

5.000K Total call	4.054K Answered Call	946 Rejected Call	8 Agent	72.92% % Call resoulved	27.08% % Call Not resoulved
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Day Name

Select all

Sunday

Friday

Thursday

Monday

Tuesday

Saturday

Wednesday

Month

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

Month

Total call by Satisfaction rating

Satisfaction rating

3

4

0

5

1

2

1218

1180

946

843

417

396

Total call Duration of call by Agent

84.91

83.97

79.86

79.07

78.99

76.18

75.32

74.93

Jim

Dan

Martha

Greg

Becky

Diane

Joe

Stewart

5K Total call	4.054K Answered Call	8 Agent	49.90% CSAT %	2023 Satisfied Customers	4054 Total survey responses	4.054K answerd call
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Martha
Top Agent

Month

☐ January

☐ February

☐ March

Agent

☐ Becky

☐ Dan

☐ Diane

☐ Greg

☐ Jim

☐ Joe

☐ Martha

☐ Stewart

