



Total Calls

1.77K

Calls Answered

1.46K

Avg Speed of Answer

67.22

Abandon Rate

17.89%

Avg Talk Duration (sec)

160.35



Avg Satisfaction

3.45

Issue Resolve

1.31K

Calls Less Than 180 Sec

880

Percent Calls Less Than 180 Sec

49.66%

Satisfaction Less Than Equal To 3

1.04K

Department

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

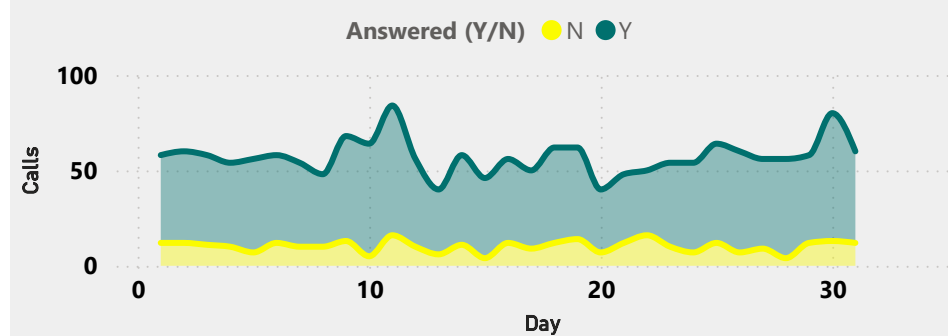
Talk Duration and Speed of Answer

Impact on Customer Satisfaction

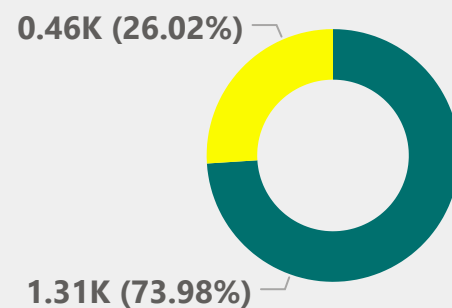


Total Calls Per Day

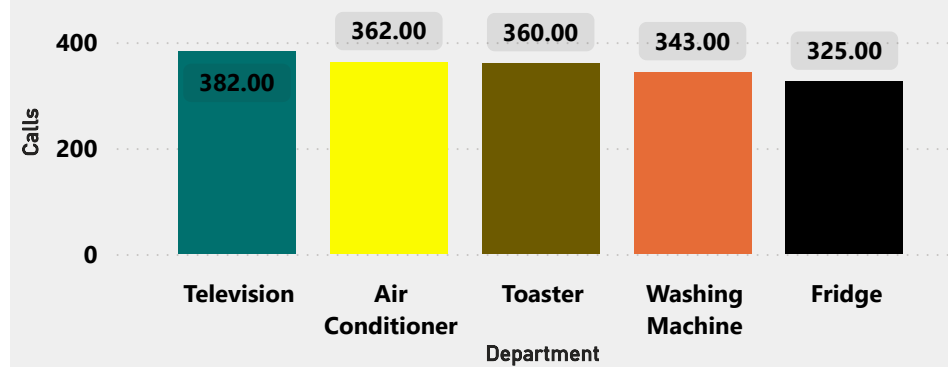
TotalCalls by Day and Answered (Y/N)



Total Calls by Resolved

Resolved Y N

Total Calls by Department



Agent

- ☐ Becky
- ☐ Dan
- ☐ Diane
- ☐ Greg
- ☐ Jim
- ☐ Joe
- ☐ Martha
- ☐ Stewart



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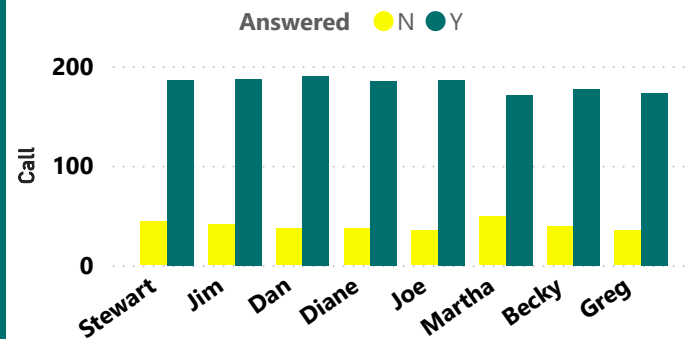
Percent Calls Less Than 180 Sec

49.66%

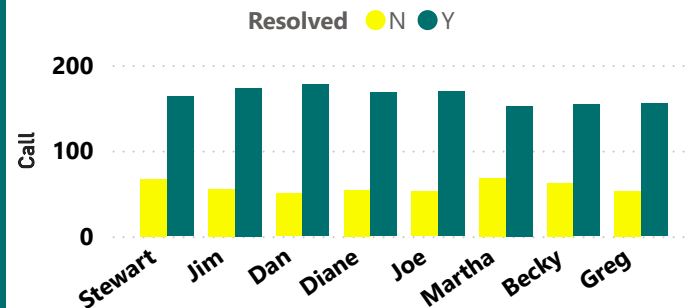
Satisfaction Less Than Equal To 3

1.04K

Total Calls by Agent

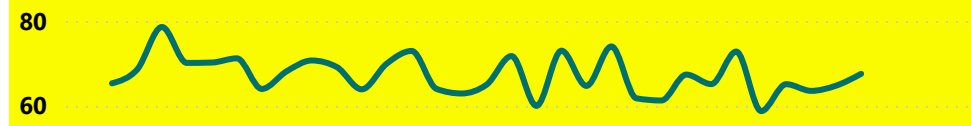


Total Calls by Agent

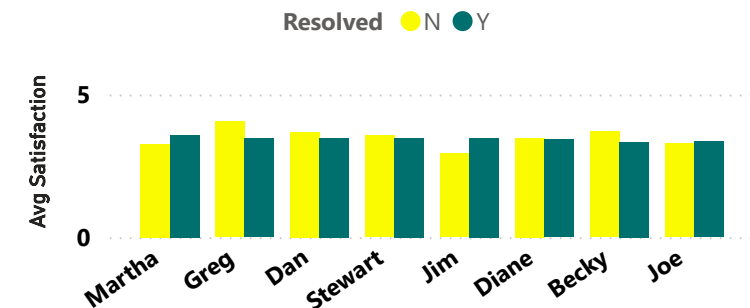


| Agent | TotalCalls | CallsAnswered | AvgSpeedOfAnswer | Issue Resolve |
|---------|------------|---------------|------------------|---------------|
| Dan | 227.00 | 190.00 | 66.95 | 177.00 |
| Jim | 228.00 | 187.00 | 66.66 | 173.00 |
| Joe | 221.00 | 186.00 | 71.16 | 169.00 |
| Diane | 222.00 | 185.00 | 63.94 | 168.00 |
| Stewart | 230.00 | 186.00 | 66.24 | 163.00 |
| Greg | 208.00 | 173.00 | 67.20 | 155.00 |
| Becky | 216.00 | 177.00 | 64.35 | 154.00 |
| Martha | 220.00 | 171.00 | 71.46 | 152.00 |

AvgSpeedOfAnswer by Day



Avg Satisfaction by Agent



AvgSatisfaction by Agent

