

# Call Center Data Analysis

Total Calls  
5000

Calls Answered  
4054

Issue Resolved  
3646

Total Agents  
8

Avg. Answer Speed(s)  
67.52

Avg. Call Duration(s)  
224.92

Most Issue Resolved  
Jim

Most Rated  
Martha

Most Calls Missed  
Diane

Agent

All

Month

All

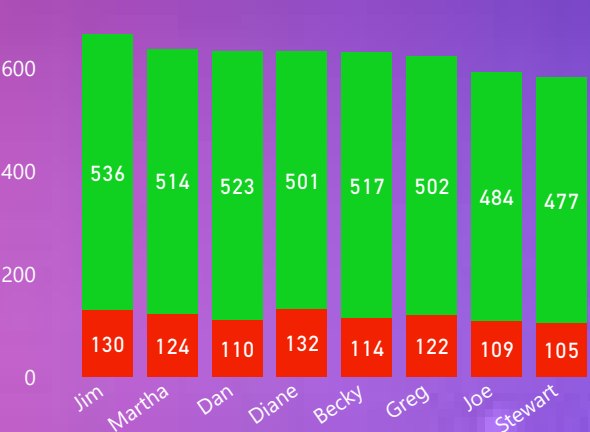
Day

All

Agent Performance Quadrant

Agent	Total Calls	CallsAnswered	IssueResolved	Avg. Handle Time	ACSR
Jim	666	536	485	228.11	3.39
Martha	638	514	461	223.73	3.47
Dan	633	523	471	231.19	3.45
Diane	633	501	452	218.95	3.41
Becky	631	517	462	220.01	3.37
Greg	624	502	455	226.80	3.40
Joe	593	484	436	224.10	3.33
Stewart	582	477	424	226.21	3.40

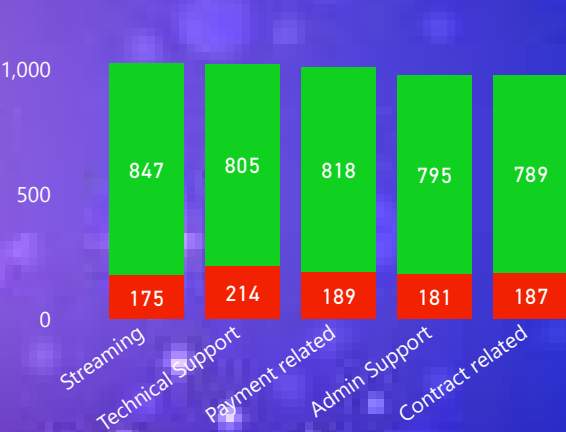
Count of Calls by Agents



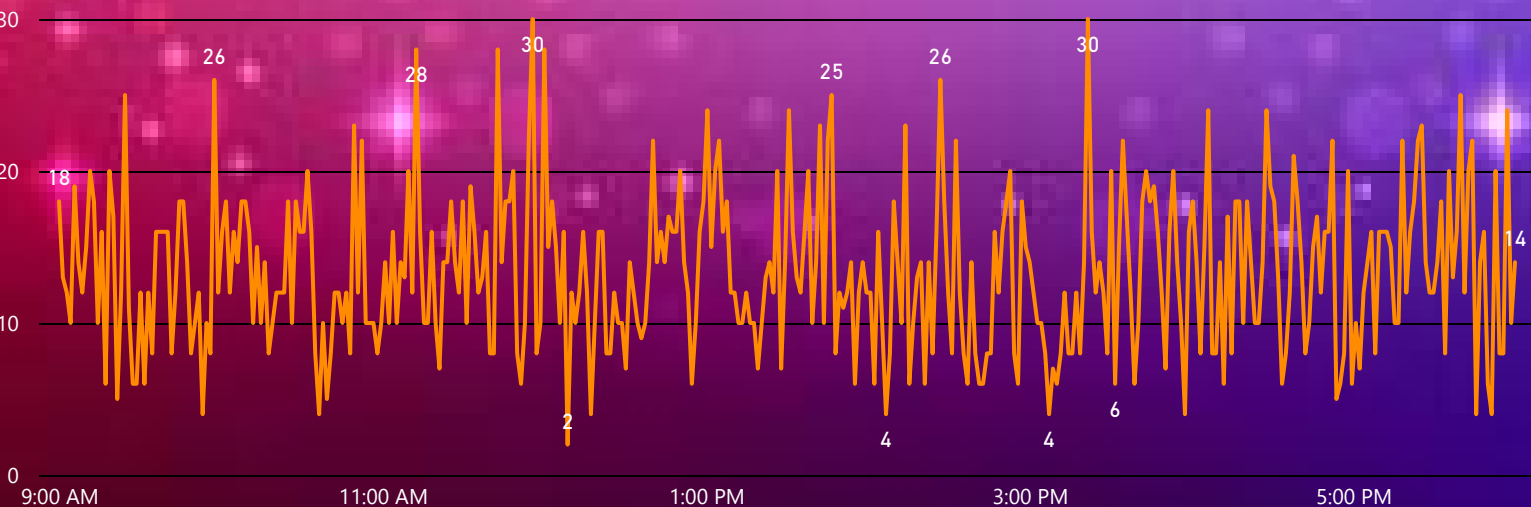
Overall Customer Satisfaction Rating



Count of Calls by Topic



Calls By Time



Calls Distribution

