

# Call Center Trends



Calls Received

5000

Answered

4054

Unanswered

946

Resolved

3646

Agent

All

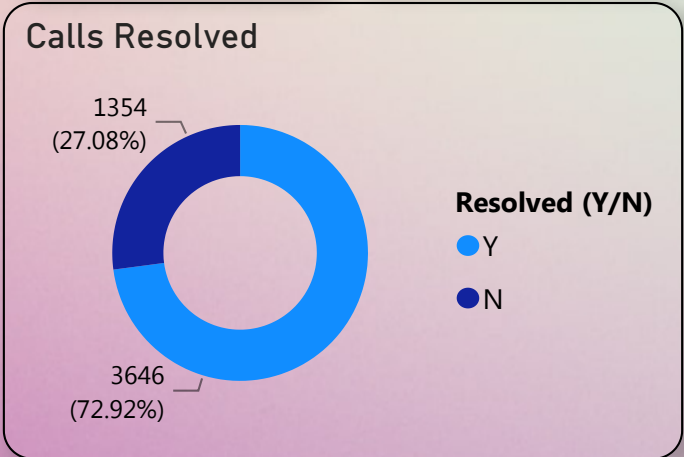
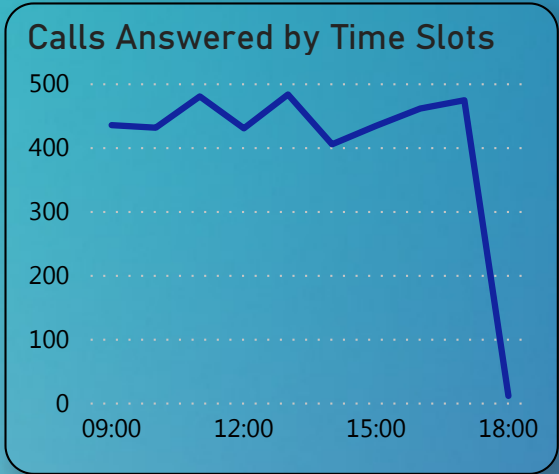
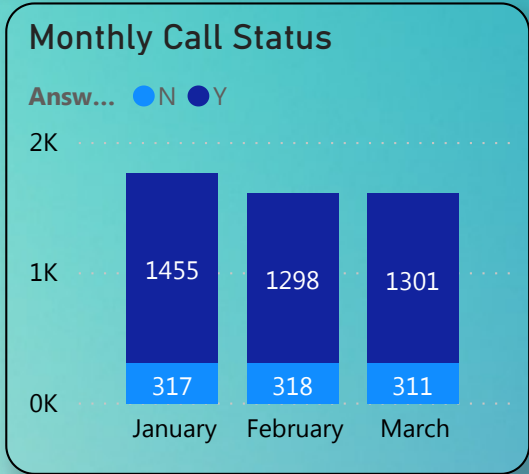
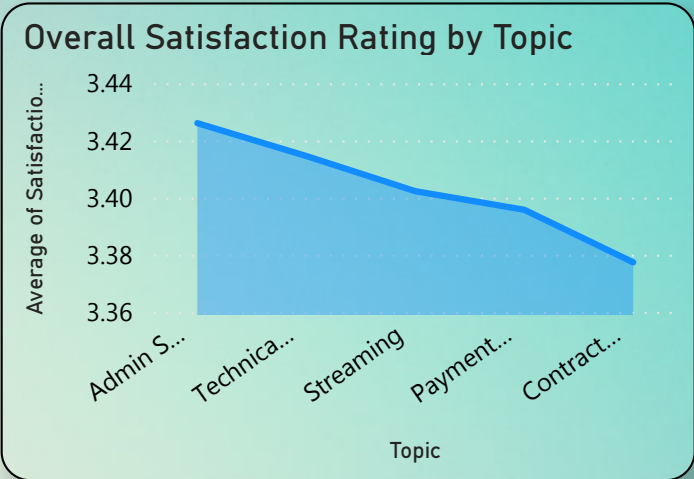
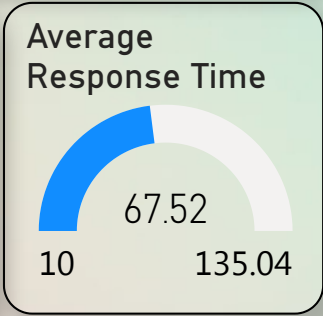
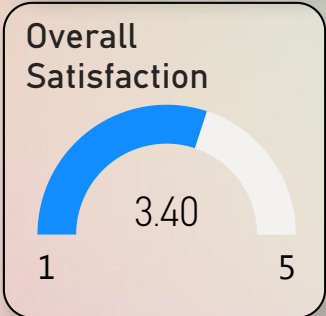
Topic

All

Date

01-01-2021

31-03-2021



Agent's Performance Quadrant

Agent	Answered (Y)	Resolved (Y)	Avg Talk Duration	Response Time	Satisfaction rating
Joe	484	436	224.10	70.99	3.33
Becky	517	462	220.01	65.33	3.37
Jim	536	485	228.11	66.34	3.39
Stewart	477	424	226.21	66.18	3.40
Greg	502	455	226.80	68.44	3.40
Diane	501	452	218.95	66.27	3.41
Total	4054	3646	224.92	67.52	3.40