



Call Centre Trends

5000

Total Calls Recieved

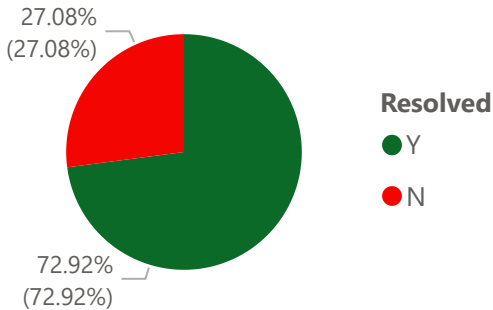
4054

Calls Answered

946

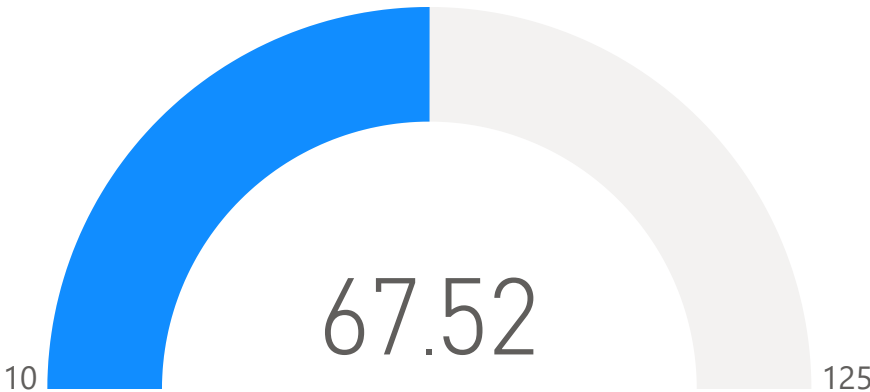
Calls Unattended

Percentage of calls Resolved



Month	Total Calls	Satisfaction rating	Speed of Answer
March	1612	3.37	67.83
February	1616	3.38	67.55
January	1772	3.45	67.22
Total	5000	3.40	67.52

Time taken to attend (seconds)



Overall Satisfaction Rating



Performance by Agents



Customer Issues count

