

# PERFORMANCE DATA MONTHLY REPORT

Total Calls

4942

Total Agents

8

Calls Answered

4008

% Answered Calls

81.1%

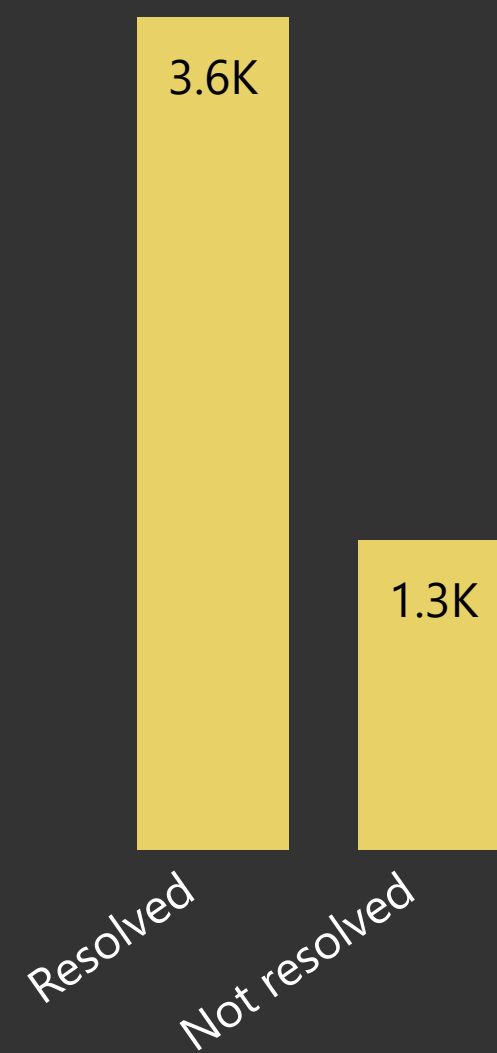
Calls Rejected

934

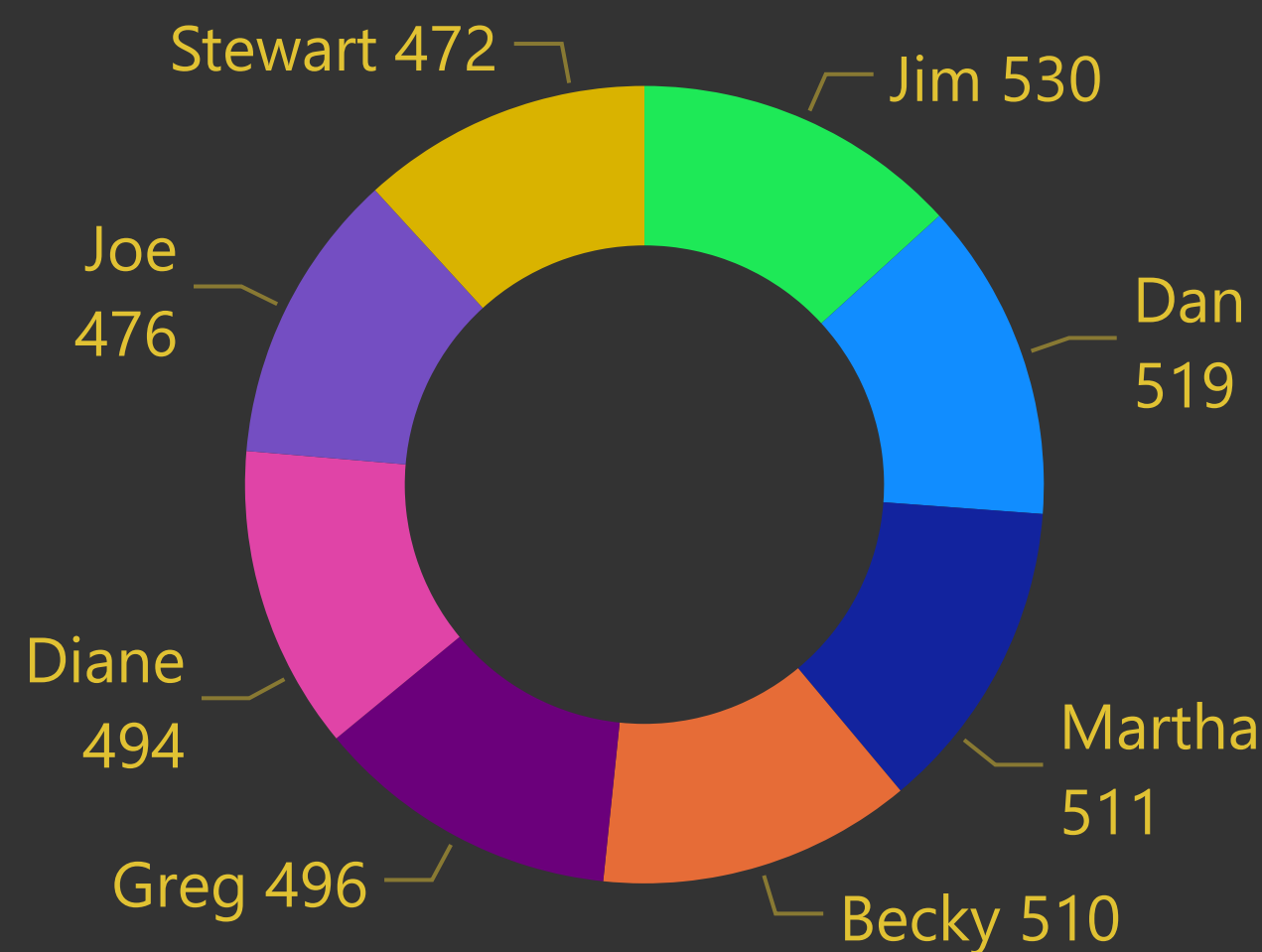
% Rejected Calls

18.9%

