## **Call Centre Trends Total Calls Total Agents Total Calls Answered Total Calls Rejected** Percentage of Calls Answered Percentage of Calls Rejected 4054 81.08% **5000** 946 Total calls by Resolution Calls Answered by Agent Calls Rejected by Agent **Highest Calls Answered** Stewart Stewart 105 (11.1%) — Diane 477 (11.77%) 536 (13.22%) 132 (13.95%) **Jim** Joe 3.6K Joe Dan 109 (11....) Jim 484 (11....) 523 (12....) 130 (13...) **Highest Satisfaction** January Rate Dan Diane 110 (1...) Becky 501 (12....) Dan Martha 517 (12.7...) 124 (13....) Greg Becky Martha 1.4K 502 (12.38%) └─ Greg 122 (12.9%) 114 (12.05%) 514 (12.68%) Total calls by Month 2K **February** Resolved Not 1.6K 1.6K Resolved 1K 01-01-2021 🛅 31-03-2021 **February** March January iotal 100 Streaming March **Technical Support** 1019 50 Payment related 1007 Admin Support 976 0 Contract related 976 Greg Becky Martha Diane Stewart Jim Dan Joe