

OptiConnect Solutions Call Centre Performance

Total Calls

1772

Call Answered

1455

Total Time Taken

97.81K

Avg speed of Ans

67.22

Abandon Calls

317

Abandon Rate with %

17.89

Call < 180 sec

563

Call > 180 sec

886

% of Call < 180 Sec

31.77

Avg Call/Min

3.09

Satisfaction Overall

1455

Satisfaction <= 3

724

Call Resolved

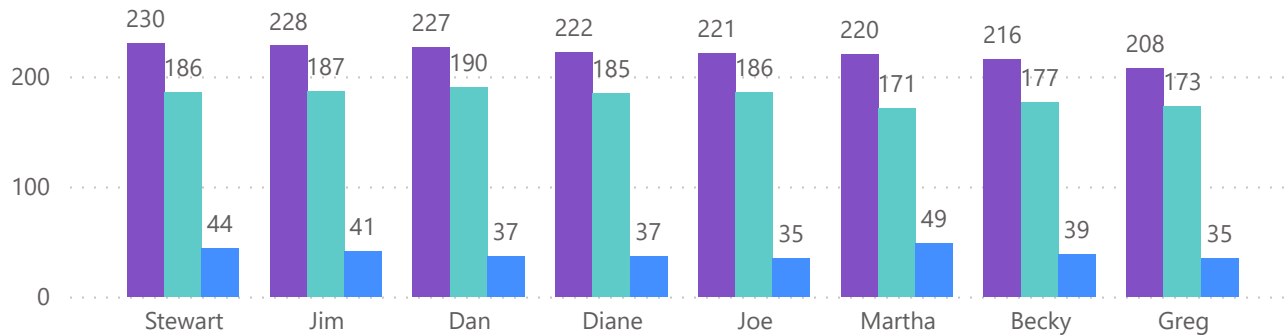
1311

Call not Resolved

461

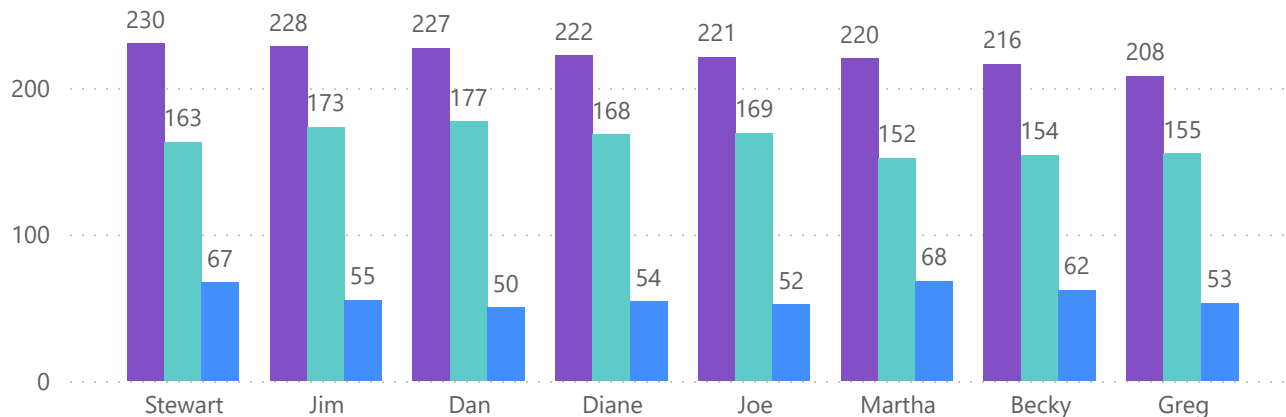
Total Calls, Call Answered & Abandon Calls by Agent

