

1772

Total Calls

1455

Answered Calls

1041

Satisfaction <= 3

18%

Abandon Rate

0.32

Avg Call/Min

2.84

Satisfaction Overall

879

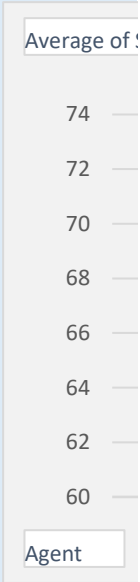
Calls < 180 Sec

50%

% of Calls < 180 Sec

67.2

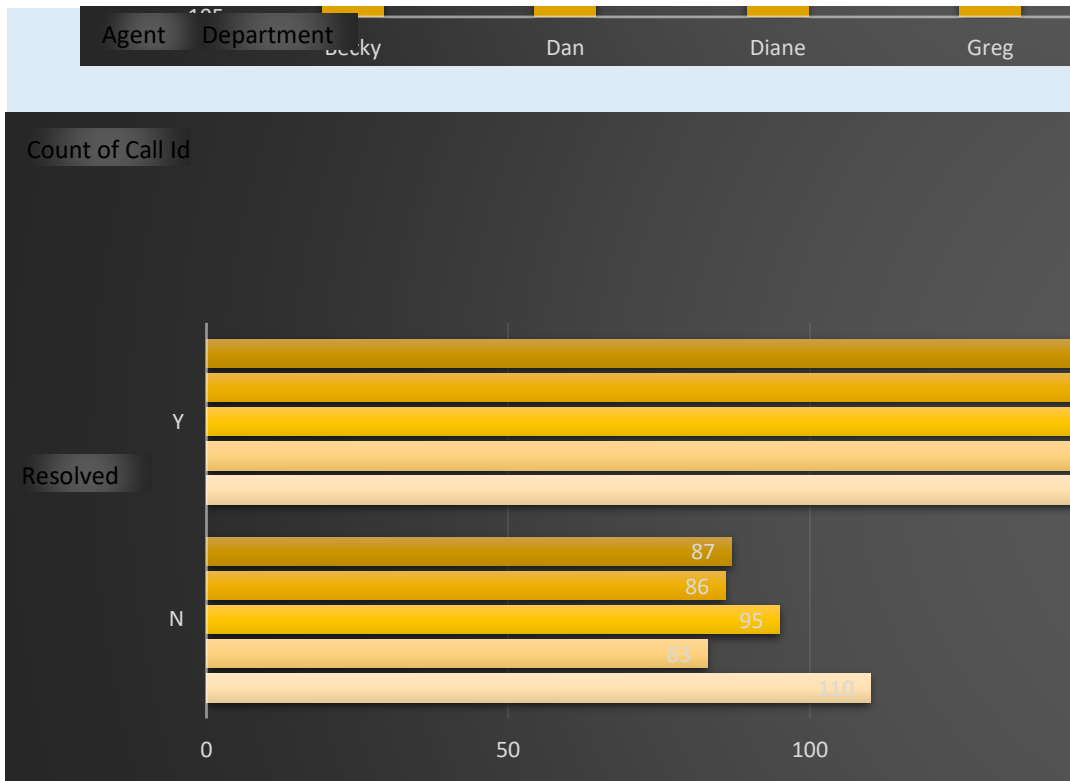
Average Speed of Answer



Count of Satisfaction ratingAverage of Satisfaction rating2

Agent Wise Count & Avg Of Rating





Row Labels	Count of Call Id	Count of Answered (Y/N)
Becky	216	216
Dan	227	227
Diane	222	222
Greg	208	208
Jim	228	228
Joe	221	221
Martha	220	220
Stewart	230	230
Grand Total	1772	1772

