

Call Centre Trends

Agent

Becky

Dan

Diane

Greg

Jim

Joe

Martha

Stewart

5000

Total call received

3.40

Satisfaction rating

18.9%

Abandone Rate

67.52

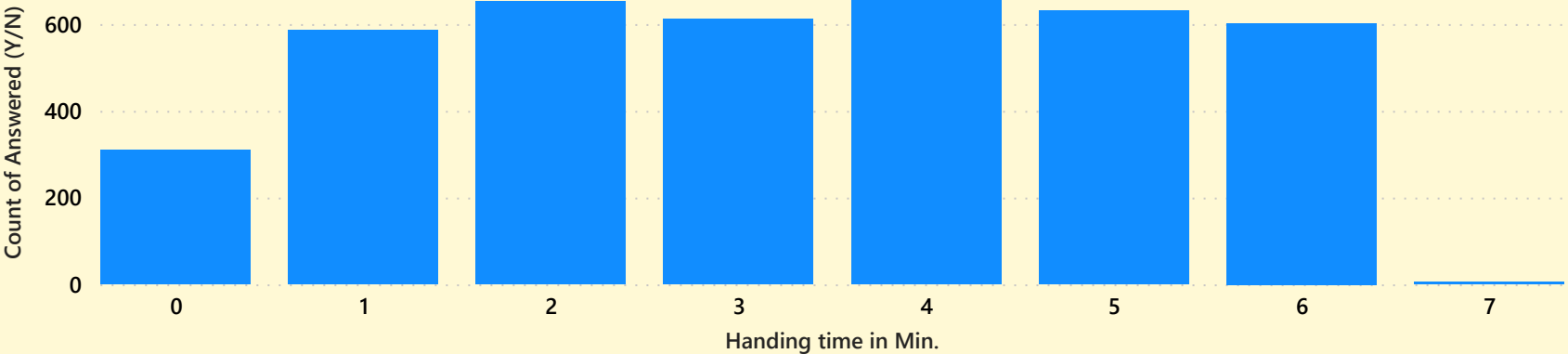
Avg. Answer speed (in sec)

3.25

Avg. Call Duration in Min.

Topic	abandone ratio
Streaming	17%
Admin Support	19%
Payment related	19%
Contract related	19%
Technical Support	21%
Total	19%

Count of Answered (Y/N) and Avg. Handling time in Min.



Agent	Rating	Speed of answer in seconds	Average of HT
Becky	3.37	65.33	3.17
Dan	3.45	67.28	3.33
Diane	3.41	66.27	3.15
Greg	3.40	68.44	3.29
Jim	3.39	66.34	3.30
Joe	3.33	70.99	3.22
Martha	3.47	69.49	3.23
Stewart	3.40	66.18	3.26
Total	3.40	67.52	3.25

Avg. Speed of Answer and Agent

