



CALL CENTER TREND ANALYSIS

5000

Total Calls

4054

Calls Answered

946

Calls Rejected

40.46

Satisfaction Rating(%)

5

Topics

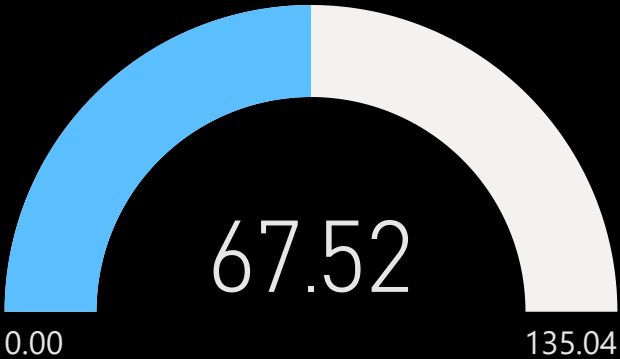
Months

All

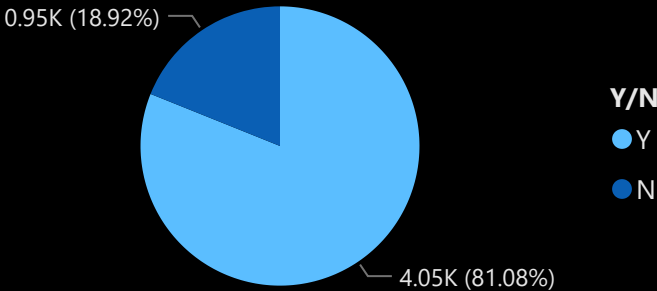
Agents

All

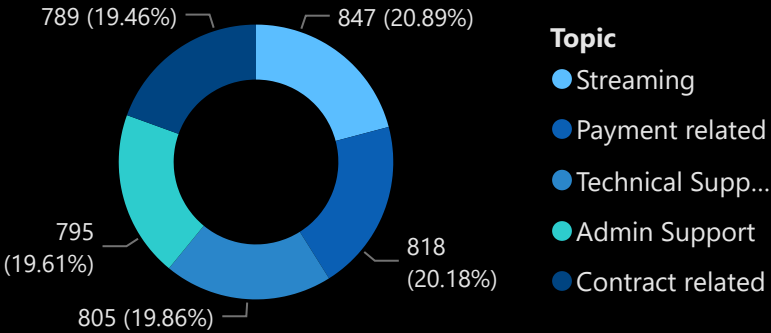
Avg. Speed of Answer in Seconds



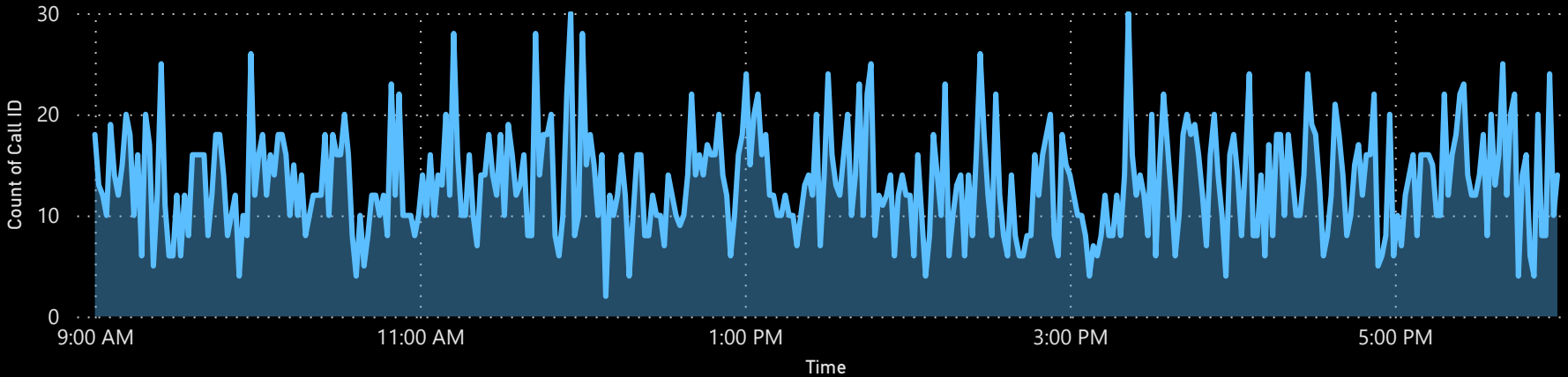
Pie Chart of Answered/Not Answered



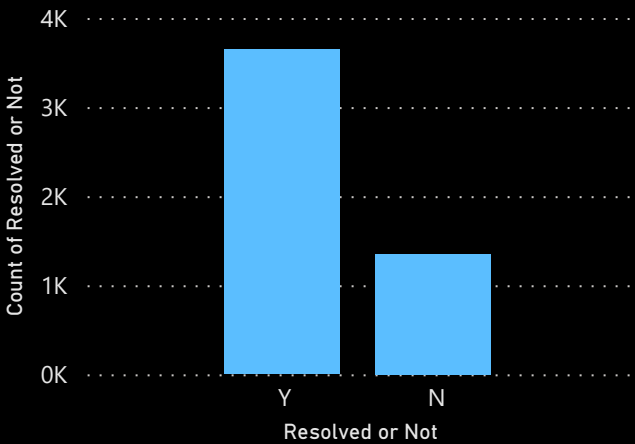
Donut Chart of Avg. Talk Duration / Topic