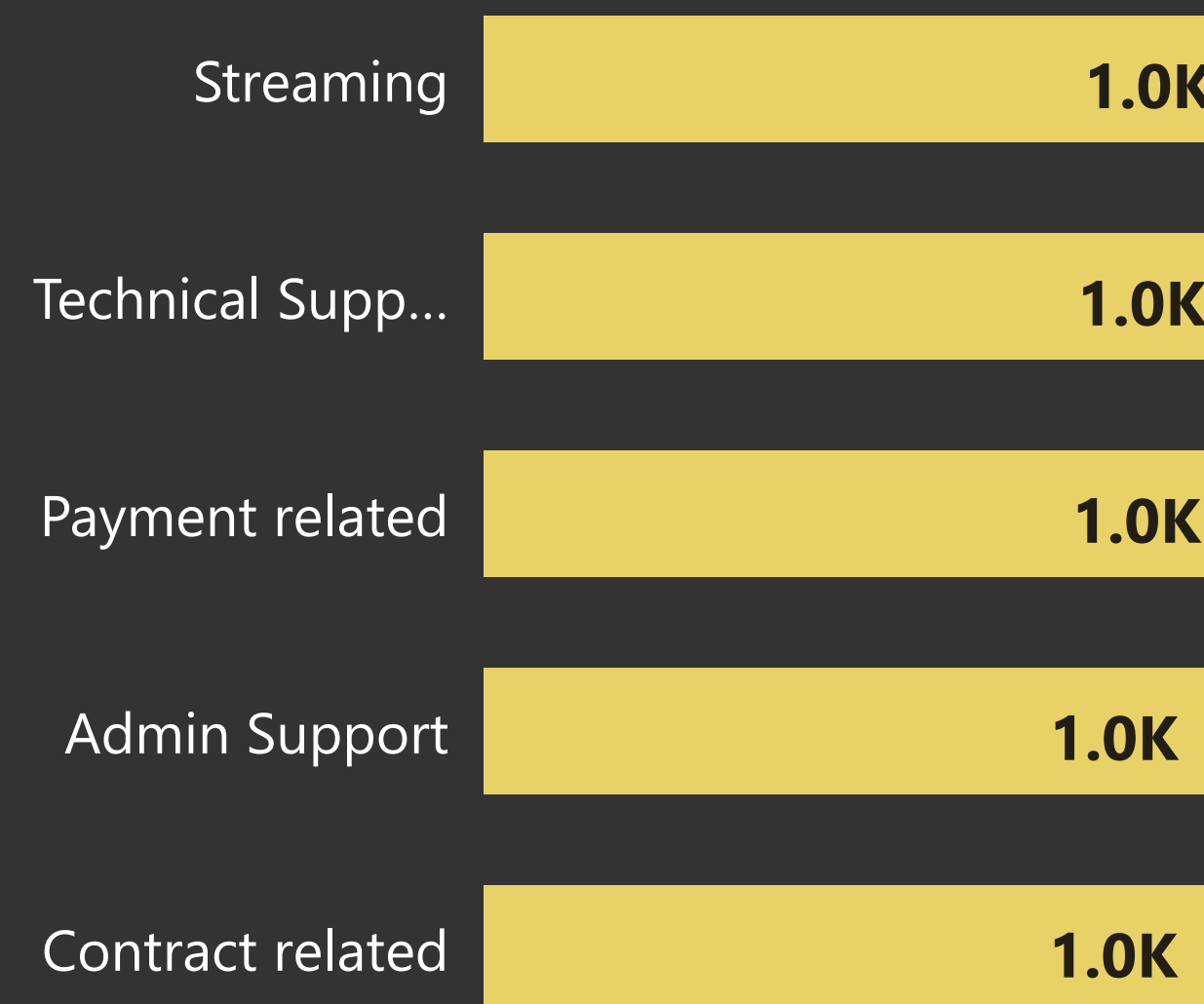
Total Calls by Resolution



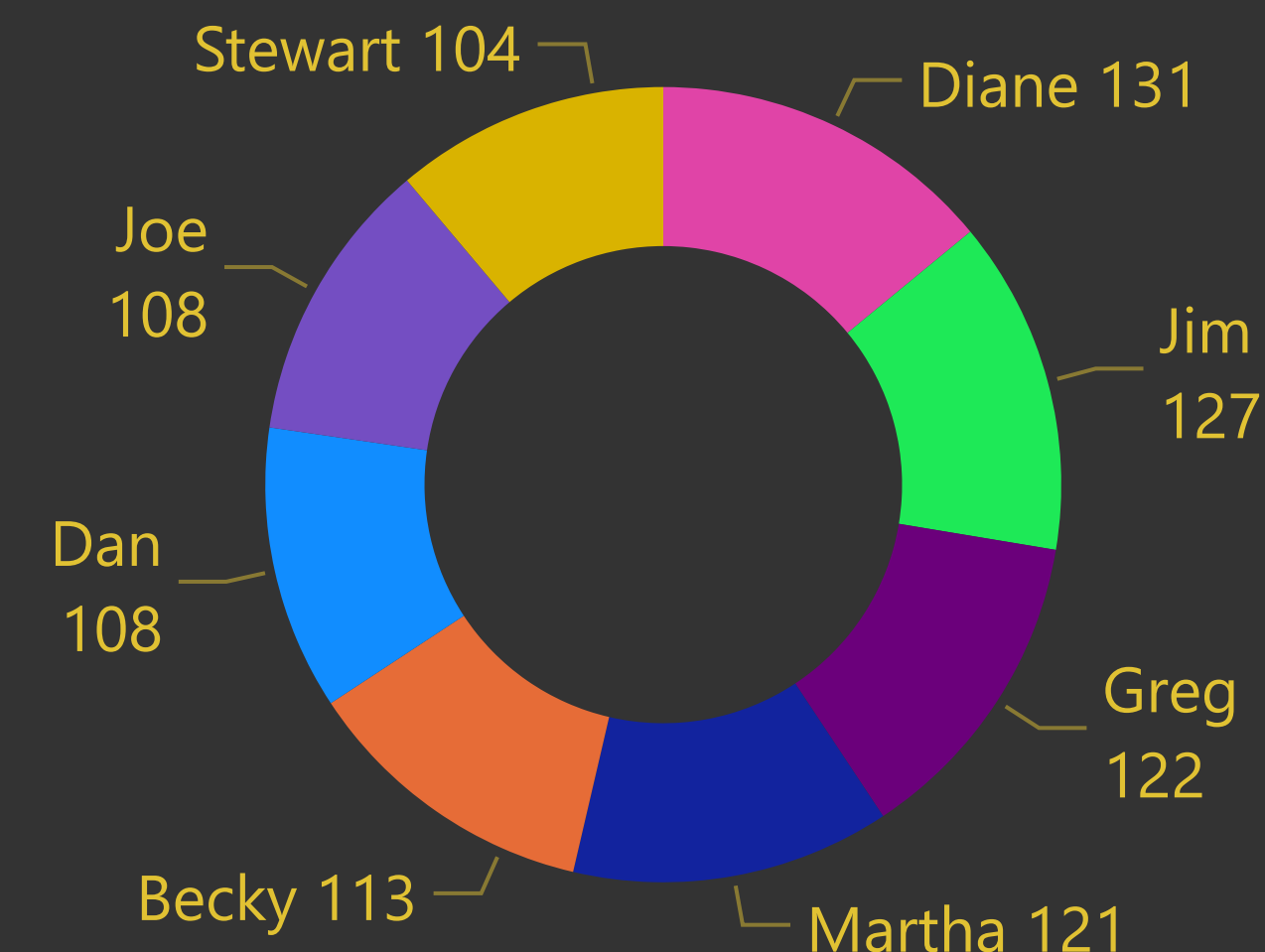
Calls Answered by Agent