Call Center Data Analysis

Agent

Becky

Dan

Diane

Greg

Jim

Joe

Martha

Stewart

Count of Call Id

Ag

62

50

54

53

55

52

68

N

Resolved

Speed of Answer

Agent Avg Speed of Answer

Average of A

0.0028

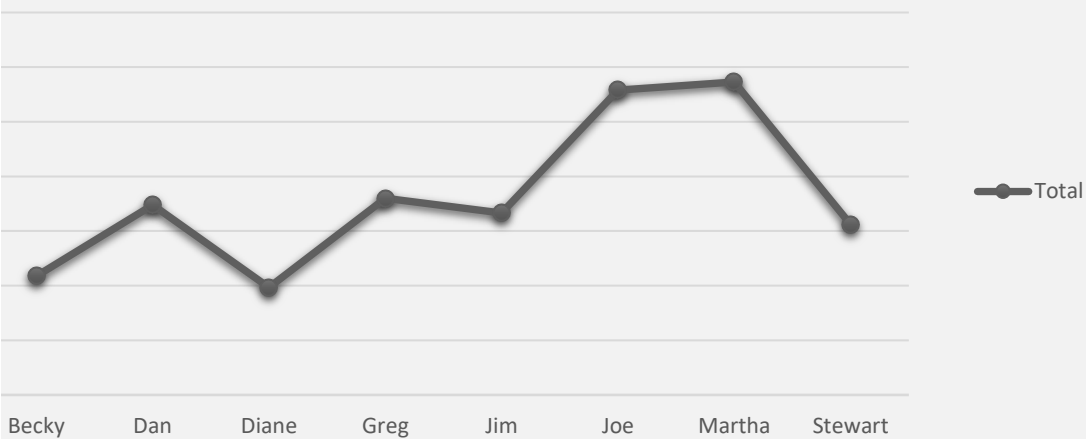
0.0027

0.0026

0.0025

0.0024

Agent



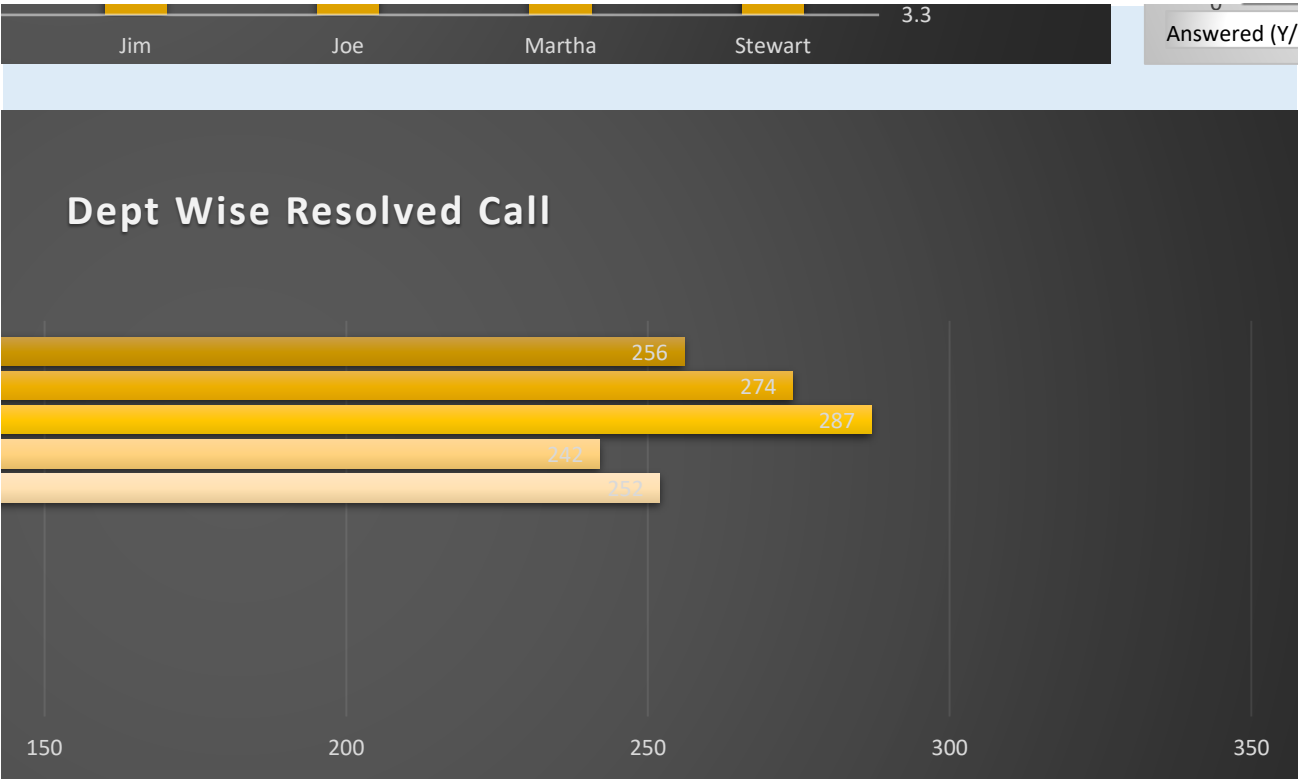
Values

Count of Satisfaction rating

Average of Satisfaction rating2

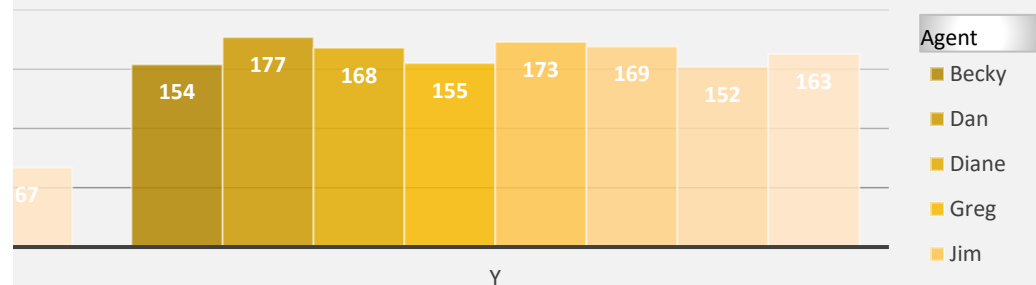
Count of Call





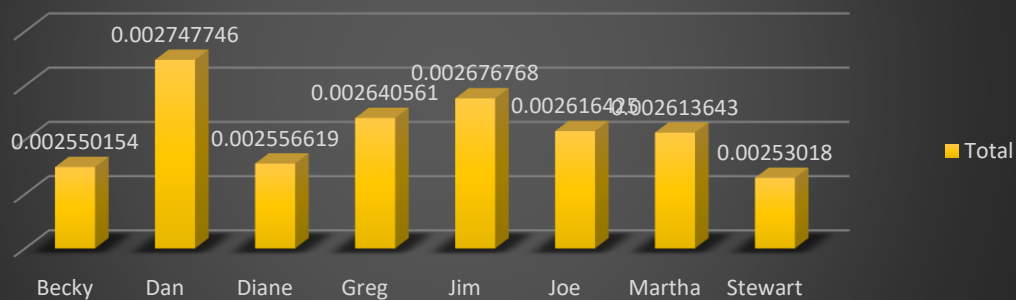
Average of Speed of Answer	Count of Resolved	
