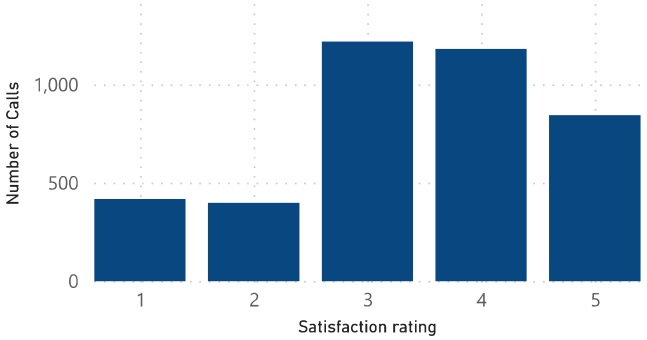
Call Center Trends

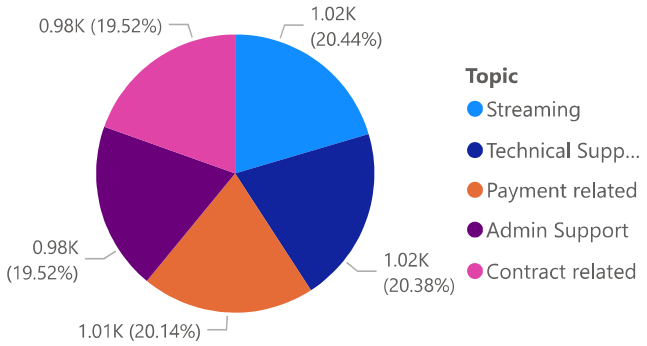
Overall customer satisfaction



Calls by Time

Hour	Count of Call Id
9	547
10	529
11	590
12	547
13	594
14	499
15	531
16	566
17	583
18	14
Total	**5000**

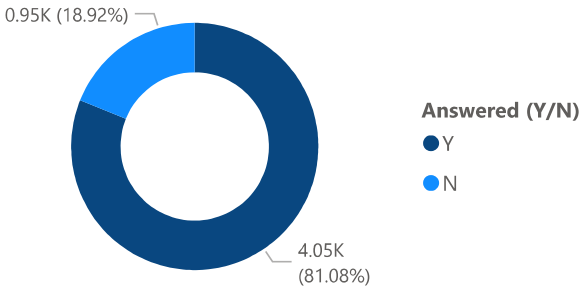
Topic of Calls



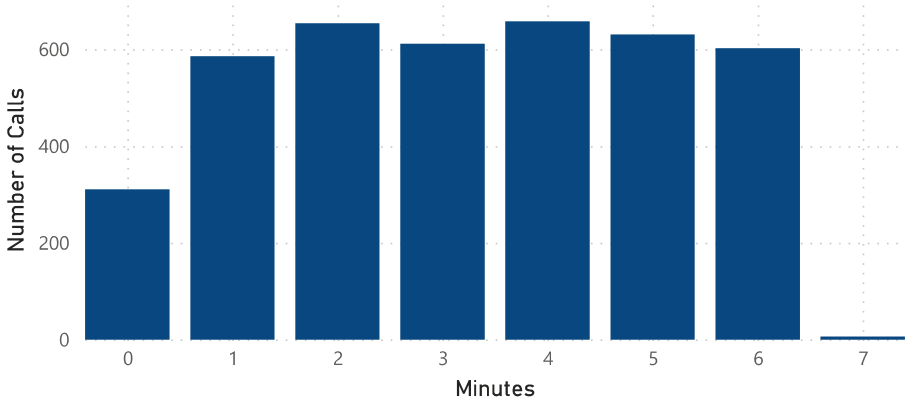
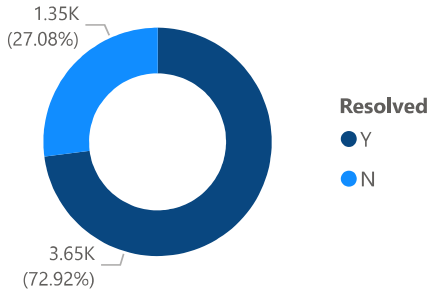
Average speed of answer (secs)

67.52

Overall calls answered/abandoned



Agent's performance quadrant



Overall calls resolved