

--	--

5000

8

Jim



4054

946

Dan

01-01-2021



31-03-2021



946

81.08%

100%

1K

1K

1K

1K

1K

Hour	total_calls
0	58
1	60
2	58
3	54
4	56
5	58
6	54
7	48
8	68
9	64
10	84
11	56

Category	Sum of Durations
Category 1	85
Category 2	84
Category 3	80
Category 4	79
Category 5	79
Category 6	76
Category 7	75
Category 8	75

January

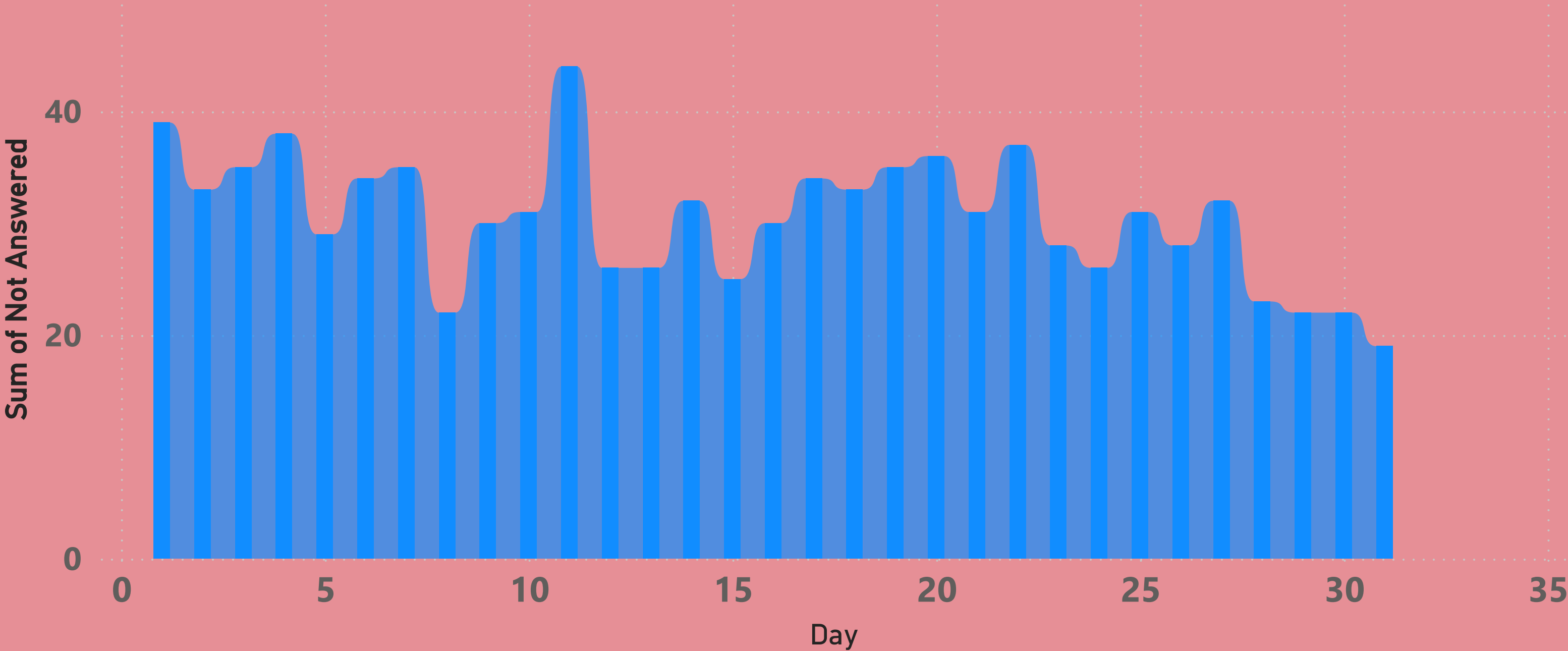
February

March

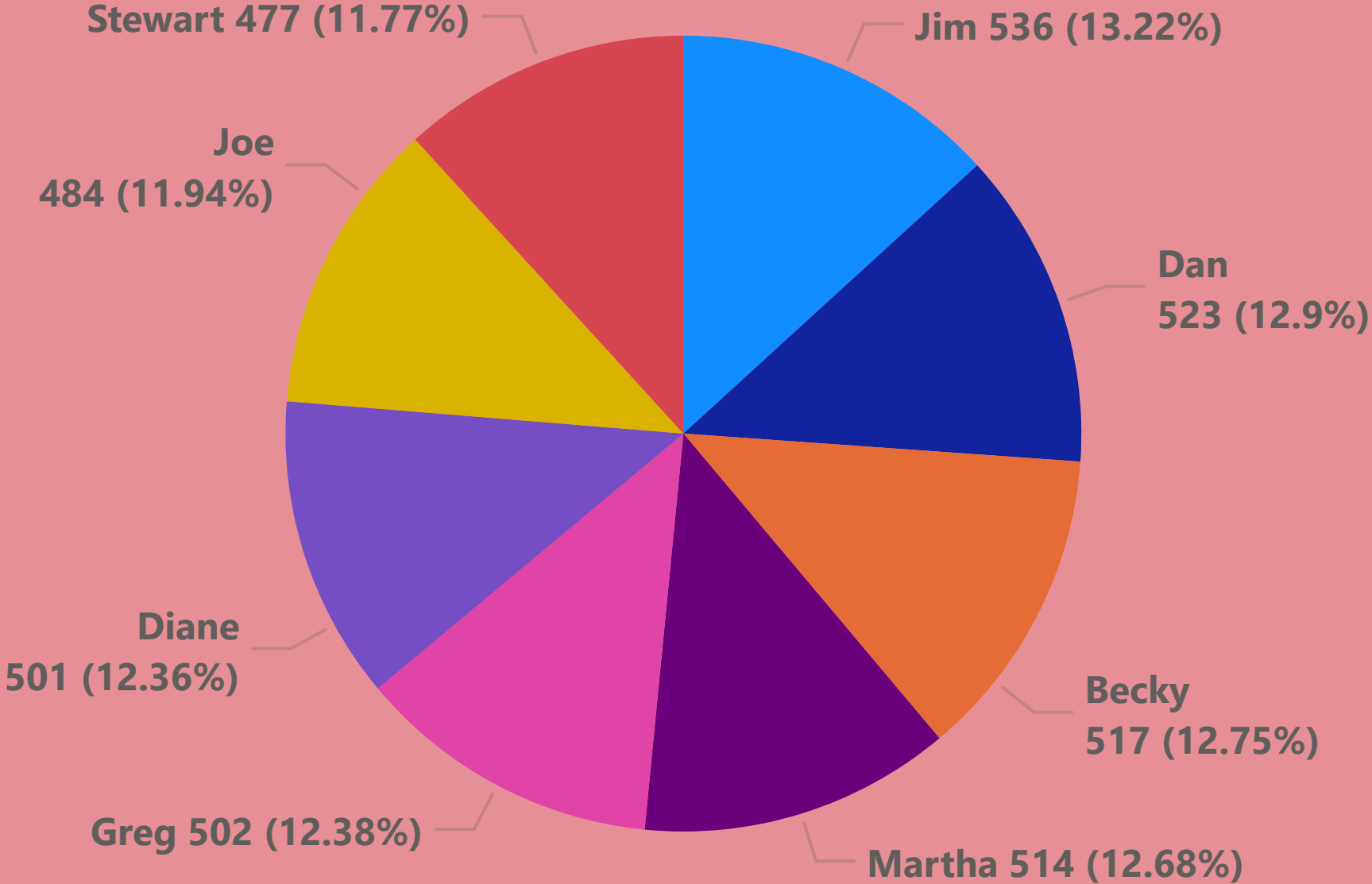
18.92%

%Total_Call_Rejected

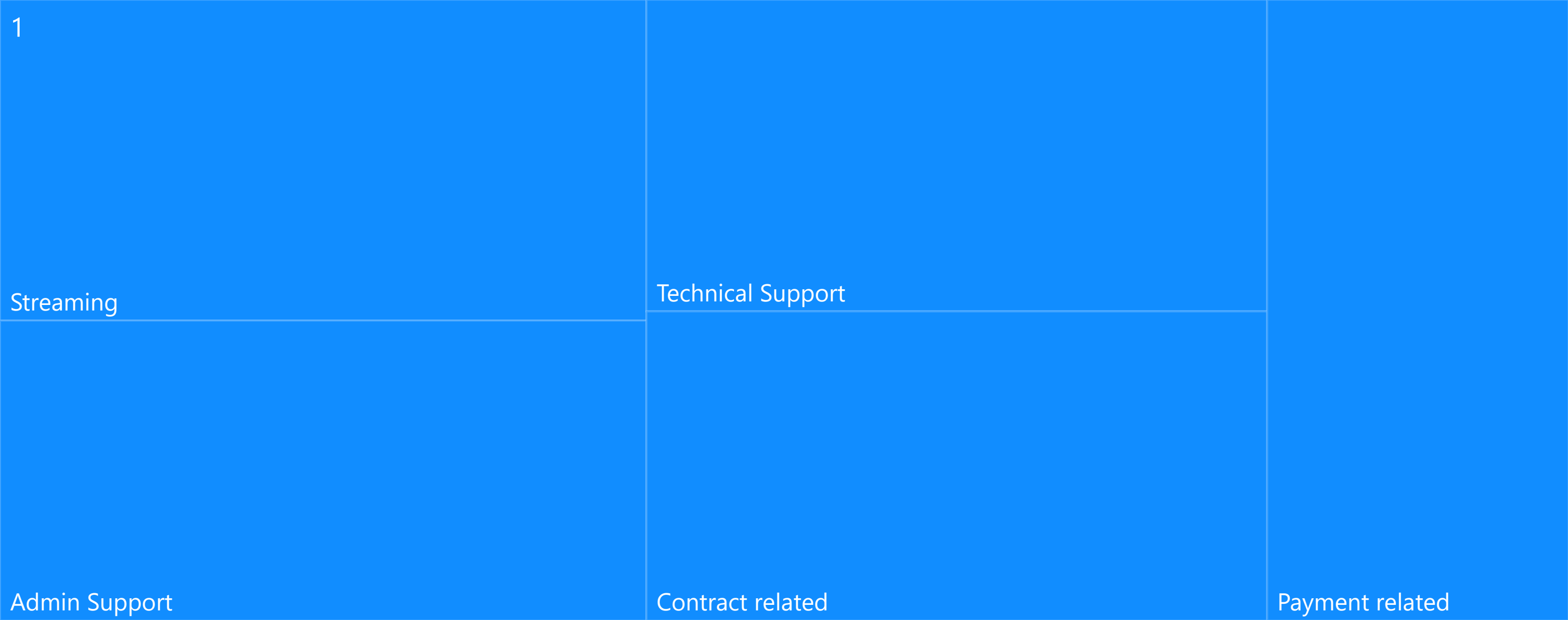
Sum of Not Answered by Day



Calls Answered by Agent



Sum of Minute by Calls Answered and Topic



Not Answered by Agent

