

Call Centre Report Analysis

01-01-2021



31-03-2021



Total Calls

5000

Total Calls Answered

4054

Total Calls Rejected

946

Total Agents

8

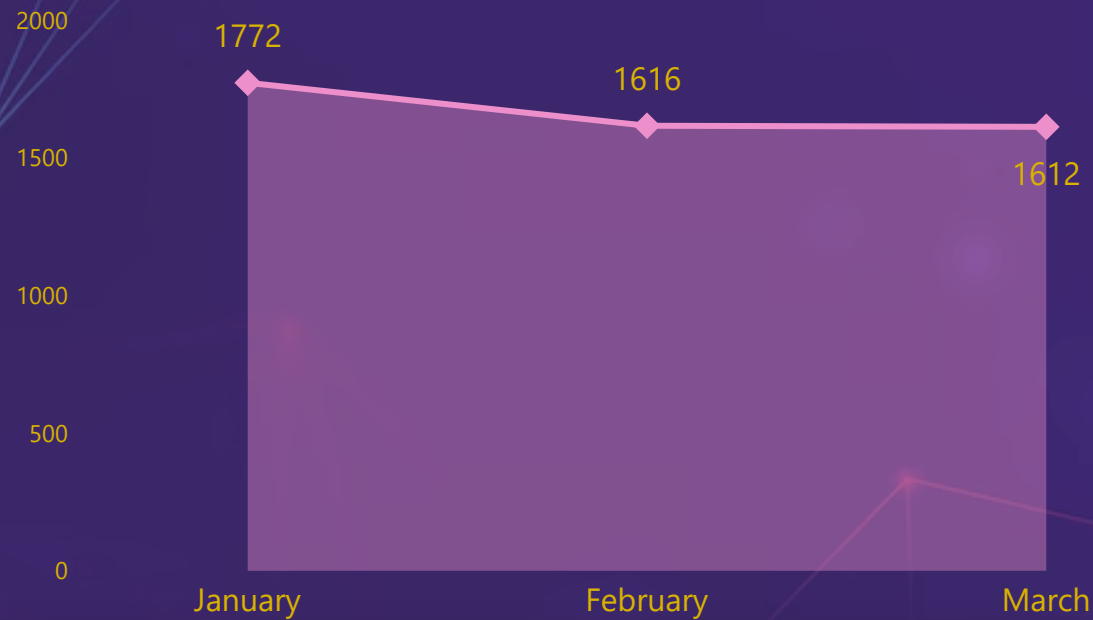
% of Calls Answered

81.08%

% of Calls Rejected

18.92%

Total Calls by Month



Average Satisfaction rating



Months

January

February

March

Total Calls by Topic



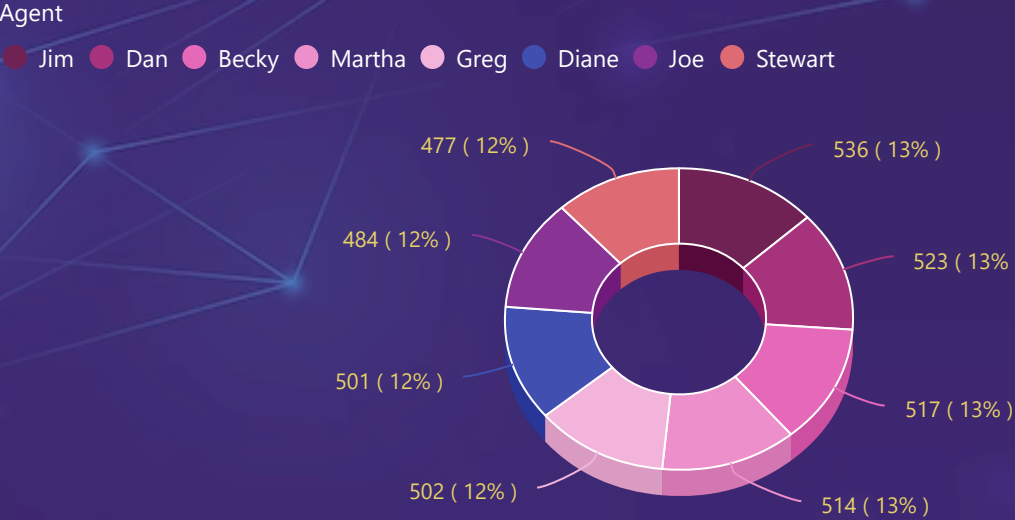
Agent Received
Maximum Calls

Jim