● Total Calls ● Call Answered ● Abandon Calls

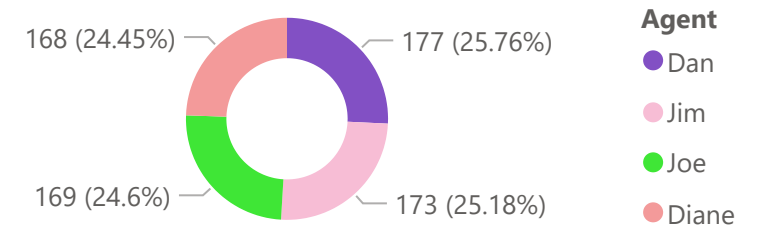


Total Calls, Call resolved & Call not resolved by Agent

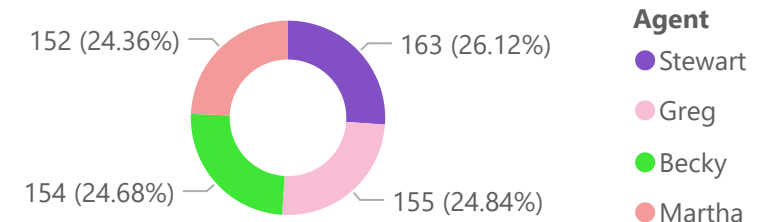
● Total Calls ● Call resolved ● Call not resolved



