

Call Center- Calls Analysis

Agent

All

Topic

All

Weekday

All

Total calls by Month

January

March

February

Total Calls

5000

Answered Calls

4054

Resolved Calls

3646

Call Resolution Rate

73%

Top Issue

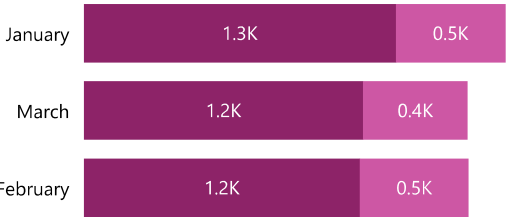
Technical Support

Avg Satisfaction rating

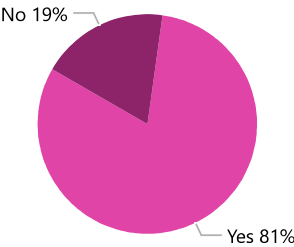
0.00 3.40 5

Call Resolution by Month

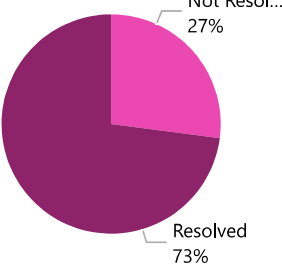
● Resolved ● Not Resolved



Answered Calls

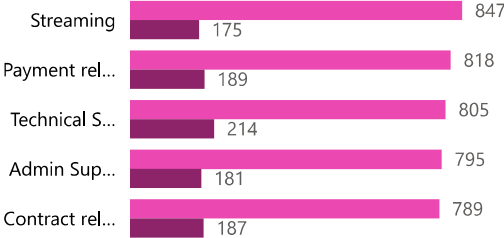


Resolved Calls

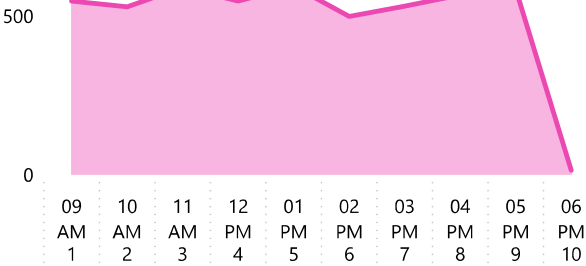


Calls Answered by Topic

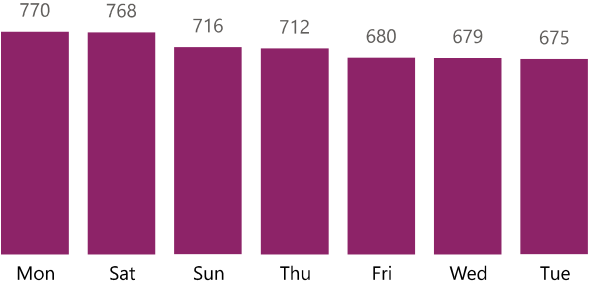
● Yes ● No



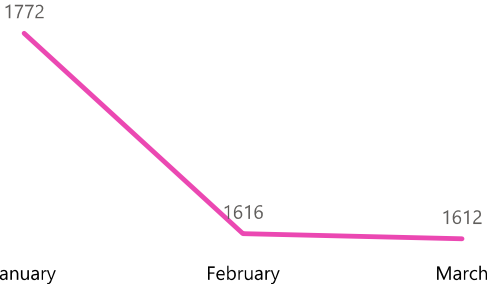
Total Calls by Hour



Calls by Weekday



Total calls by Month



Call Center- Agent Analysis

Total Calls

8

Most Calls Missed

Diane

Most Issue resolved

Jim

