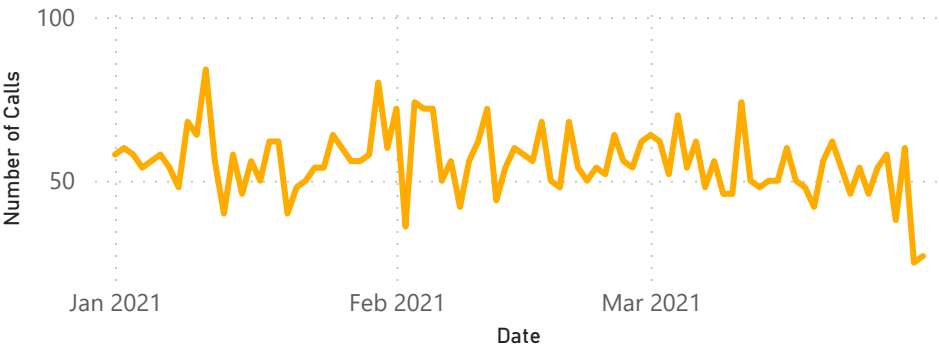
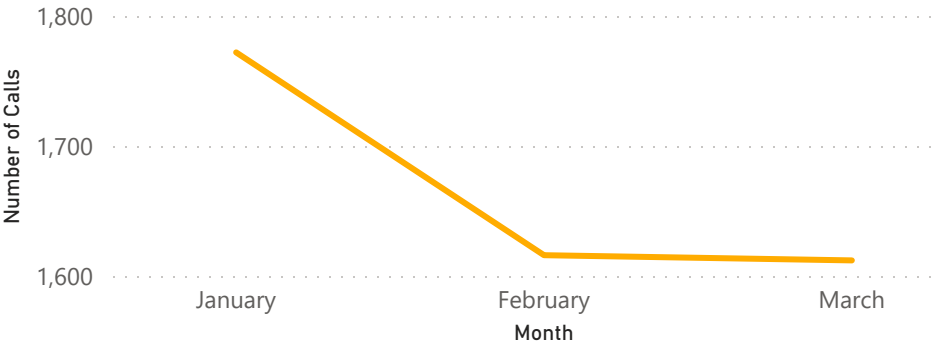


# PhoneNow Call Centre Trends

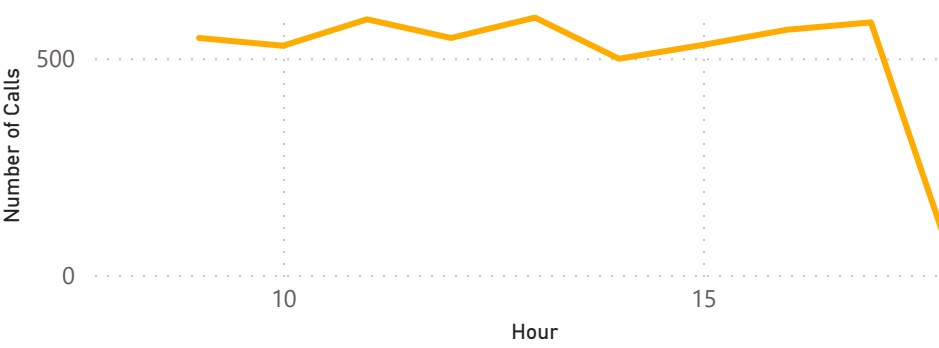
Number of Calls by Date



Number of Calls by Month



Number of Calls by Hour



5000

Total Number of Calls

18.92

% of Abandoned Calls

Answered Call

All

Reason of Contact

All

% of Answered Calls

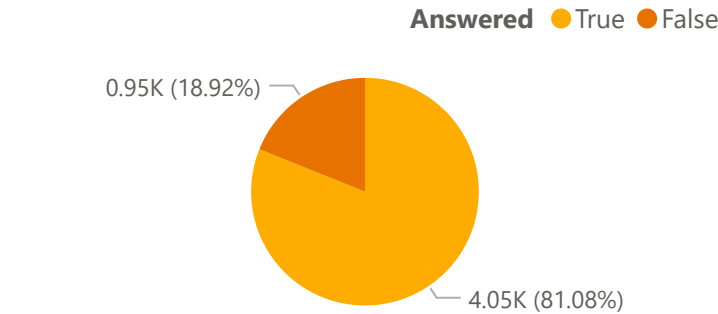
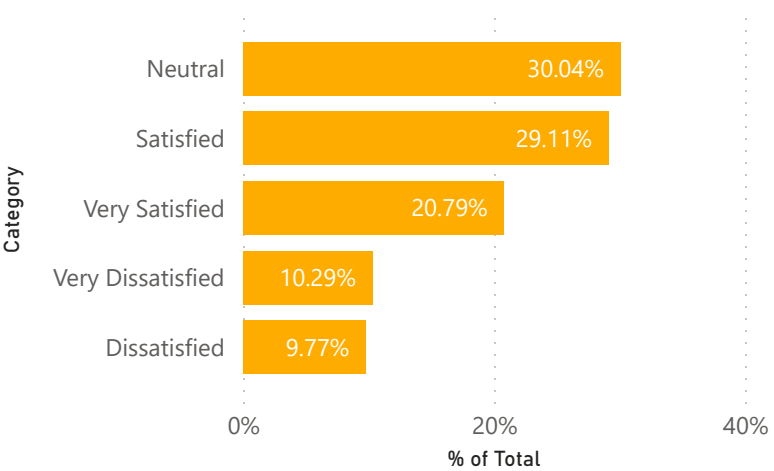
67.52

Avg Speed In Seconds

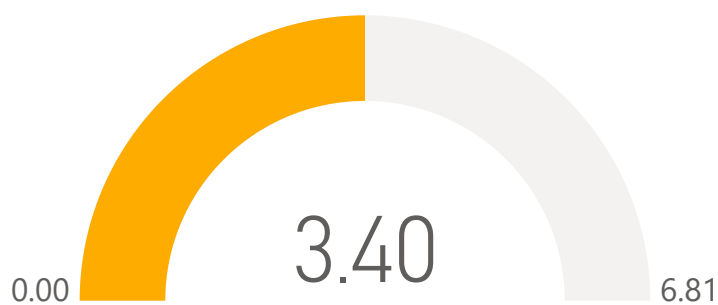
224.92

Avg Talk In Seconds

% Satisfaction Category



Satisfaction Rating Average



Avg Talk In Seconds Vs Answered Calls per Agent

