

Call Center Analysis



Agent

All



Month

All



Topics

Admin Support

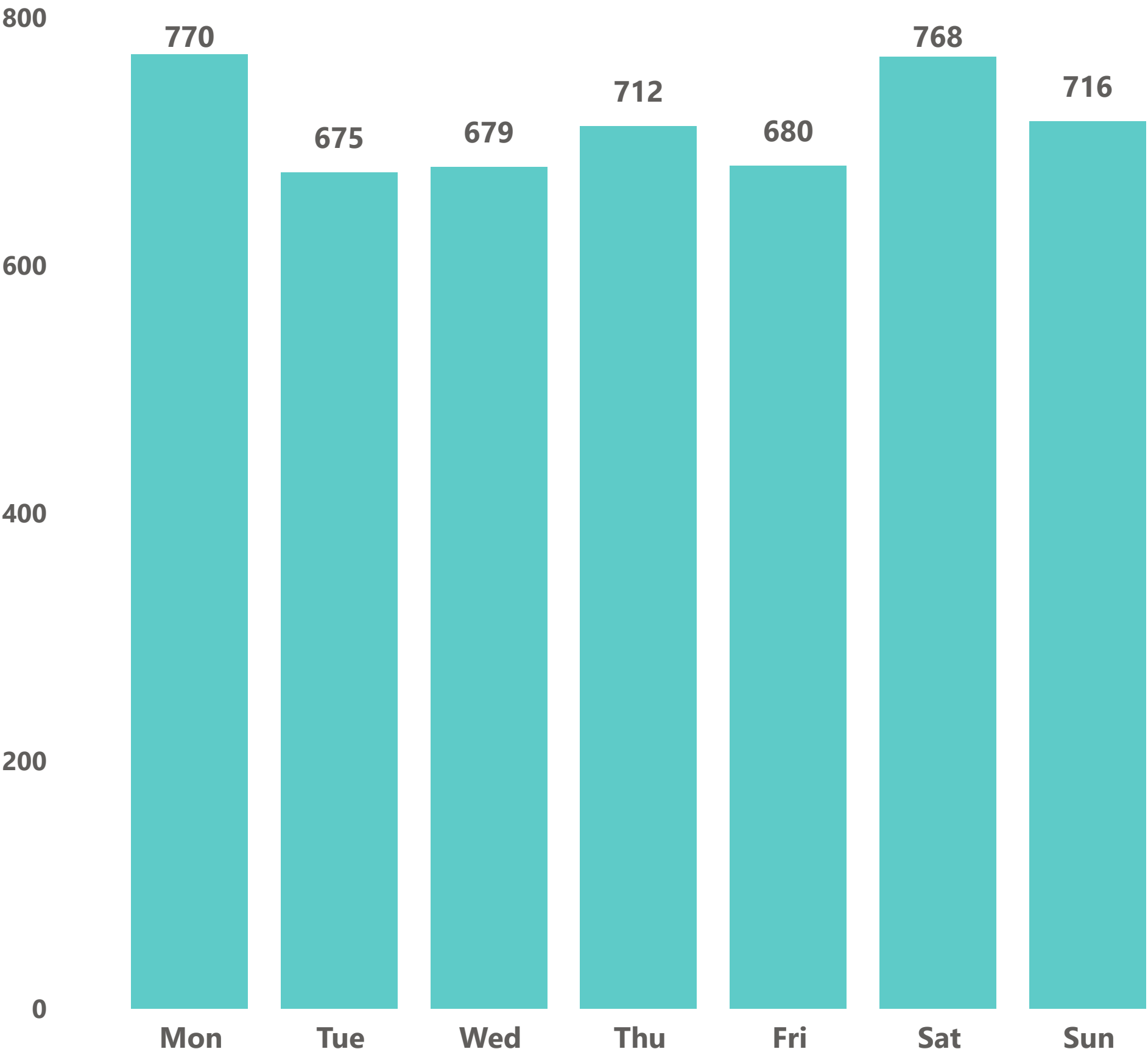
Contract related

Payment related

Streaming

Technical Support

Weekly calls



