



Phone Now

CALL CENTRE TREND ANALYSIS

OVERVIEW

TOTAL CALLS

4054

TOTAL RESOLVED

3646

TOTAL ABANDONED

1354

TOTAL AGENTS

8

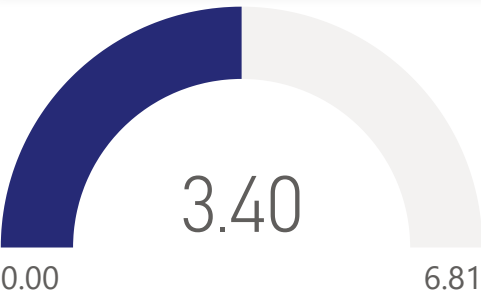
AVERAGE PROCESSING
SPEED (SECONDS)

67.52

AVERAGE PROCESSING
SPEED (MINUTES)

7.15

OVERALL CUSTOMER
SATISFACTION RATING



Time Period

01-01-2021

31-03-2021

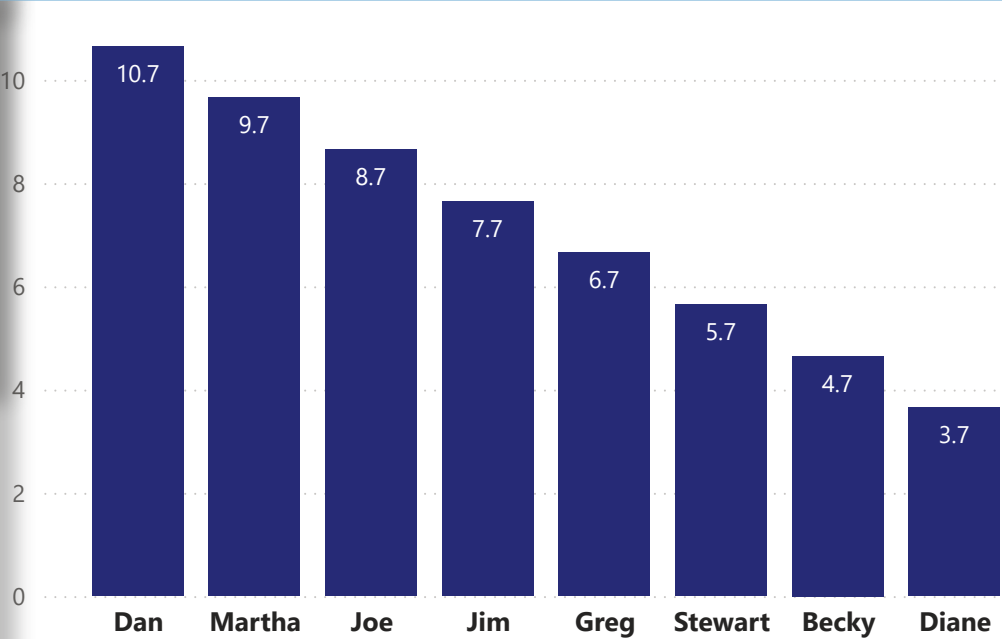
Agent

All

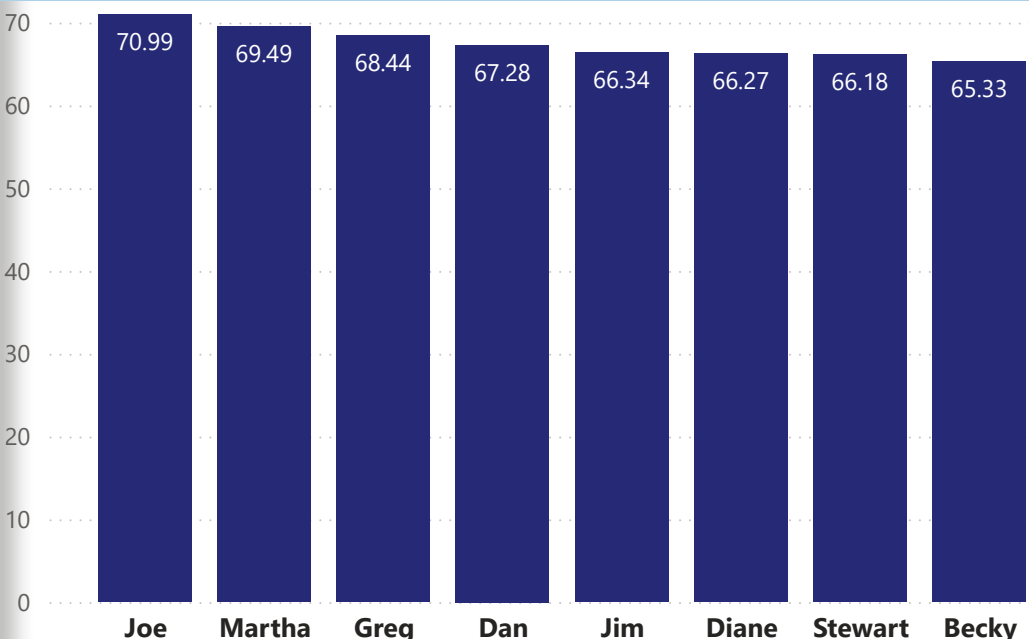
Topic

- Select all
- Admin Support
- Contract related
- Payment related
- Streaming
- Technical Support

