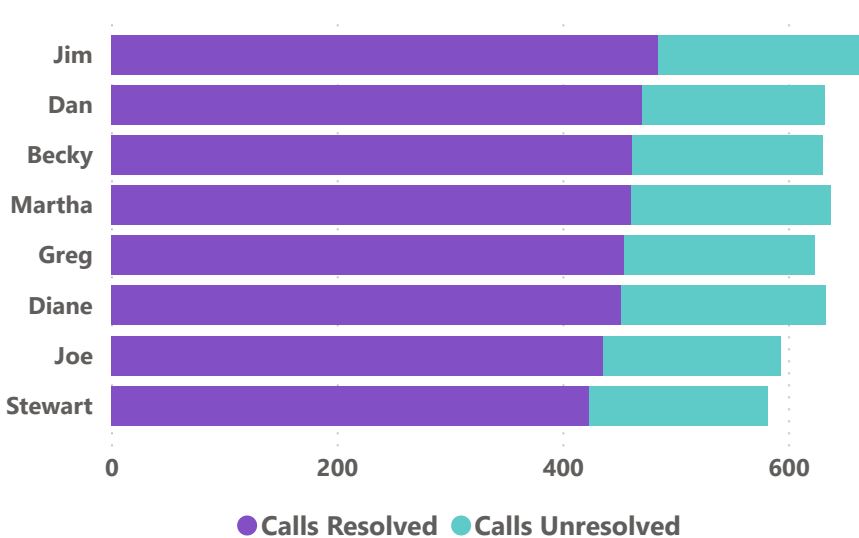
2.63

Average of AvgTalkMinutes

Calls Unresolved by Day



Calls Resolved/Calls Unresolved by Agent





Month	Calls Answered	Calls Abandoned	Calls Resolved	Calls Unresolved
January	1455	317	1311	461
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

