Analysis And Insights

1

Short time

There is so many short time calls

2

AHT

Average handling time is good.

3

Timely Response

Time response percentage is very good

4

FCR

First call resolution is very low

5

Time Duration

Most of our calls ends in the first minute.

Recommendations

AHT

Give instructions to the agents contains the average time they should solve the problem within

Short Calls

Need to make a survey to know the reason behind that.

First call resolution

Knowing the reason behind that and with team or departments was the reason

Timely response

Increase the number of agents to handle all calls.

Consumer Dispute

Decrease this percentage and knowing the reason.

Data

We need more data to give better insights and recommendations.

STATUS

Employees 25

Total Calls 3952

Total Reached Calls 2679

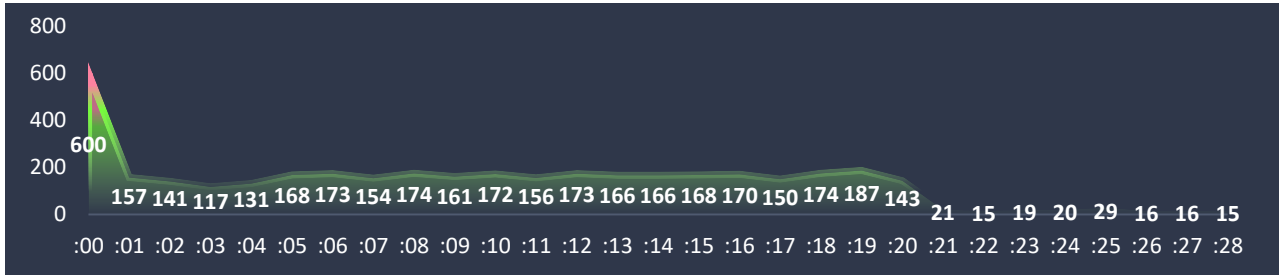
Total UnReached Calls 880

Short Calls (<10s) 398

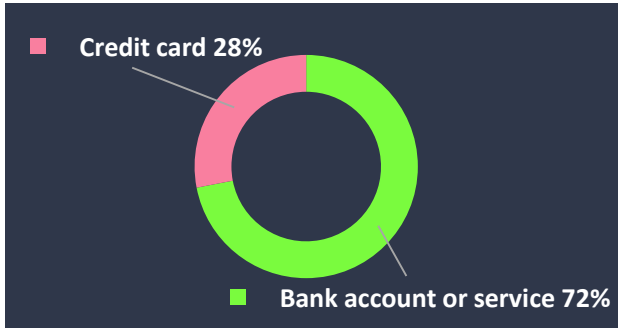
First call resolution 66%

Consumer Disputed % 16%

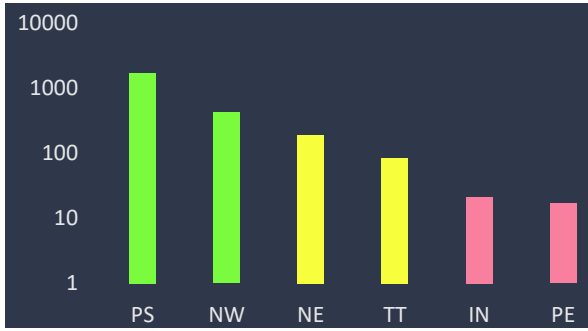
CALL Duration Distribution



Complaints percentage Per Product

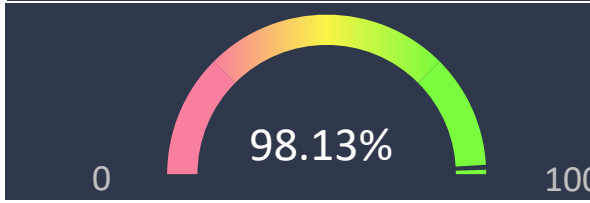


Complaints Count per Call Type



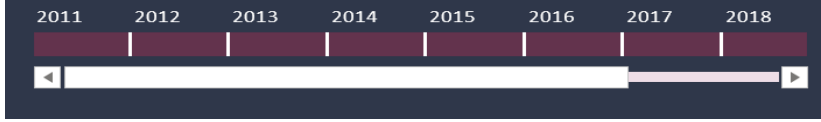
AVERAGE HANDLE TIME (AHT)

Timely Response %



Date

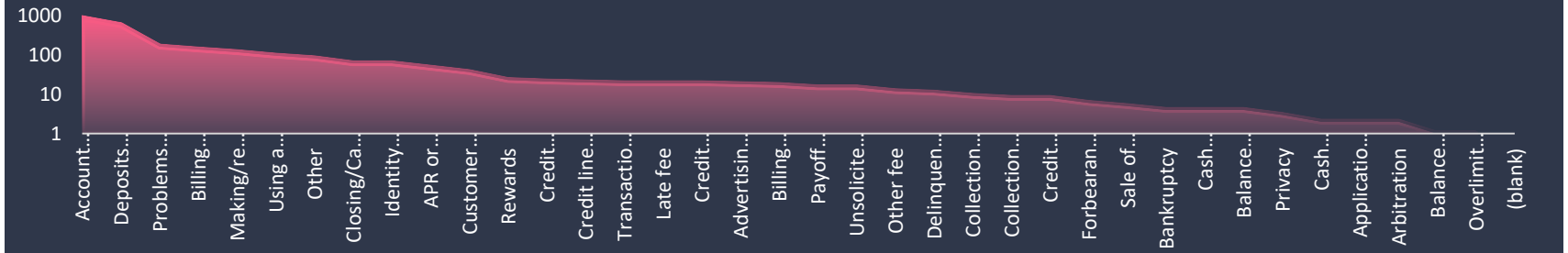
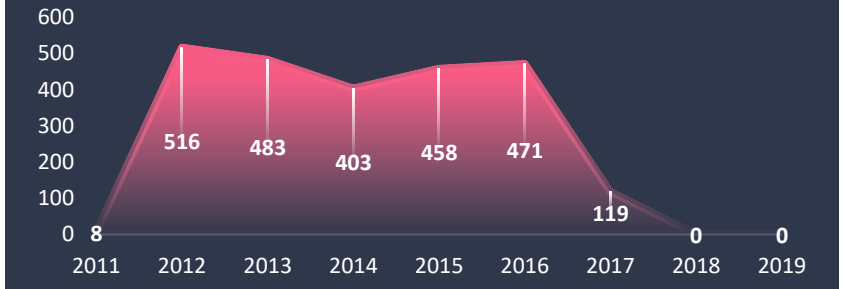
All Periods YEARS



Employees

ANAT
AVIDAN
AVNI
BASCH
BENSION
DARMON
DORIT
ELI
GELBER
GILI
IDIT
KAZAV
MICHAL
MIKI
MORIAH
NAAMA
NO_SERVER
PINHAS

Issues counts



Complaints Per Years