	64.4	216
	67.0	227
	63.9	222
	67.2	208
	66.7	228
	71.2	221
	71.5	220
	66.2	230
	67.2	1772

Agent Resolved Call



AvgTalkDuration

Agent Wise Avg Talk Duration

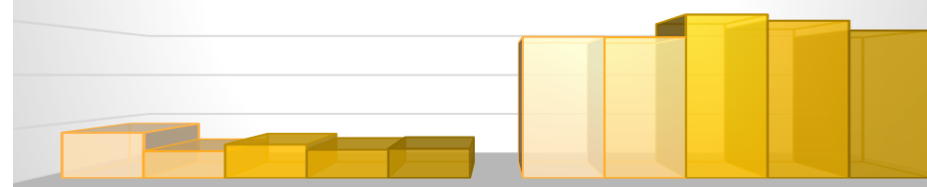


Id

Dept Wise Answered Call

Department

- Air Conditioner
- Fridge
- Television
- Toaster
- Washing Machine



N)

N

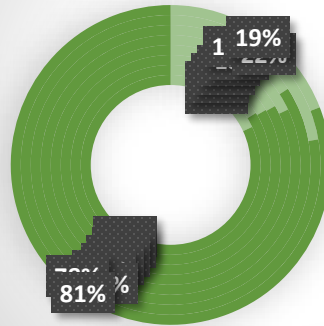
Y

Department

- Washing Machine
- Toaster
- Television
- Fridge
- Air Conditioner

Count of Call Id

Agent Answered Call



Answered (Y/N)

- N
- Y

Agent