Count Of Call ID By Time



Resolved/Not Resolved



Agent

Select all

Becky

Dan

Diane

Greg

Jim

Joe

Martha

Stewart

8

Agents

67.52

Avg. Speed Of Ans...

40.46

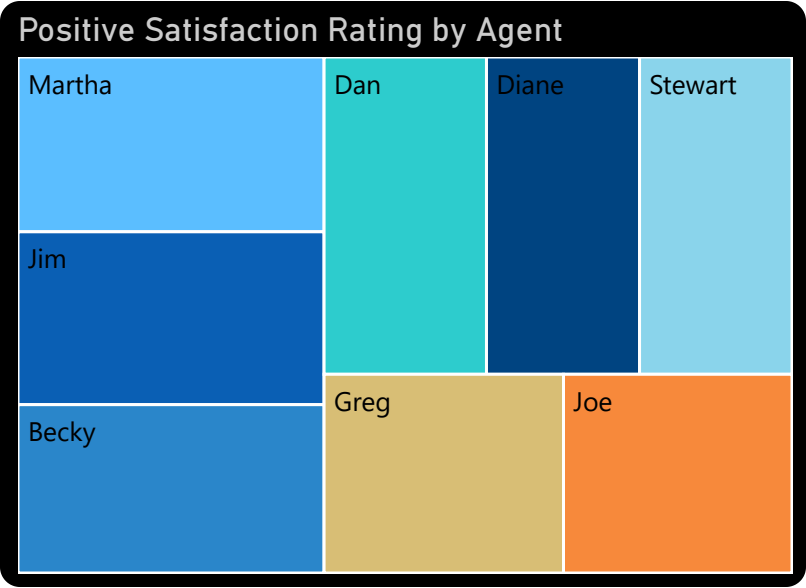
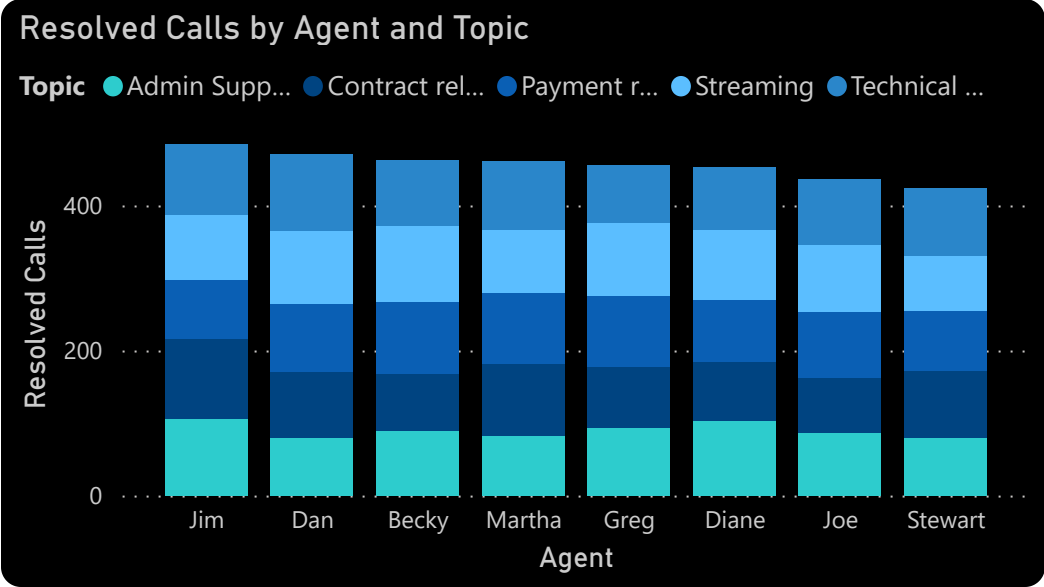
Positive Satisfaction...

3646

Resolved Calls

1354

Not Resolved



Agent	Count Of Calls	Answered	Not Answered	Count of Resolved	Satisfaction Rating(%)
Martha	638	514	124	638	42.48
Stewart	582	477	105	582	42.10
Becky	631	517	114	631	41.36
Dan	633	523	110	633	41.23
Jim	666	536	130	666	40.24
Diane	633	501	132	633	38.86
Joe	593	484	109	593	38.79
Greg	624	502	122	624	38.62
Total	5000	4054	946	5000	40.46

Topic

Select all

Admin Support

Contract related

Payment related

Streaming

Technical Support