5000

Total Calls



4054

Calls Answered

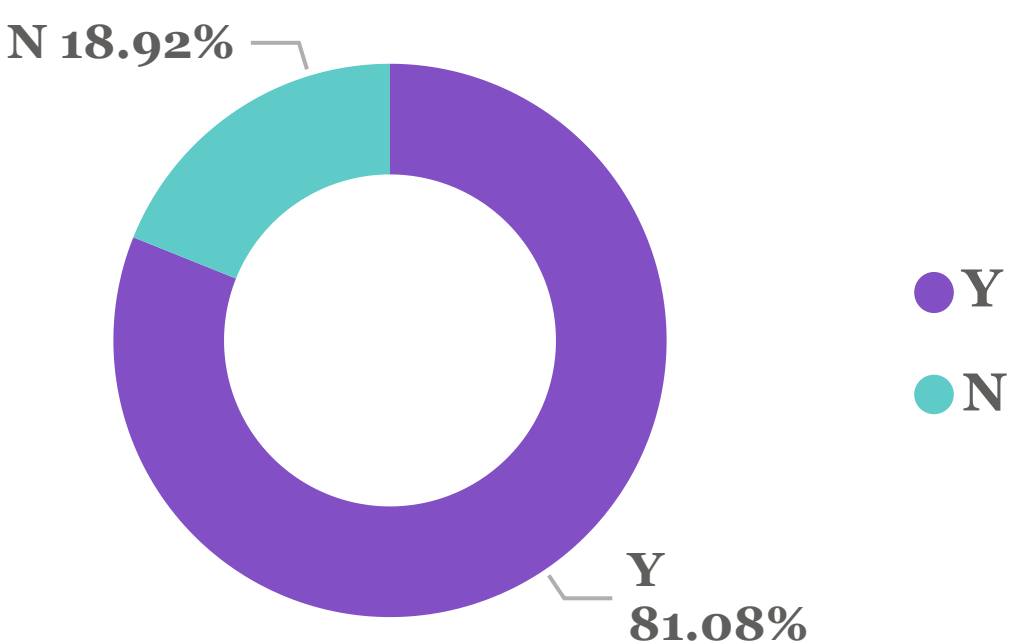


946

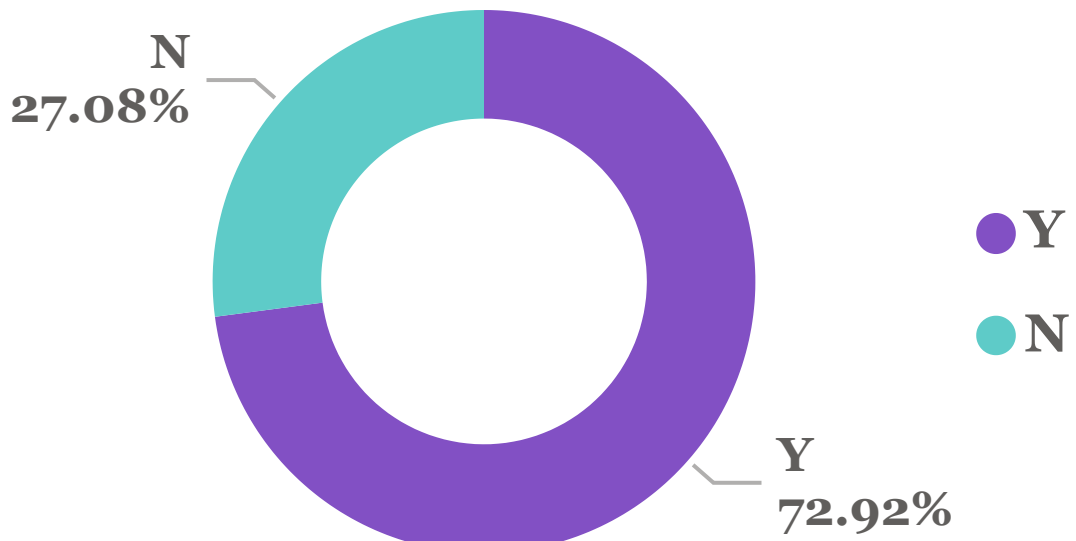
Calls Abandoned



Percentage of calls answered (Y/N)