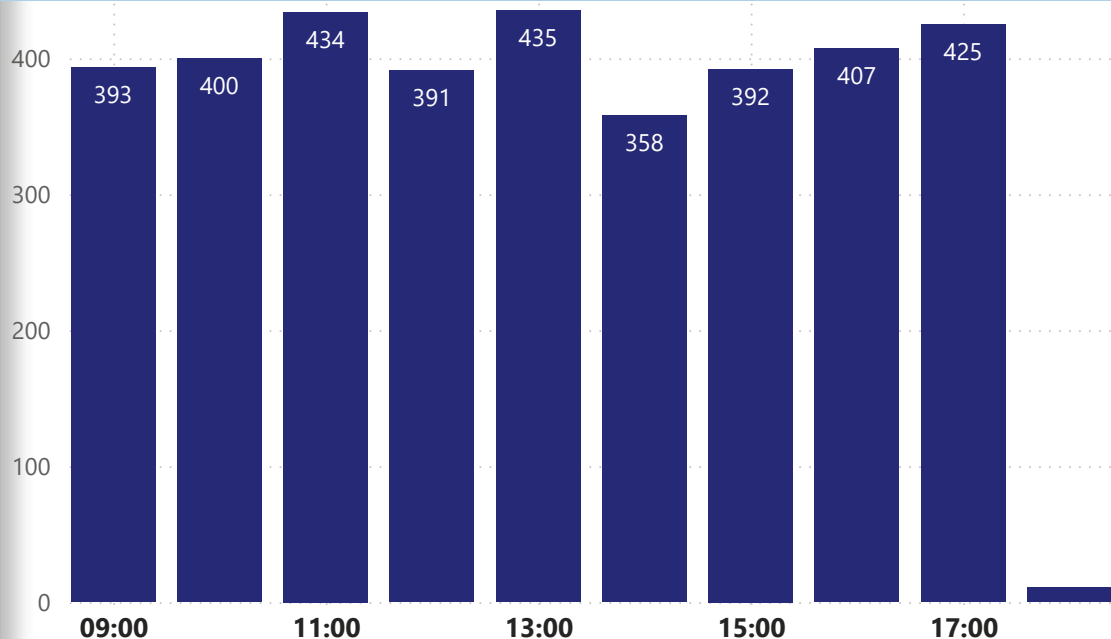
AVERAGE HANDLE TIME PER AGENT



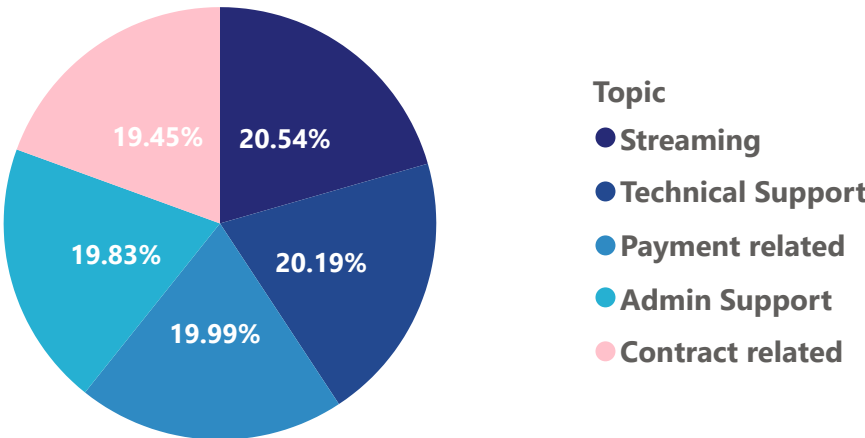
AVERAGE RESPONSE TIME PER AGENT



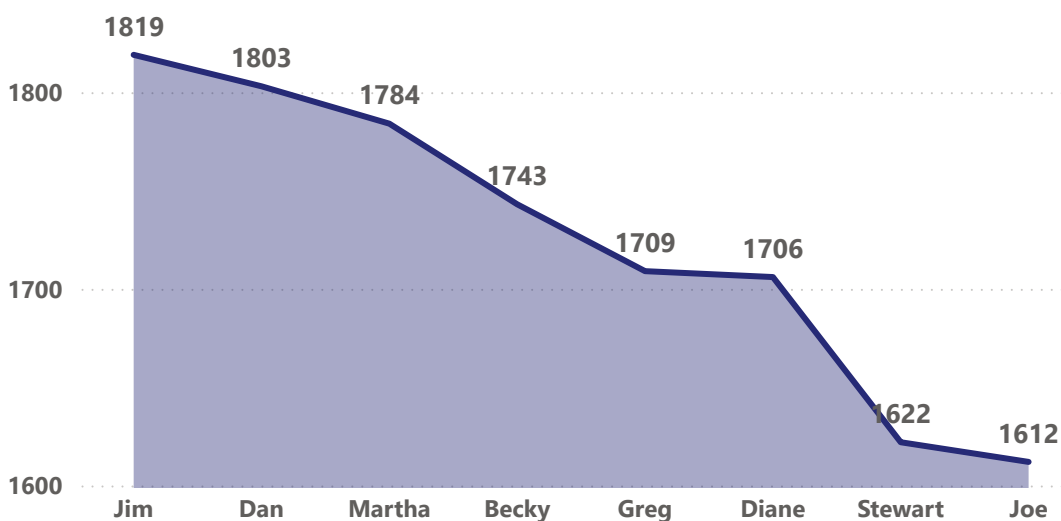
TOTAL RESOLVES BY HOUR OF THE DAY



RESOLVED CALLS DISTRIBUTION BY TOPIC



TOTAL SATISFACTION RATING BY AGENT



TOTAL SATISFACTION RATING BY TOPIC

