

# Opticonnect Sololution Ltd.

## Department

☐

 Air Conditioner

☐

 Fridge

## Resolved calls

Y

resolved yes

N

reso...

## Answered calls

Y

answered yes

N

an...

## Total calls

1772

## Calls answered

1455

## Avg speed answered

67.22

## Avg calls/mins:sec

00:03:06

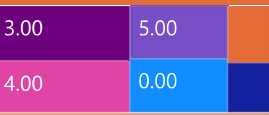
## Total calls < 180 sec

563

## % Calls < 180 Seconds

31.77%

## Satisfaction



## satisfaction <=3

724

## Abandon calls

317

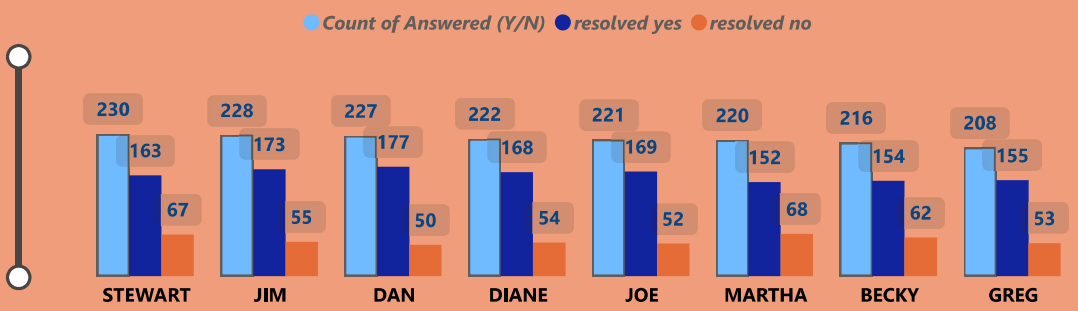
## Abandon rate

17.9%

## Satisfaction overall

1455

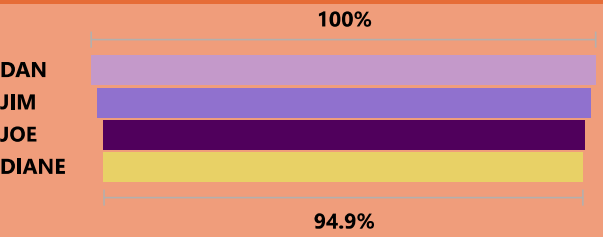
## Agents wise total calls , calls resolved and calls not resolved



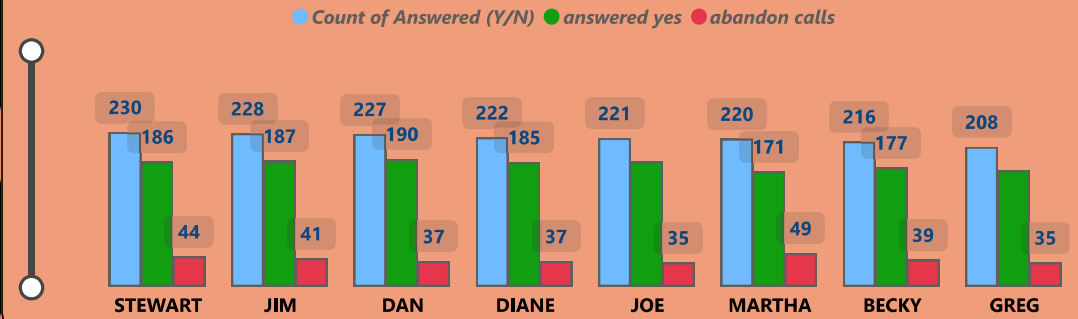
## Agents

DAN	JOE	DIANE	GREG
JIM	STEWART	BECKY	MARTHA

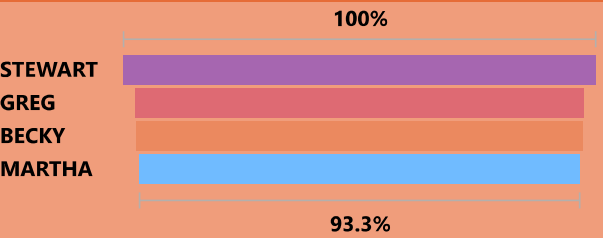
## Top 4 agents wise resolved calls



## Agents wise total calls , calls answered and abandon calls



## Bottom 4 agents wise resolved calls



Agent summary								
Agent	total calls	calls answered	avg speed	calls resolved	calls not resolved	satisfaction overall	Calls <=180 sec	Calls >180
DAN	227	190	66.95	177	50	190	72	118
JIM	228	187	66.66	173	55	187	65	120
JOE	221	186	71.16	169	52	186	73	111
STEWART	230	186	66.24	163	67	186	76	110
DIANE	222	185	63.94	168	54	185	74	110
BECKY	216	177	64.35	154	62	177	73	103
GREG	208	173	67.20	155	53	173	67	106
MARTHA	220	171	71.46	152	68	171	63	108
Total	1772	1455	67.22	1311	461	1455	563	886

