

Total Calls

5000

Ave Ans
Speed(Sec)

54.75

Ave Talk
Duration(Sec)

24.50

Ave Customer
Satisfaction Rate

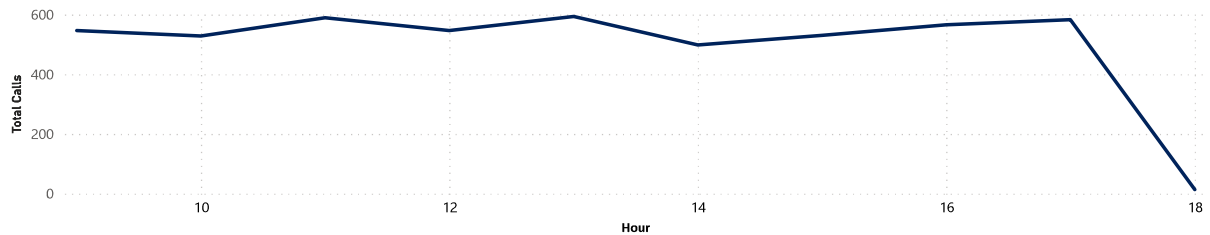
2.76

Total Agents

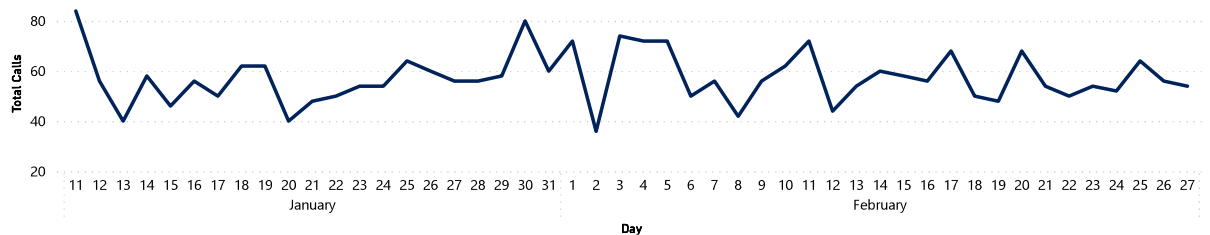
8

CALL
CENTER
ANALYTICS

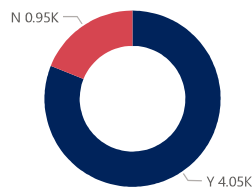
Total Calls by Hour



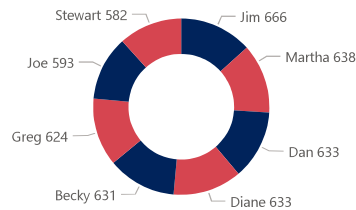
Total Calls by Month and Day



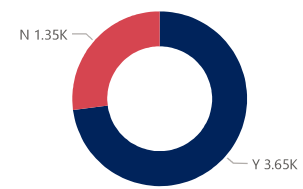
Total Calls by Answered (Y/N)



Total Calls by Agent

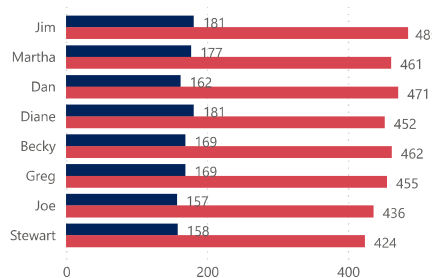


Total Calls by Resolved

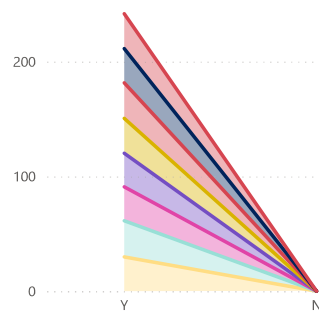


Total Calls by Agents

Resolved ● N ● Y

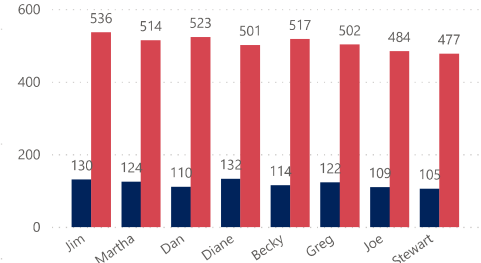


Ave Talk Duration(Sec) by Answer(Y/N)



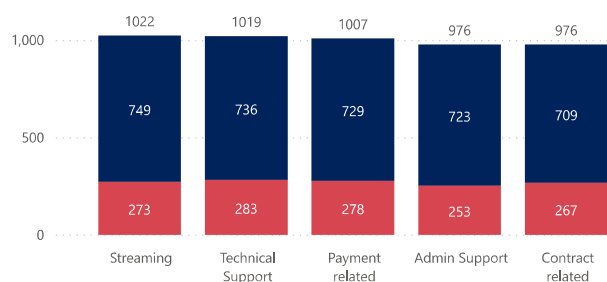
Answered(Y/N) by Agents

Answered ● N ● Y



Total Calls by Topic and Resolved

Resolved ● N ● Y



Total Calls by Satisfaction rating