Percentage of calls resolved (Y/N)



67.52

Average of speed of answer in seconds



73%

Resolution Rate



19%

Abandonment Rate



Call Center Analysis

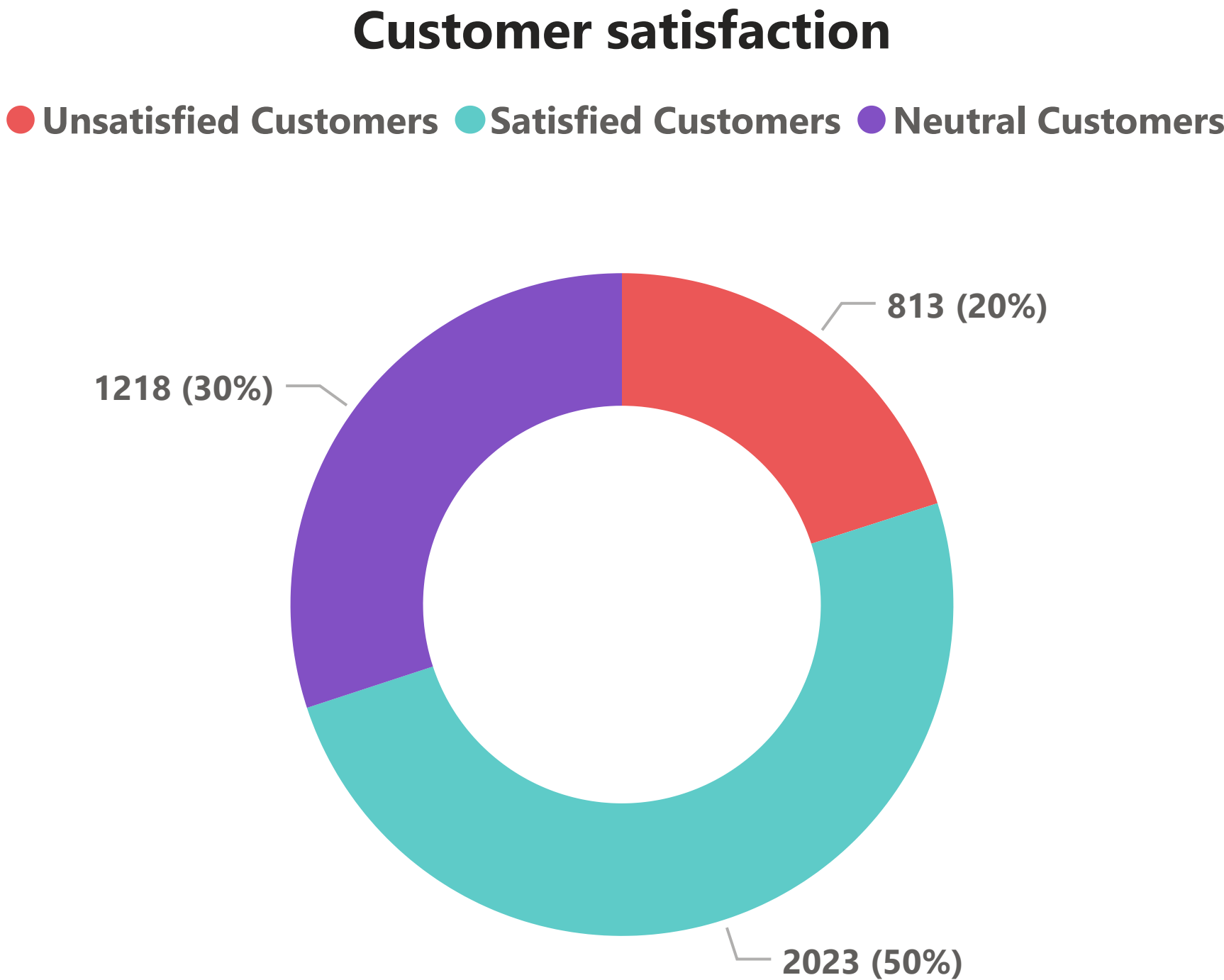
