📞 Call Center Trends

pwc

Total Calls

5000

Call Results

72.92%

8.16%

18.92%

● Resolved ● Not Answer... ● Unresolved

Avg Satisfaction rating

3.40

0.00   5.00
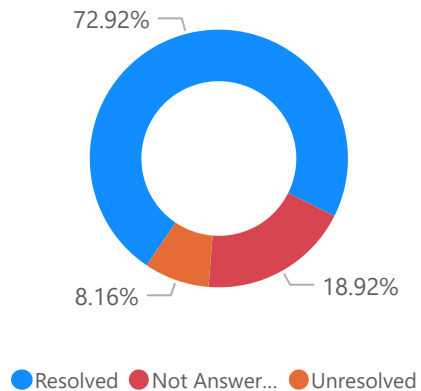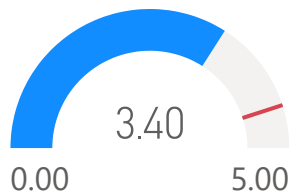
Avg Answering Speed (s)

67.5

Monthly Call Rate

● Not Answered ● Resolved ● Unresolved

1772   1616   1612

2,000
1,500
1,000
500
0
January February March

Hourly Call Rate

600
550
500

9:00 AM   11:00 AM   1:00 PM   3:00 PM   5:00 PM

Call Topics

Streaming	Admin Support
1022	
Technical Support	976
1019	Contract related
Payment related	
1007	976
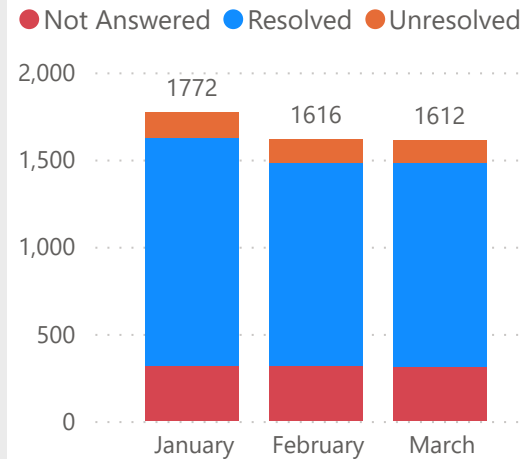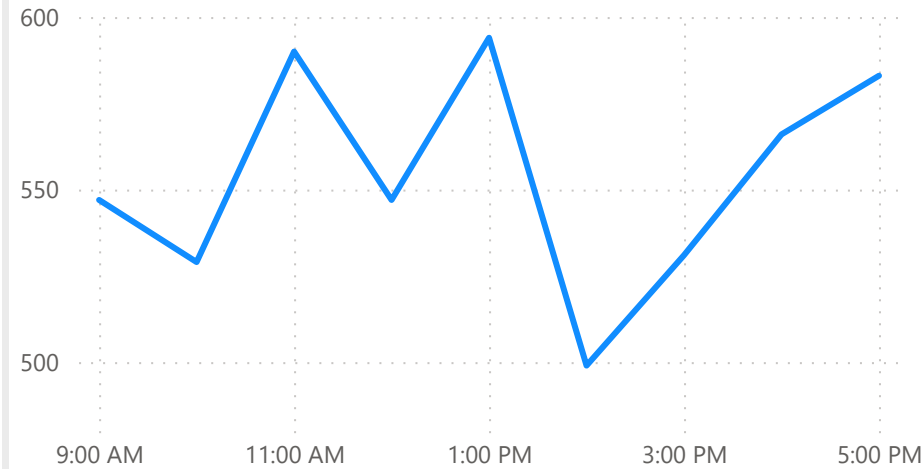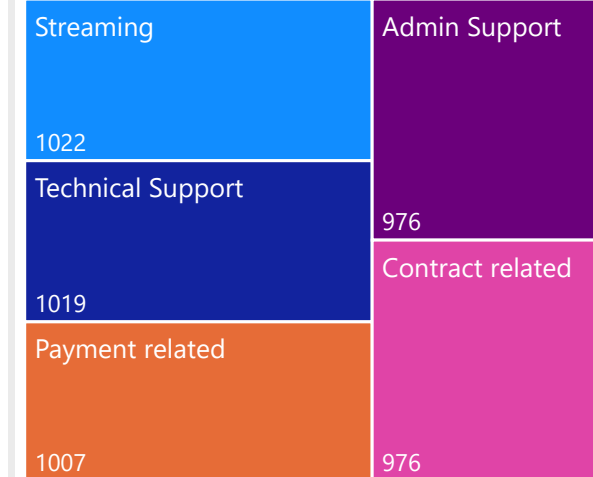
Agent Avg. Satisfaction Rating and Answering Speed

Satisfaction Rating — Answering Speed (s)

3.5
3.4
3.3

70
68
66

Martha Dan Diane Greg Stewart Jim Becky Joe
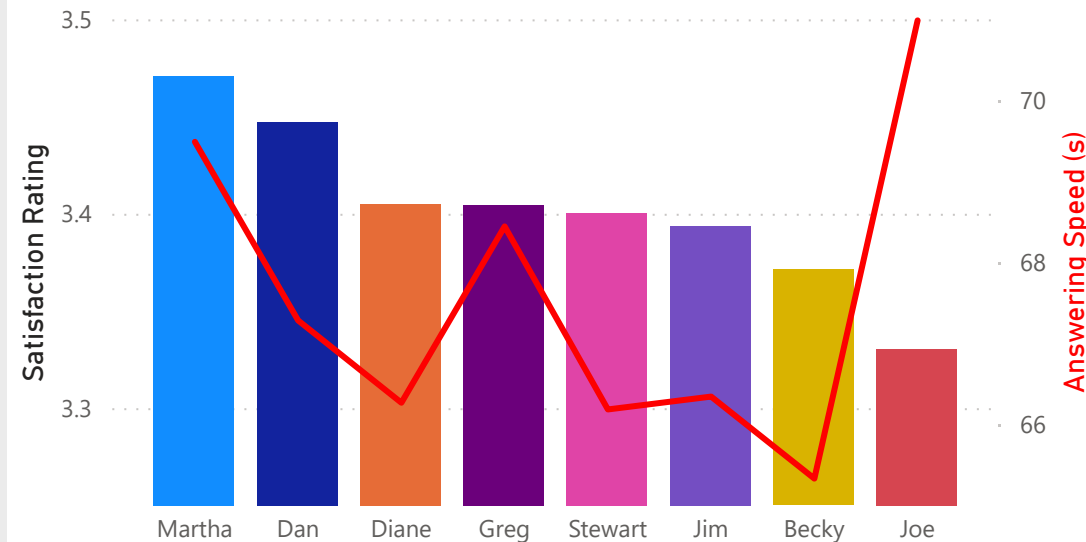
Agent Answered Calls vs Talk Duration

Avg. Talk Duration (s)

230
225
220

Dan
Jim
Stewart
Greg
Joe
Martha
Diane
Becky

480   500   520   540

Total Calls Answered