



CALL CENTRE TREND ANALYSIS

Agent ▼

All ▼

Topic ▼

All ▼

01/01/2021

31/03/2021



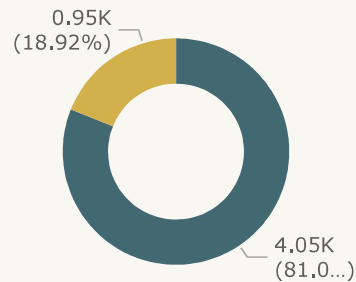
Answered



Resolved

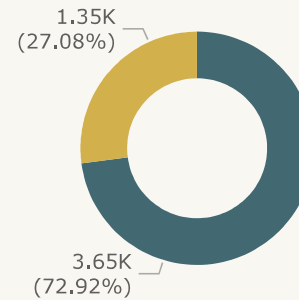
Avg Speed of Answers (secs)

67.52



Answered (Y...

● Y
● N



Resolved

● Y
● N

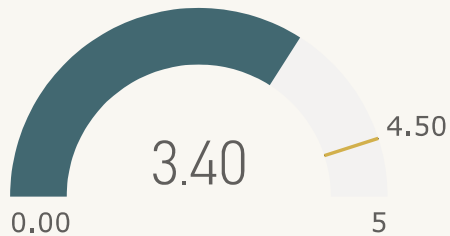


Average Satisfaction Rating

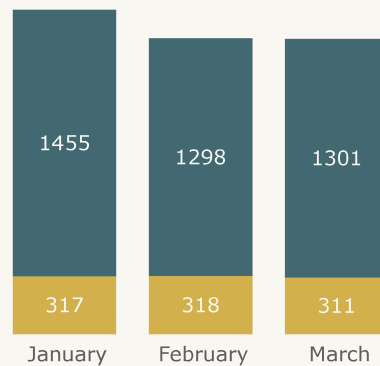
No. of Calls Per Month



Agent



Answered (Y) ● N ● Y



Agent	Answered	Resolved (Y)	Avg of Satisfaction rating	Avg of Speed of Answer(sec)
Joe	484	436	3.33	70.91
Martha	514	461	3.47	69.41
Greg	502	455	3.40	68.41
Dan	523	471	3.45	67.21
Jim	536	485	3.39	66.31
Diane	501	452	3.41	66.21
Stewart	477	424	3.40	66.11
Becky	517	462	3.37	65.31
Total	4054	3646	3.40	67.52



5000

Total Calls



4054

Answered



3646

Resolved (Y)



5

Topics



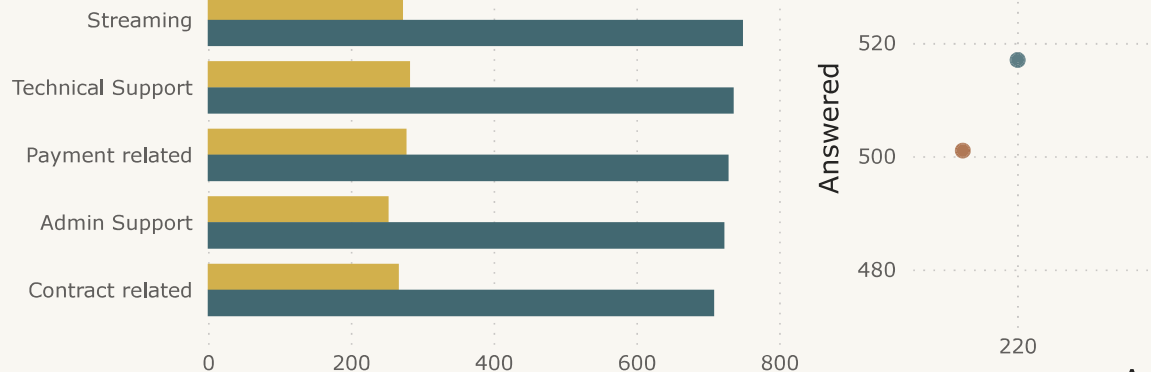
8

Agents

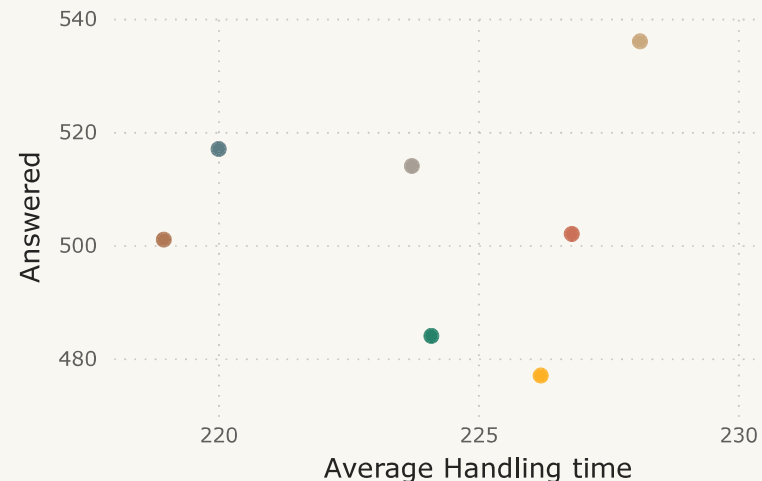


Topic Wise Analysis

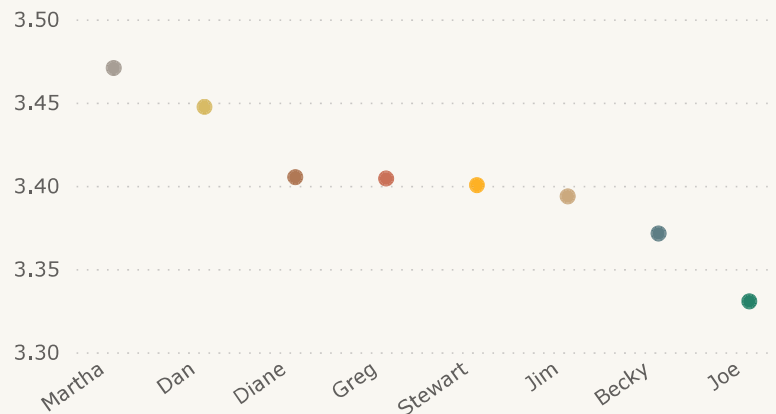
Resolved ● N ● Y



Agents Performance



Agents Satisfaction Rating



Call Analysis By Day