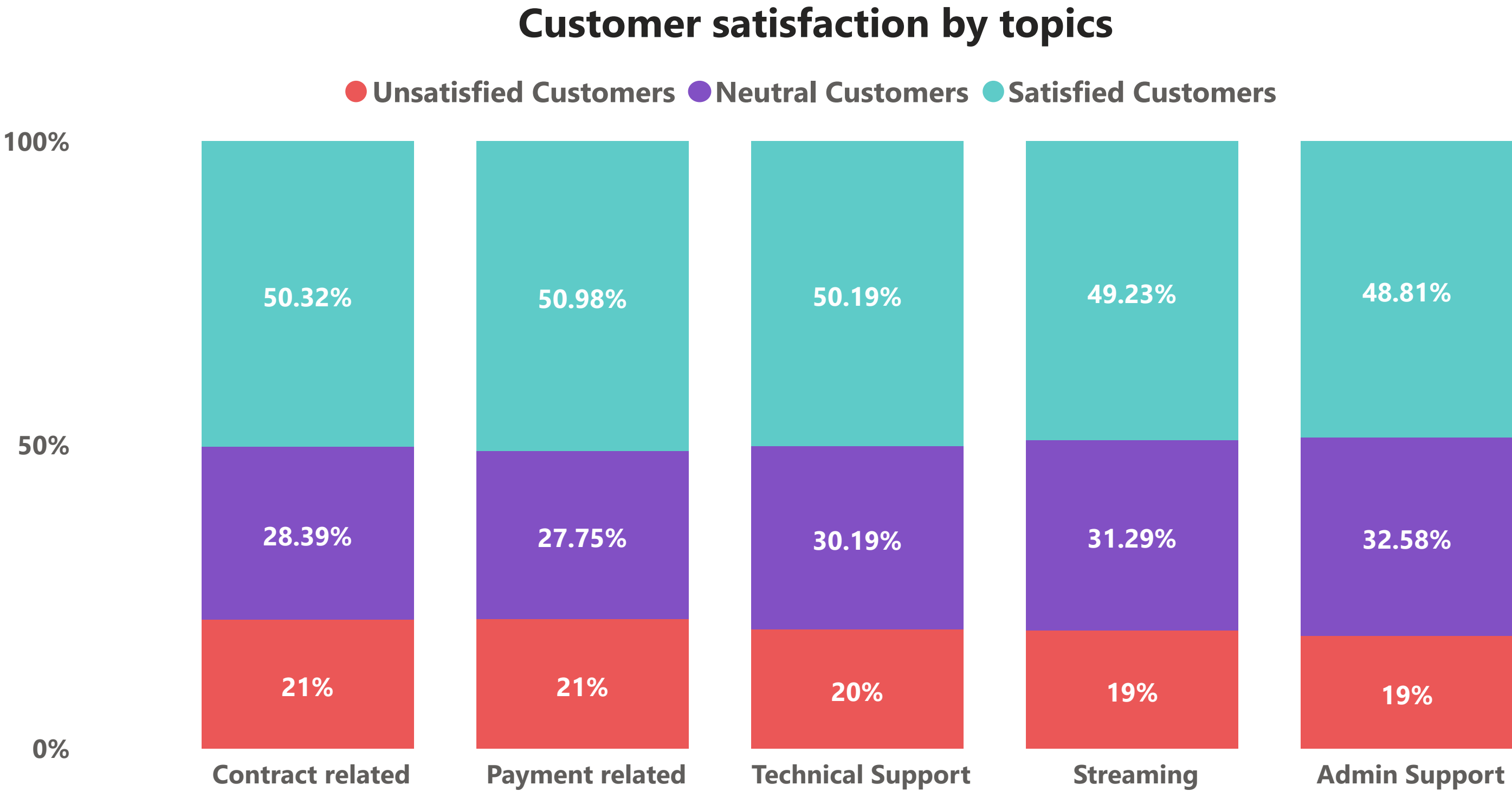
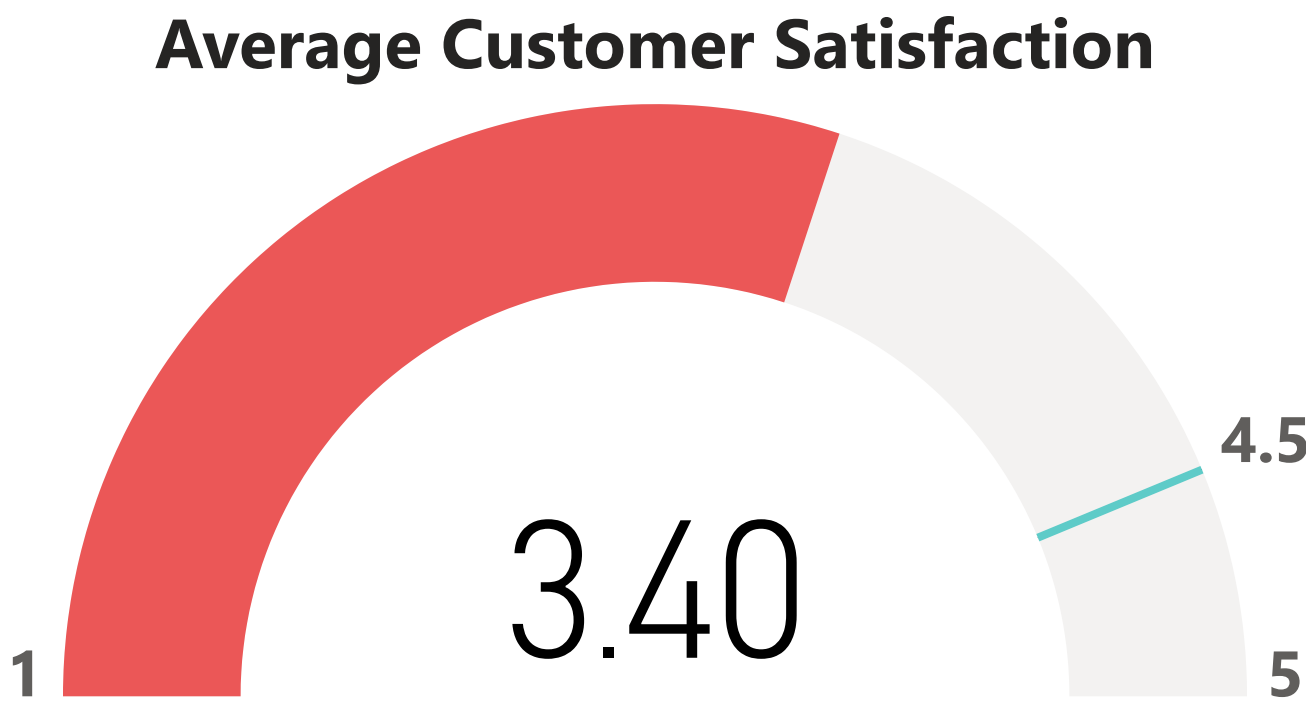


