Call Center

pwc

Average of Speed of answer in...

67.52

Average Satisfaction

3.40 4.50

1 5

Resolved

- Y
- N

0.41K (10....)
3.65K (89...)

Call Id by Satisfaction rating

0.4K (9.77%)
0.42K (10.29%)
1.22K (30.04%)
0.84K (20.79%)
1.18K (29.11%)

Satisfaction rating
- 3
- 4
- 5
- 1
- 2

Call Id by TimeSlot

Count of Call Id

500

0

13h-14h | 11h-12h | 17h-18h | 16h-17h | 09h-10h | 15h-16h | 10h-11h | 12h-13h | 14h-15h | 18h-19h
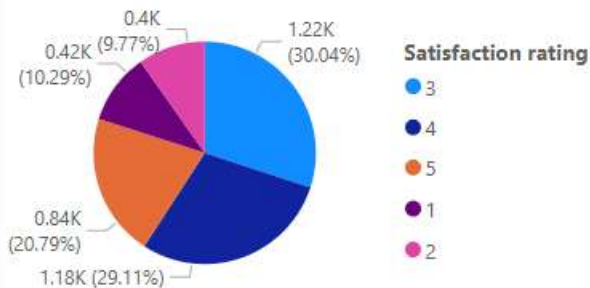
TimeSlot
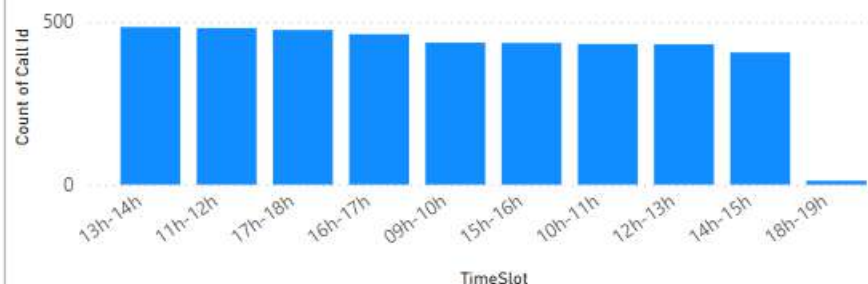
Calls answered/abandoned

- Sum of CallsAnswered ● Sum of CallsAbandoned

20M

15M

10M

5M

0M
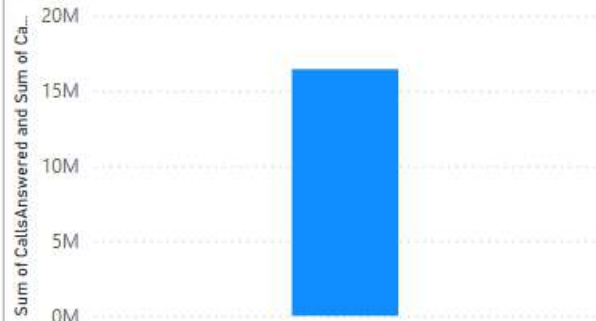
Agent	Sum of CallsAnswered ▼	Count of OverallSatisfaction	Sum of AvgSpeedOfAnswer
Jim	2172944	536	36,191.11
Dan	2120242	523	35,313.34
Becky	2095918	517	34,908.21
Martha	2083756	514	34,705.65
Greg	2035108	502	33,895.40
Diane	2031054	501	33,827.88
Joe	1962136	484	32,680.03
Stewart	1933758	477	32,207.38

Call Answered by Month

32.09%   35.89%
32.02%

Date Month
- January
- February
- March