

# Key Performance Indicators (KPI's)

## Call Centre Trends

### Agent

All



### Topic

All



### Resolved (Y/N)

☐ No

☐ Yes

### Month of the Week

January



February

Total Calls

5000

Total Call answered

4054

Total Call unanswered

946

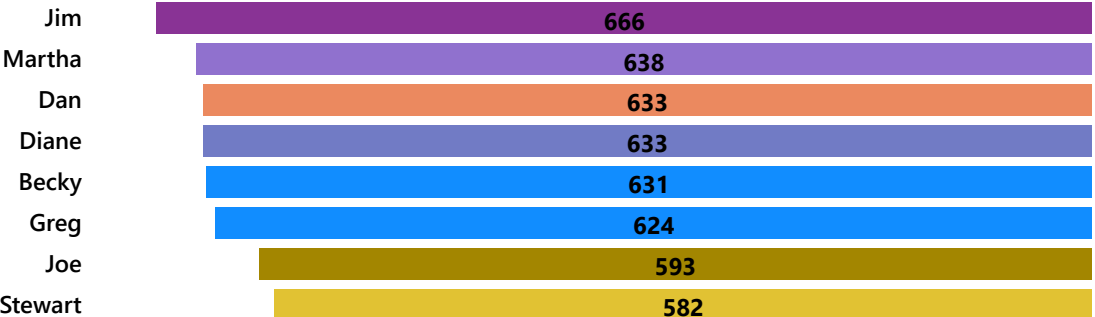
Average Speed of Answer (in sec)

54.75

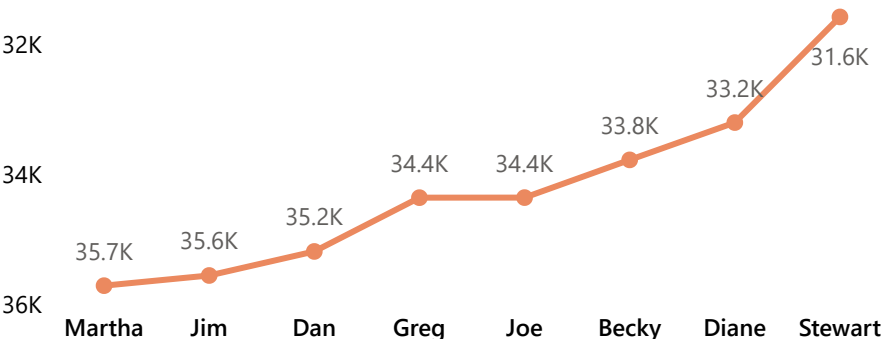
Overall Customer Satisfaction

40%

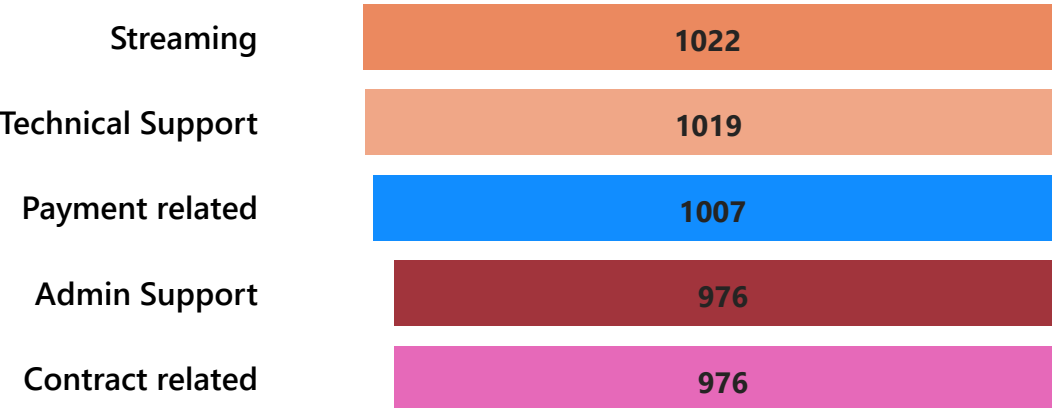
### Avg. Talk Duration (in sec) by Agent



### Total Speed of answer in seconds by Agent



### Number of resolved and unresolved cases by topic



### Performance Quadrant

Agent	Total Calls	Call answered	Call unanswered
Becky	631	517	114
Dan	633	523	110
Diane	633	501	132
Greg	624	502	122
Jim	666	536	130
Joe	593	484	109
Martha	638	514	124
Stewart	582	477	105