

Call center Analysis

Total Calls

5,000

Calls Answered

4054

Issue resolved

3646

Total Agent

8

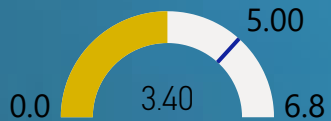
Avg call duration

182

Avg speed of
answered calls

67.5

Avg of satisfaction
rating



Month

All

DAY

All

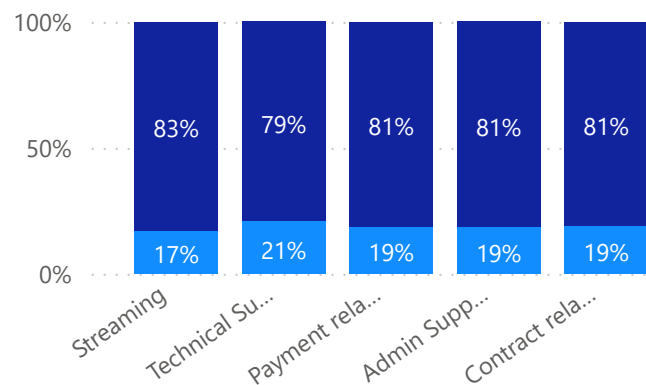
Agent

All

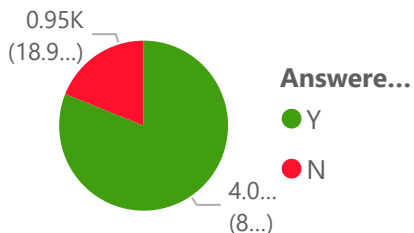
Call response of agents

Agent	Answered calls	Missed calls	Avg of rating
Martha	514	124	3.47
Dan	523	110	3.45
Diane	501	132	3.41
Greg	502	122	3.40
Stewart	477	105	3.40
Jim	536	130	3.39
Becky	517	114	3.37
Joe	484	109	3.33
Total	4054	946	3.40

% count calls by topic



Calls missed and answered



Most issue Resolved

Jim

most calls Missed

Diane

Count of Calls by Time

