

Call Centre Trends

Total Calls

5000

Total Agents

8

Total Calls Answered

4054

Total Calls Rejected

946

Percentage of Calls Answered

81.08%

Percentage of Calls Rejected

18.92%

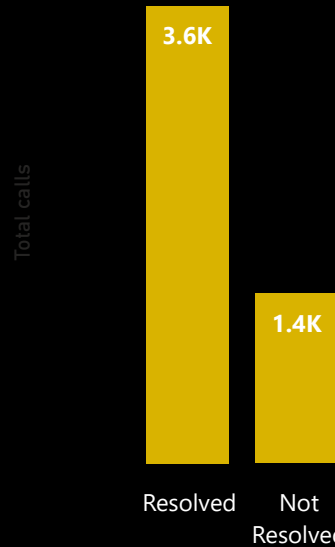
Month

January

February

March

Total calls by Resolution

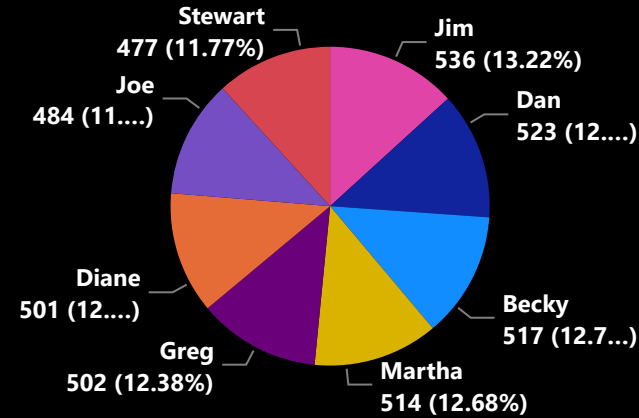


01-01-2021 31-03-2021

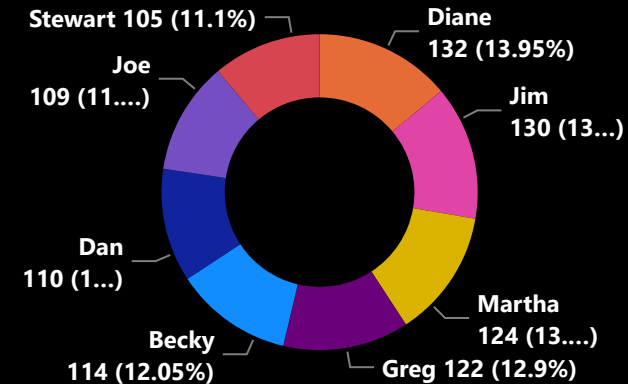


Total

Calls Answered by Agent



Calls Rejected by Agent



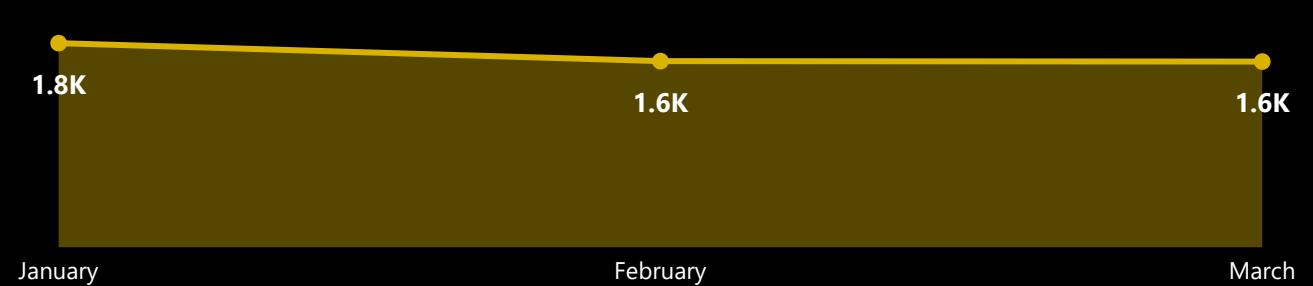
Highest Calls Answered

Jim

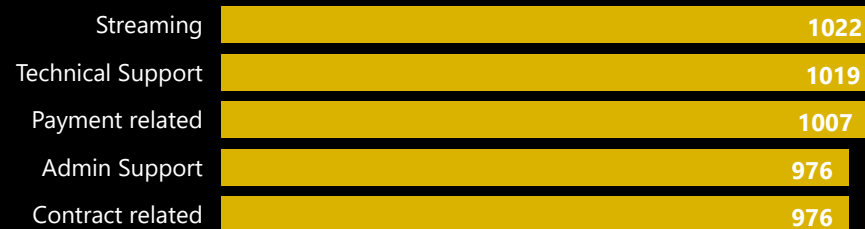
Highest Satisfaction Rate

Dan

Total calls by Month



Topic



Sum of Duration on Call

