



Call Center Trends



Agent Name

All

Topic

All

1/1/2021

3/31/2021

Answered



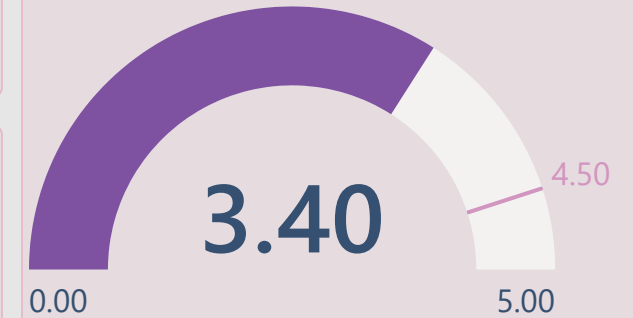
Resolved



Total Call Count

5K

Average Satisfaction



Avg. Speed of Answer

67.52

Count of Call Id for Y (4,054) was higher than N (946).

Y accounted for 81.08% of Count of Call Id.

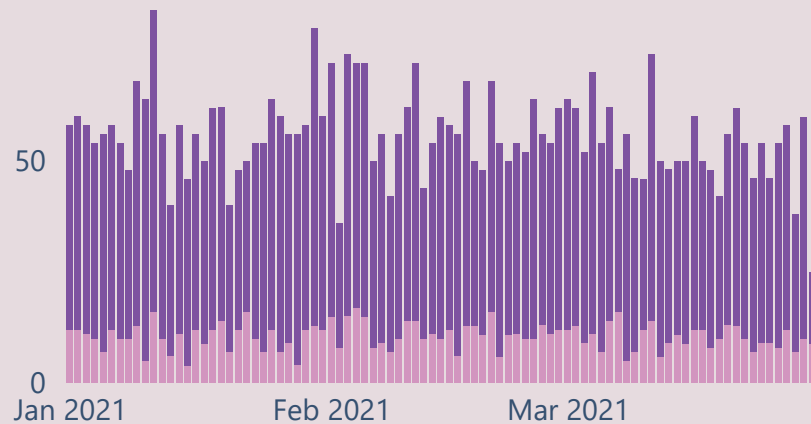
Count of Call Id for Y (56.52% decrease) and N (41.67% decrease) both trended down between Friday, January 1, 2021 and Wednesday, March 31, 2021.

The most recent Count of Call Id anomaly was on Thursday, March 11, 2021,

No. of call per day

Answered ● N ● Y

100



Agent Satisfaction

Agent	Answered	Resolved	Avg. Satisfaction	Avg Speed of ans in sec
Becky	Y	N	3.47	64.40
Becky	Y	Y	3.36	65.44
Dan	Y	N	3.56	68.83
Dan	Y	Y	3.44	67.11
Diane	Y	N	3.51	74.94
Diane	Y	Y	3.39	65.33
Greg	Y	N	3.45	61.62
Greg	Y	Y	3.40	69.15
Jim	Y	N	3.33	68.53
Jim	Y	Y	3.40	66.11
Joe	Y	N	3.27	69.15