



5000

Call Volume

12/30/9...

Last Call

Agent

All

Topic


All

MonthName

All

Day

All


 Clear Filters

Call Centre Trend - Overview



68.07%

CSAT




89.94%

Call Resolve %



18.92%

Call Abandoned %



67.52

(IN SEC)


Speed Of Answer



224.92

(IN SEC)

Avg CallHandling Time



Call Centre Data Analysis

Agent Performance

Agent	Total calls	Call Abandoned %	Speed Of Answer	Call Resolve %	CSAT
Becky	631	18.07%	65.33	89.36%	67.43%
Dan	633	17.38%	67.28	90.06%	68.95%
Diane	633	20.85%	66.27	90.22%	68.10%
Greg	624	19.55%	68.44	90.64%	68.09%
Jim	666	19.52%	66.34	90.49%	67.87%
Joe	593	18.38%	70.99	90.08%	66.61%
Martha	638	19.44%	69.49	89.69%	69.42%
Stewart	582	18.04%	66.18	88.89%	68.01%

Count of call by SatisfactionLevel



SatisfactionLevel	Count
Normal	1100
Satisfied	1050
Not Served	950
Highly Satisfied	850
Not Satisfied	450
Dissatisfied	400

Call Volume by Hour



Hour	Call Volume
13:00	550
14:00	500
15:00	500
16:00	500
17:00	500
18:00	0

Call Volume by Day



Day	Call Volume
Mon	780
Tue	680
Wed	680
Thu	720
Fri	680
Sat	780
Sun	720