Highest Rated Agent

Martha

Quickest to Answer

Becky

Average Answer Time

67.52

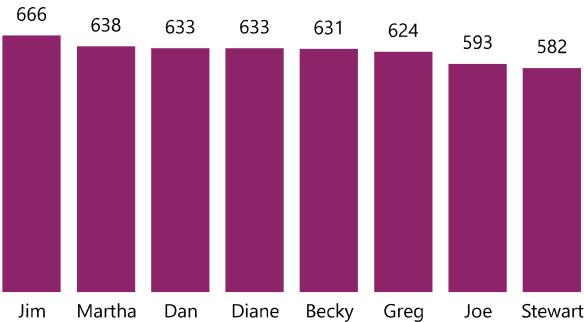
Total calls by Month

January

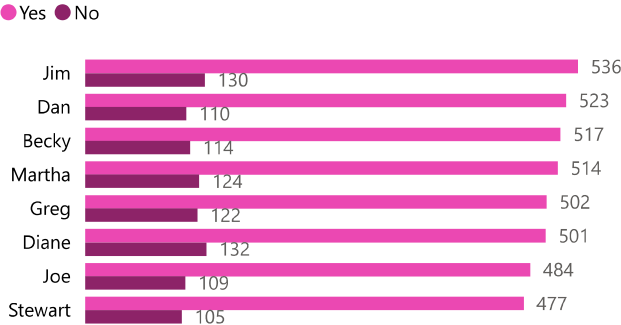
February

March

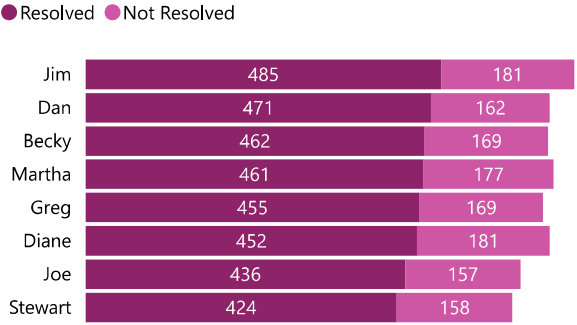
Total Calls by Agent



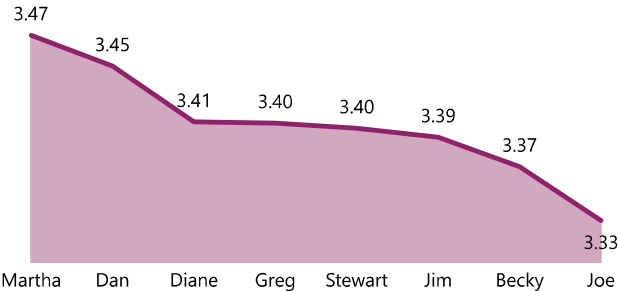
Calls Answered



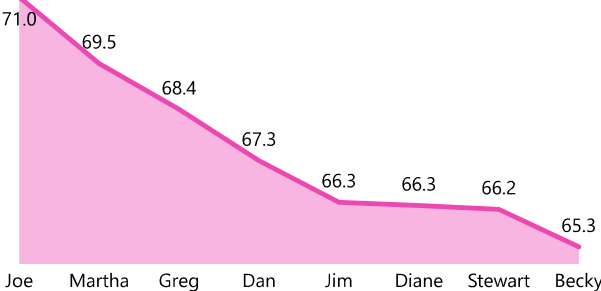
Call Resolution



Satisfaction rating



Average Answer Time



| Agent | Total calls | Answered | Resolved | Avg Satisfaction rating |
|---------|-------------|----------|----------|-------------------------|
| Becky | 631 | 517 | 462 | 3.37 |
| Dan | 633 | 523 | 471 | 3.45 |
| Diane | 633 | 501 | 452 | 3.41 |
| Greg | 624 | 502 | 455 | 3.40 |
| Jim | 666 | 536 | 485 | 3.39 |
| Joe | 593 | 484 | 436 | 3.33 |
| Martha | 638 | 514 | 461 | 3.47 |
| Stewart | 582 | 477 | 424 | 3.40 |