



Call Center Trend Analysis

Date

1/1/2021

3/31/2021

Topic

All

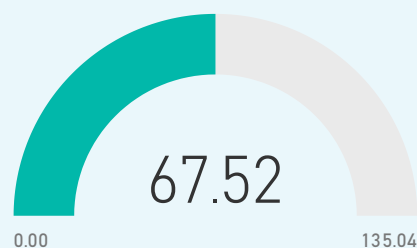
Agent

All

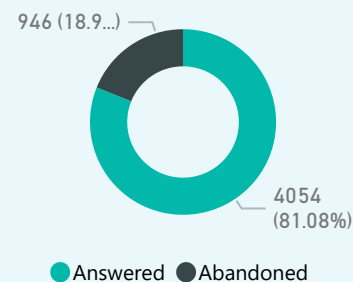
Average Satisfaction Rating



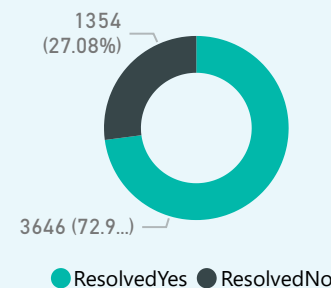
Average Speed Of Answer



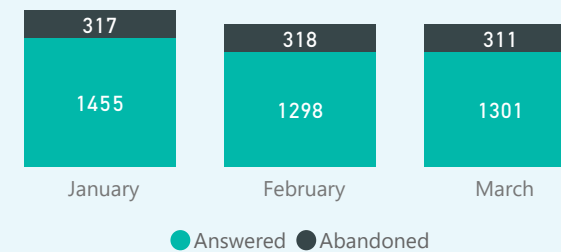
Calls Answered and Abandoned



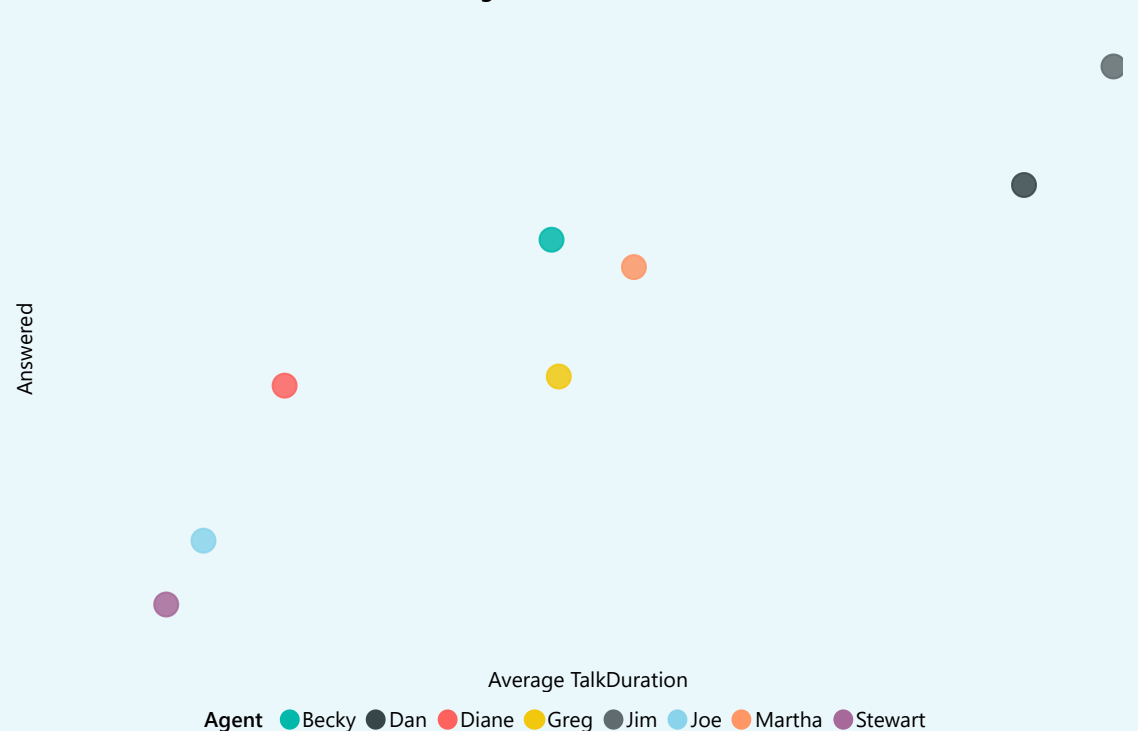
Calls Resolved



Calls Per Month



Agent Performance



Answered and Resolved by Agent

