

5.000K
Total call

4.054K
Answered Call

946
Rejected Call

8
Agent

72.92%
% Call resolved

27.08%
% Call Not resolved

Day Name

Month

Select all	Sunday
Friday	Thursday
Monday	Tuesday
Saturday	Wednesday

Select all

January

February

March

Total call by Resolution

Not Resolved

1.354K

Resolved 3.646K

Total call by Topic

Contract related

0.976K

Streaming 1.022K

Admin S...

0.976K

Payment related

1.007K

Technical ...

1.019K

Date

01/01/2021 - 31/03/2021

Jim
First Agent

Total call by Month

Total call

1772

1616

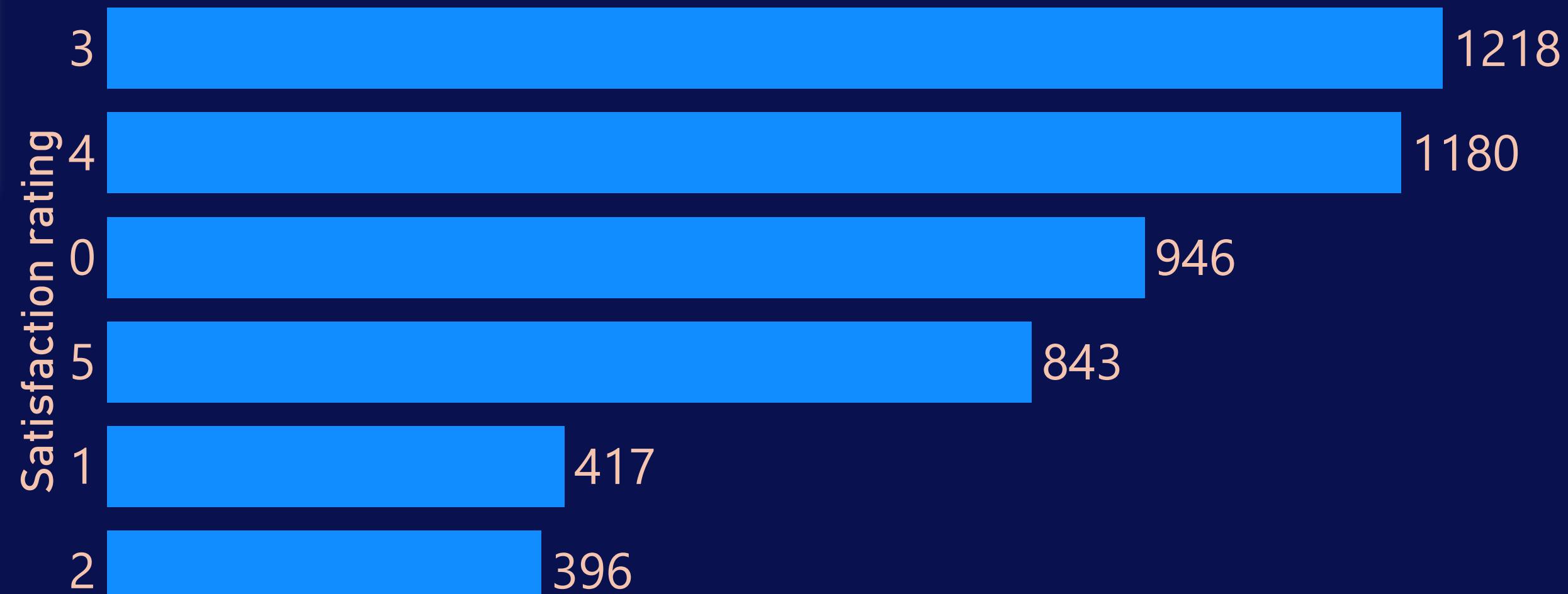
1612

January

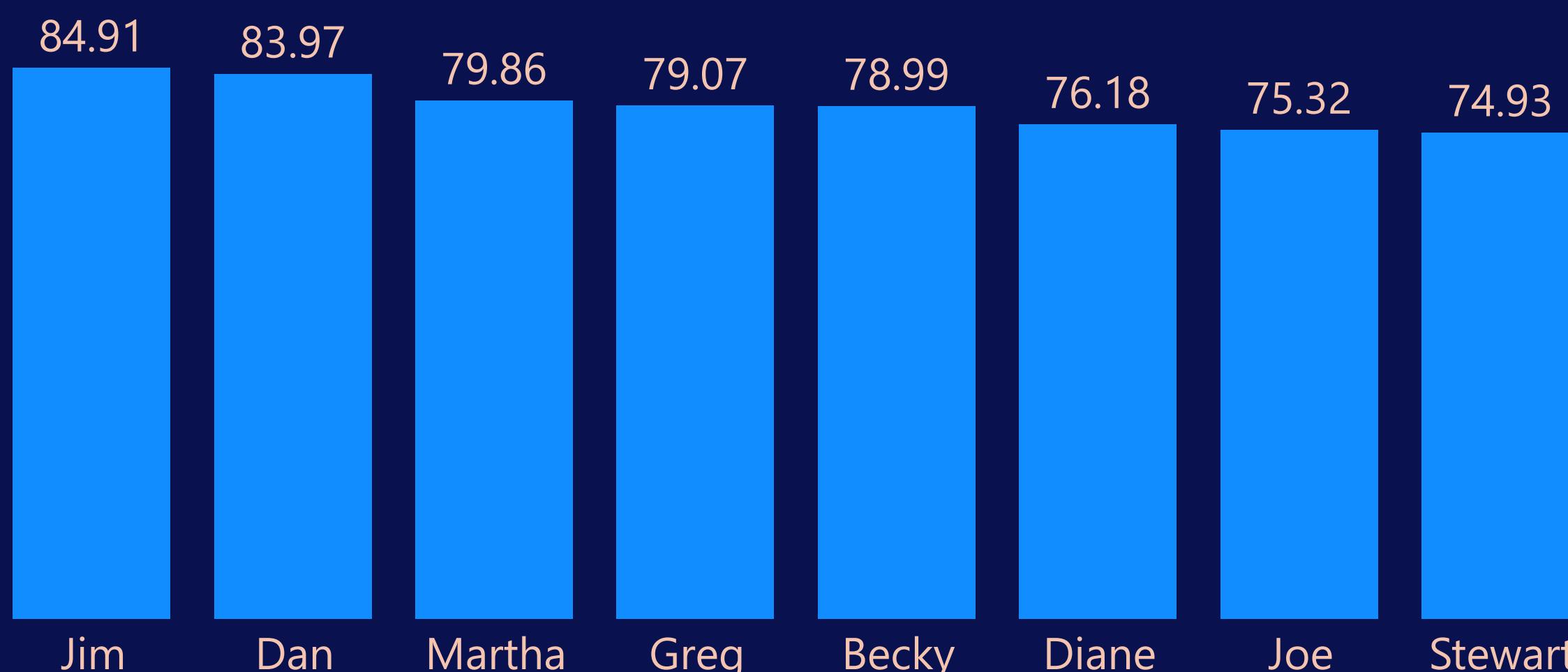
February

March

Total call by Satisfaction rating



Total call
