

## Call Center Trend Analysis

Topic

All

Agent

All

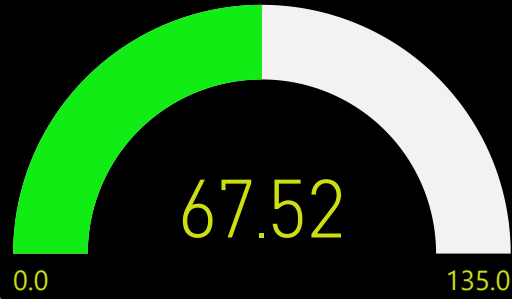
Month

January

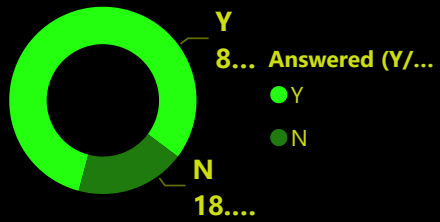
February

March

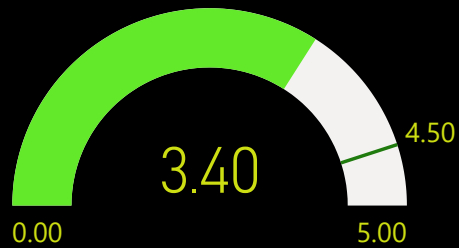
Avg of Speed of answer in secs



Percentage of Answered Calls (Y/N)

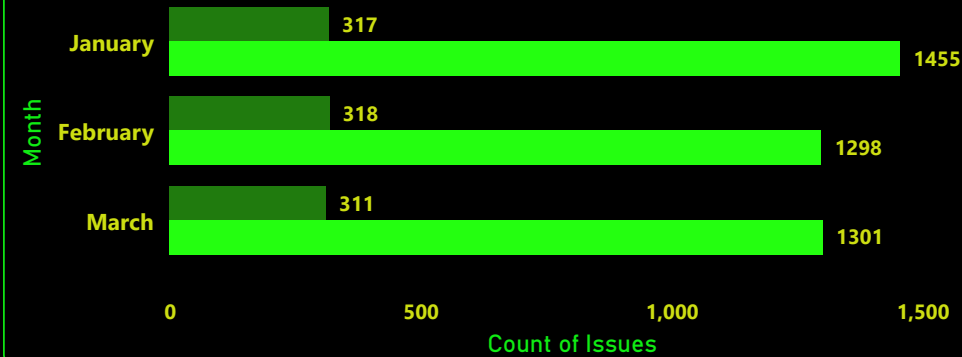


Average Satisfaction rating



Count of Resolved Issues (Y/N) by Month

Answered (Y/N) ● N ● Y



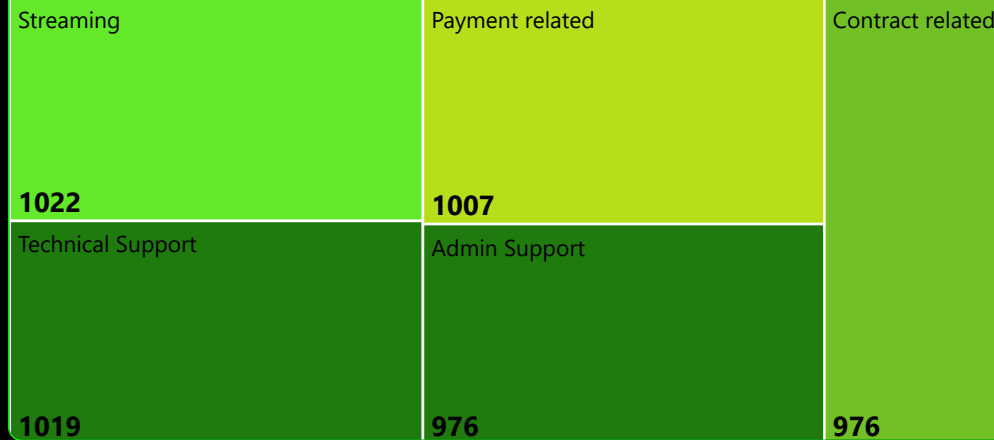
No of Agents

8

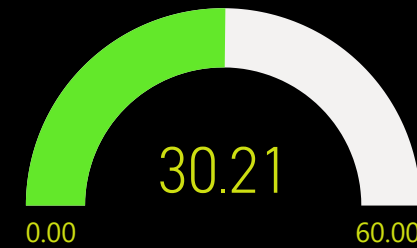
Total no of Calls

5000

Count of Resolved by Topic



Average Call Duration in secs



Build a visual



Visual types



☐ Off Suggest a type

Data

+Add data