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Call Center Analysis



Topics

Admin Support	Contract related	Payment related	Streaming	Technical Support
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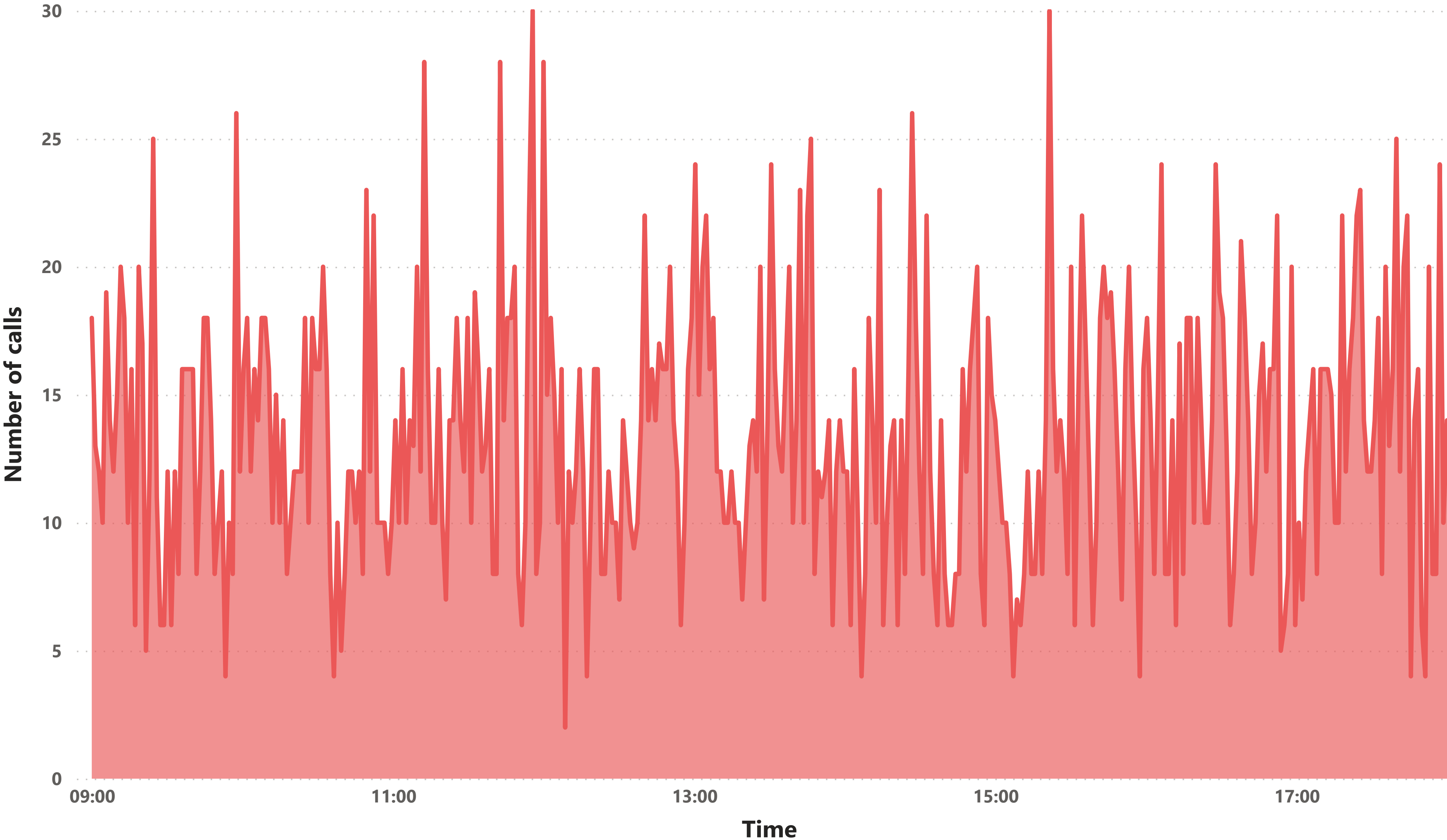
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Call time distribution



Call Center Analysis



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Agent's performance quadrant