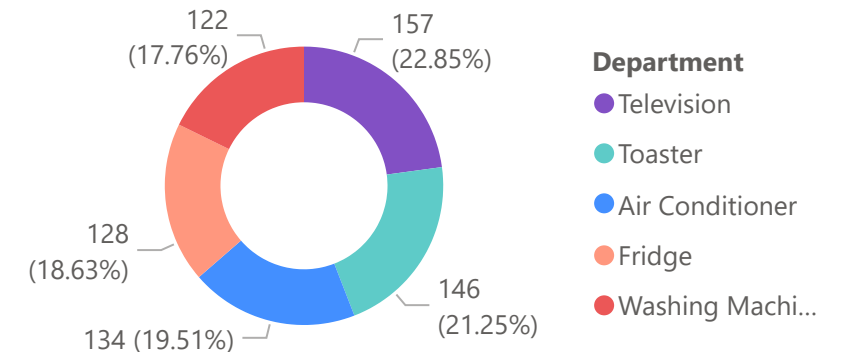
Top 4 Agents by Resolved Calls



Bottom 4 Agents by Resolved Calls

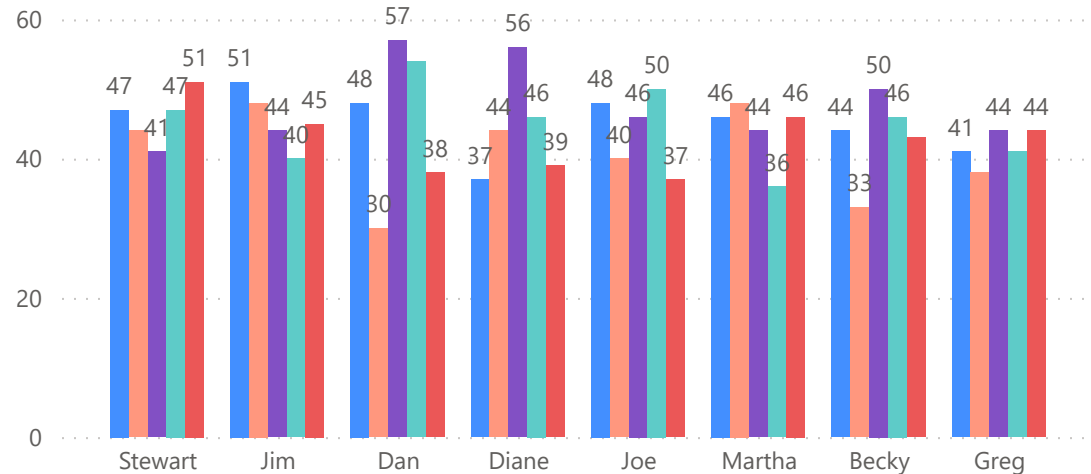


Resolved Calls by Department



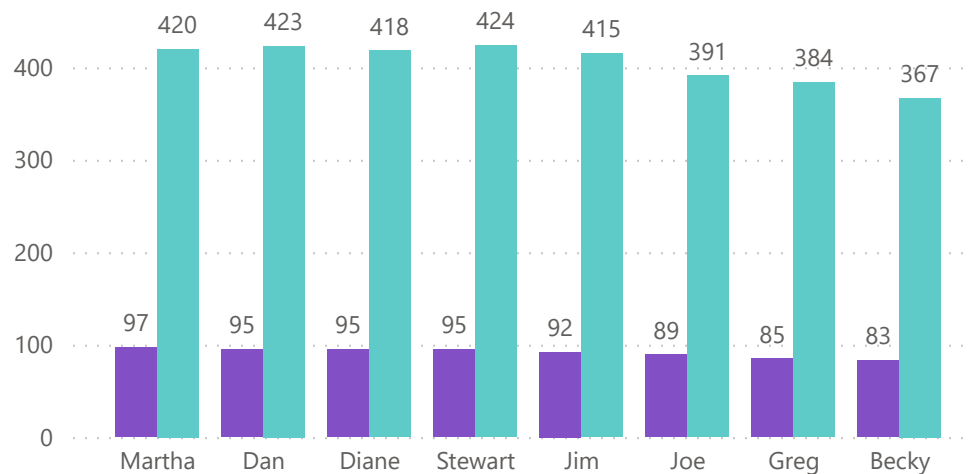
Total Calls by Agent & Department

Department ● Air Conditioner ● Fridge ● Television ● Toaster ● Washing Machine



Call Answered by Agent & Satisfaction Rating

● Call Answered ● Sum of Satisfaction rating



Department ▼

□ Air Conditioner

□ Fridge

Satisfaction ... ▼

□ 0.00

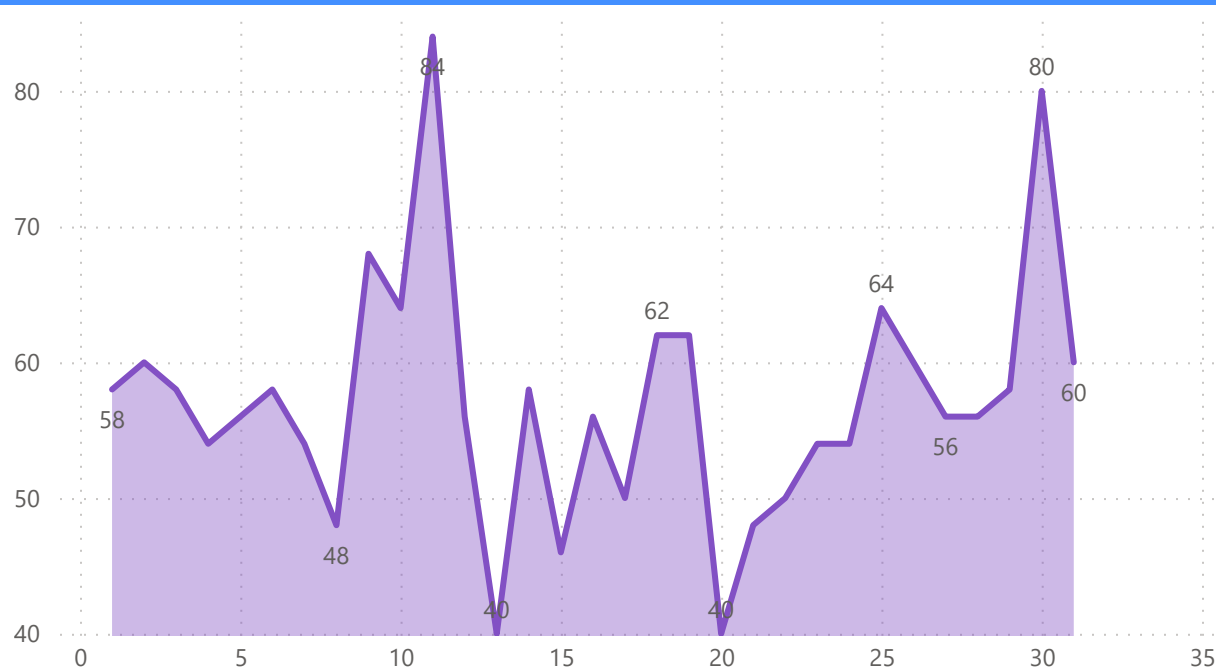
□ 1.00

Agent ▼

□ Becky

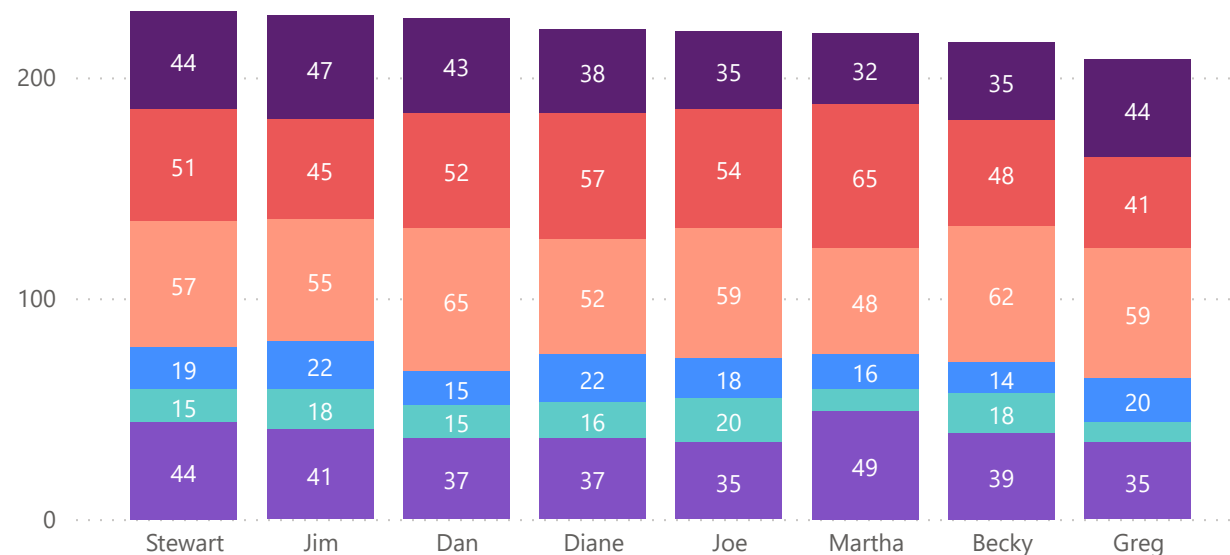
□ Dan

Total Calls by Day



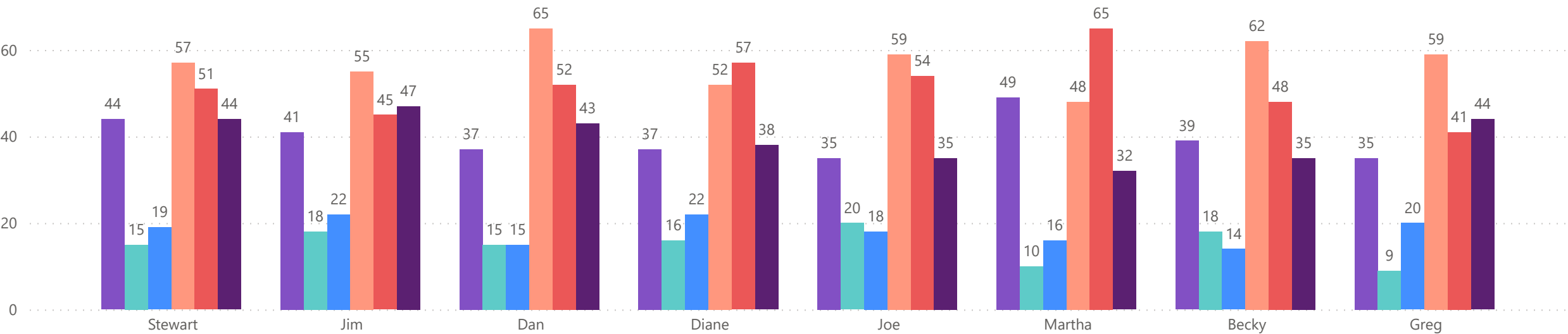
Total Calls by Agent and Satisfaction rating

Satisfaction rating ● 0 ● 1 ● 2 ● 3 ● 4 ● 5



Satisfaction rating by Agent

Satisfaction rating 0 1 2 3 4 5



Summary of Agent

Agent	Total Calls	Call Answered	Avg speed of Ans	Call resolved	Satisfaction Overall	Call not resolved	Call less than or equal to 180 sec	Call>180 sec	Avg call/Min
<div>+</div> Martha	220	171	71.46	152	171	68	63	108	2.92
<div>+</div> Stewart	230	186	66.24	163	186	67	76	110	2.94
<div>+</div> Becky	216	177	64.35	154	177	62	73	103	3.00
<div>+</div> Diane	222	185	63.94	168	185	54	74	110	3.06
<div>+</div> Jim	228	187	66.66	173	187	55	65	120	3.15
<div>+</div> Greg	208	173	67.20	155	173	53	67	106	3.16
<div>+</div> Joe	221	186	71.16	169	186	52	73	111	3.16
<div>+</div> Dan	227	190	66.95	177	190	50	72	118	3.30
Total	1772	1455	67.22	1311	1455	461	563	886	3.09