Duration of call by Agent



5K
Total call

4.054K
Answered Call

8
Agent

49.90%
CSAT %

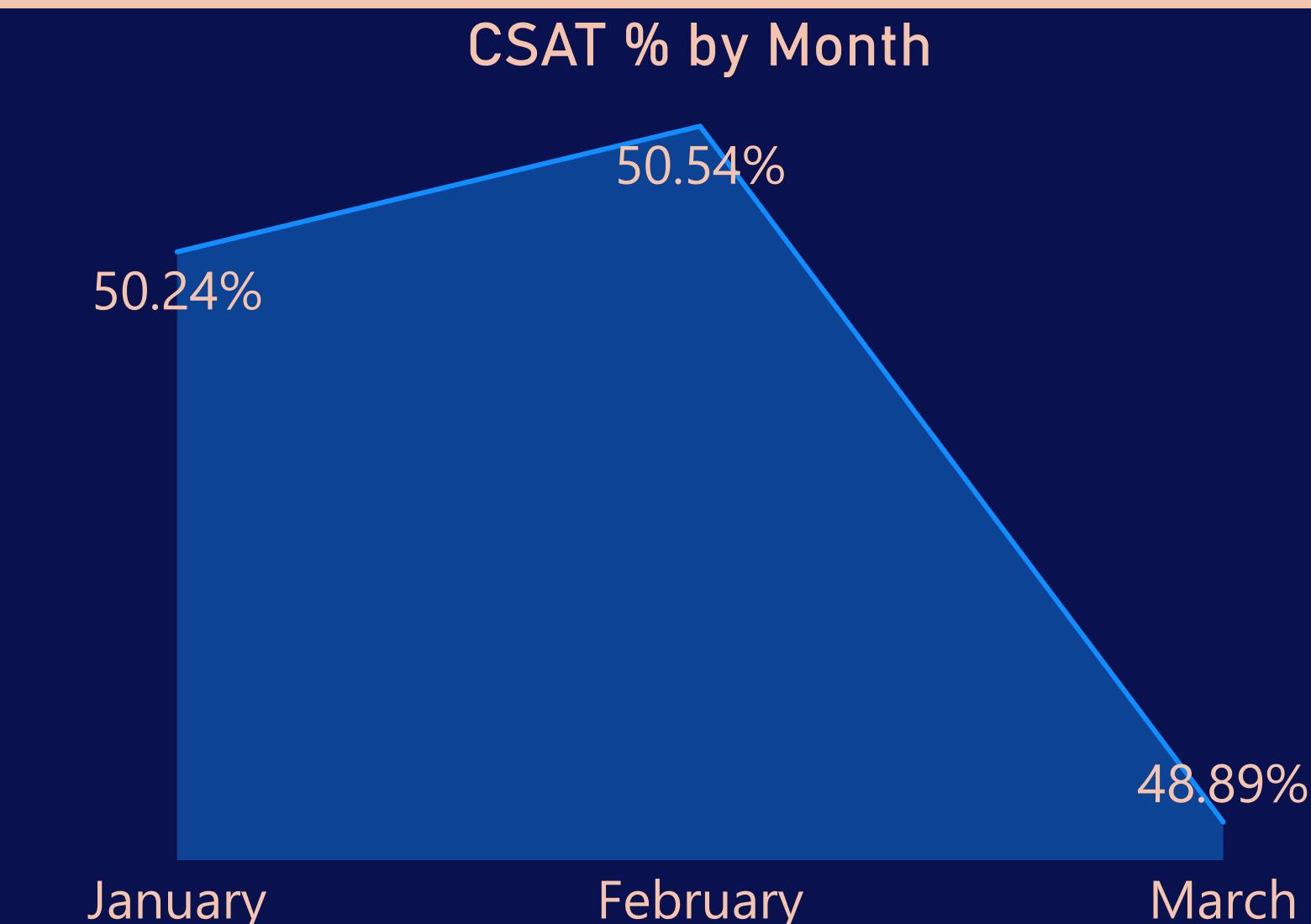
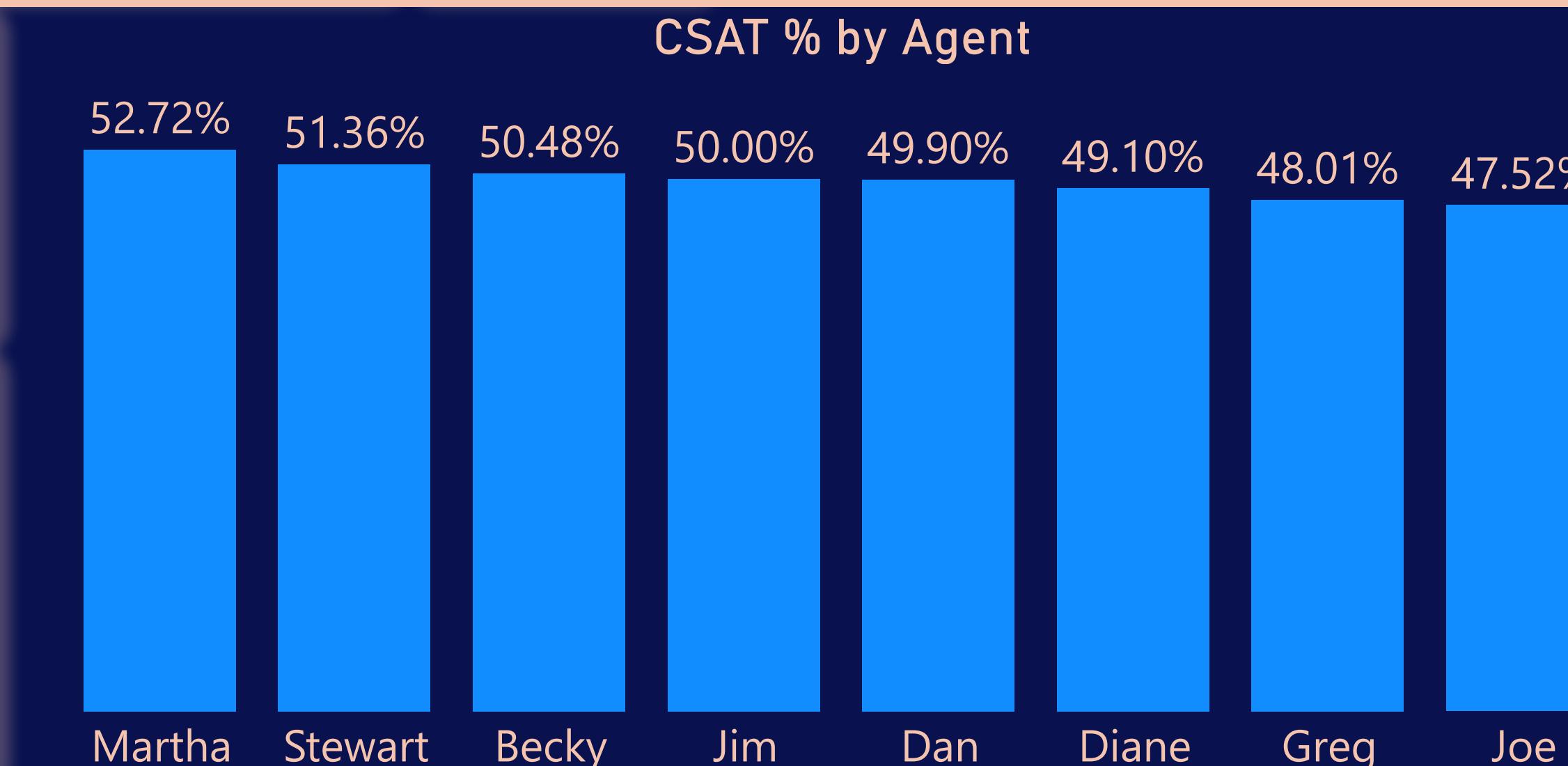
2023
Satisfied Customers

4054
Total survey responses

4.054K
answerd call

Martha
Top Agent

Month
 January
 February
 March



Agent
 Becky
 Dan
 Diane
 Greg
 Jim
 Joe
 Martha
 Stewart