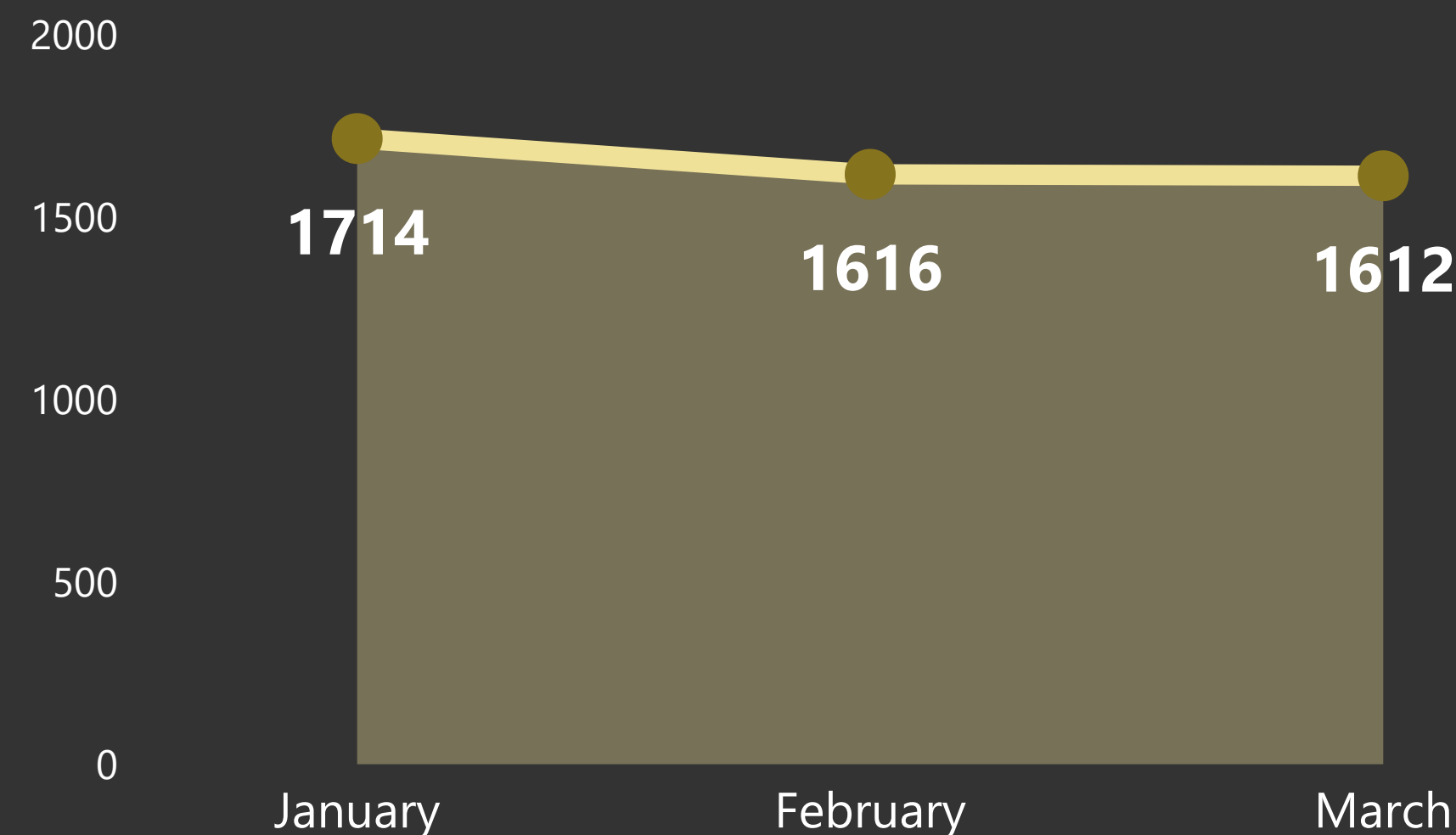
Topic-Wise Total Calls



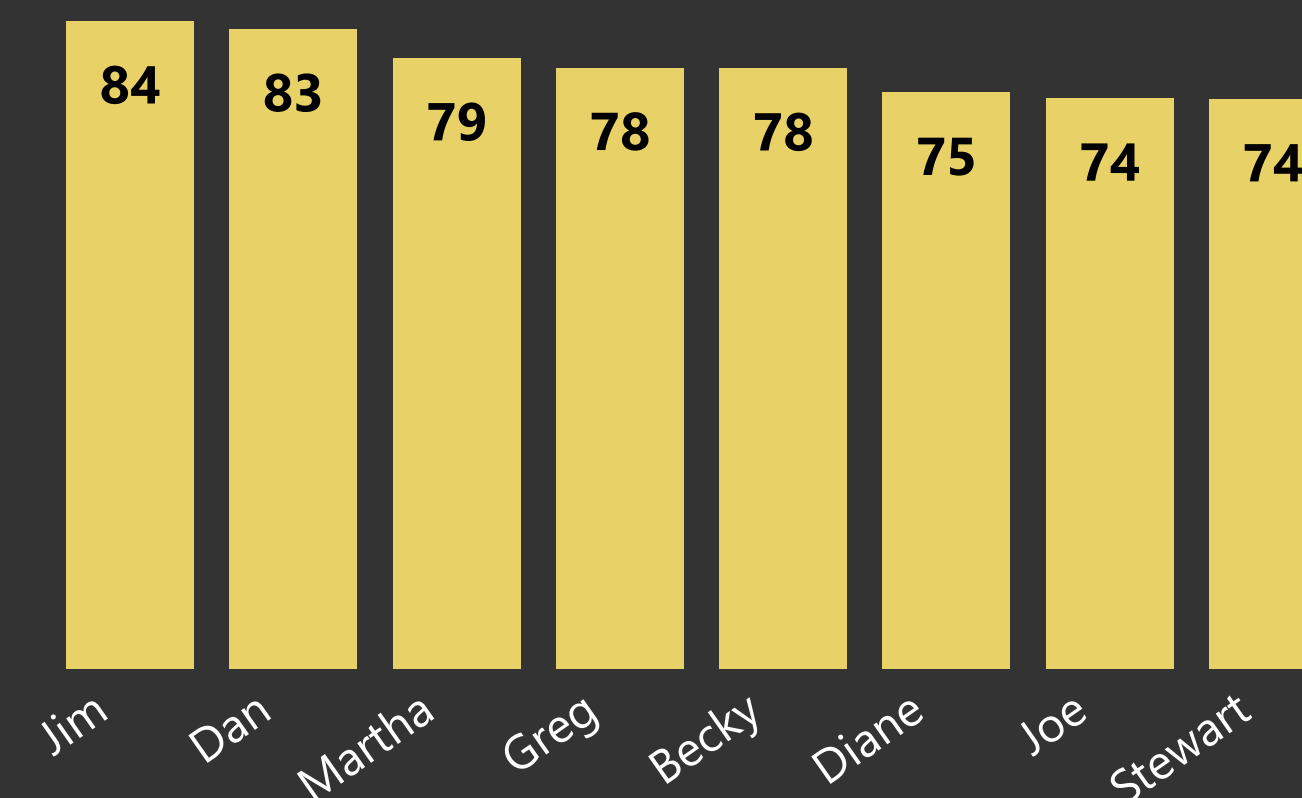
Calls Rejected by Agent



Total Calls by Month



Sum of Duration on calls by Agent



Highest Calls Answered

Jim

Highest Satisfaction Rate

Dan

02-01-2021



31-03-2021