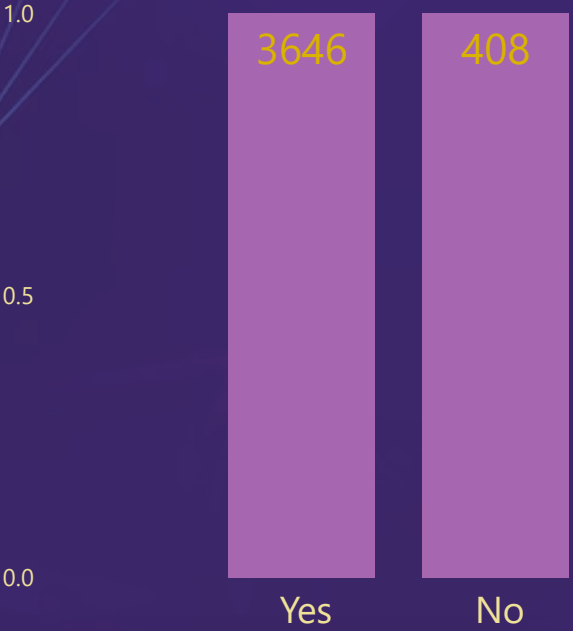
Highest satisfaction
Rate

Dan

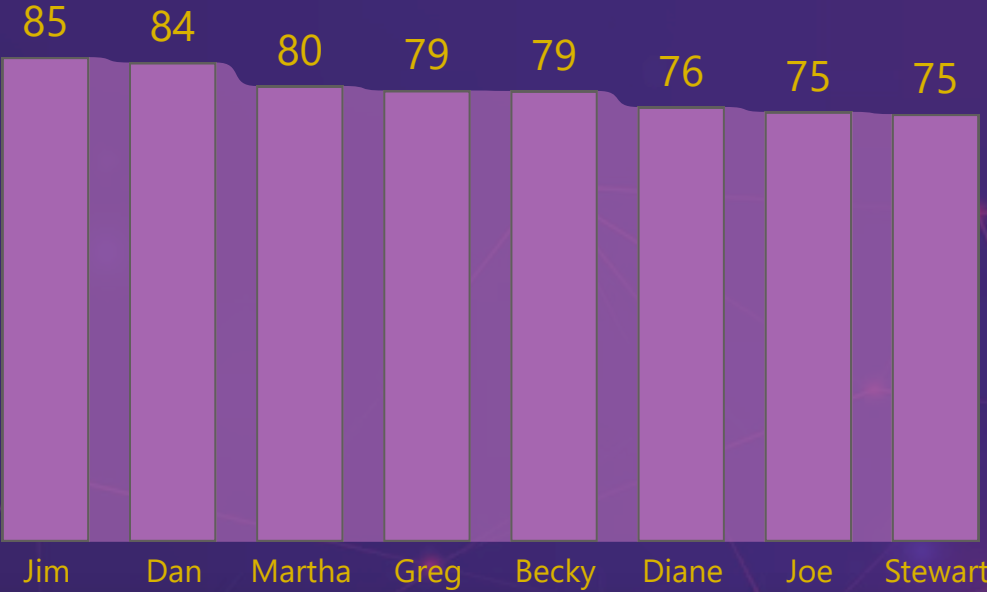
Total Calls Answered by Agent



Sum of Calls Answered by Resolution



Duration on call by Agent



Sum of Calls Rejected by Agent

Diane
Sum of Calls Rejected
132

Jim
Sum of Calls Rejected
130

Martha
Sum of Calls Rejected
124

Greg
Sum of Calls Rejected
122

Becky
Sum of Calls Rejected
114

Dan
Sum of Calls Rejected
110