

Call Center Trend Analysis

Date

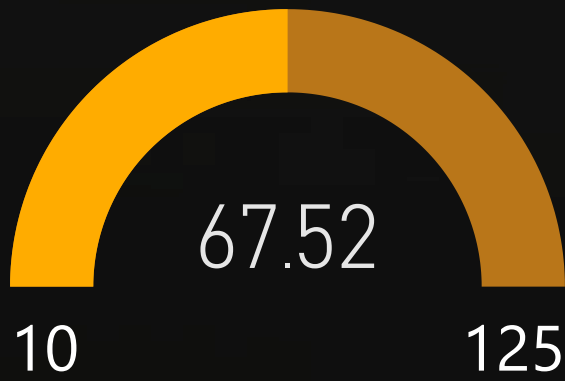
1/1/2021

3/31/2021

Topic

All

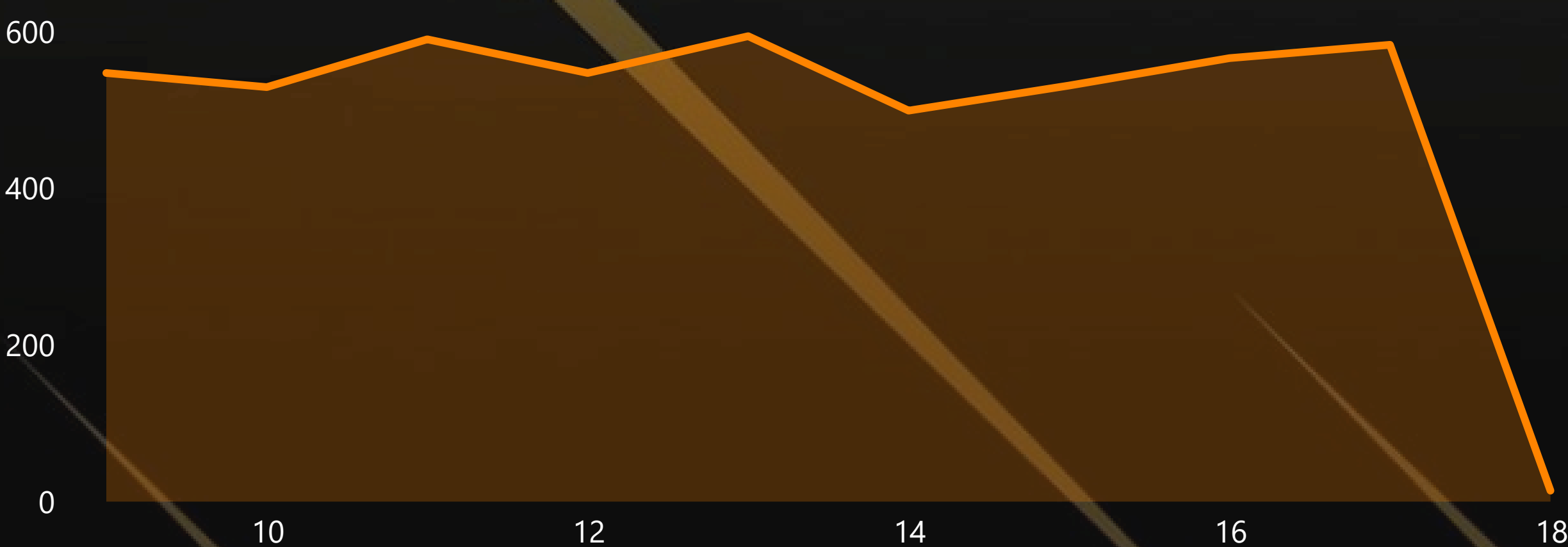
Average Answer Speed



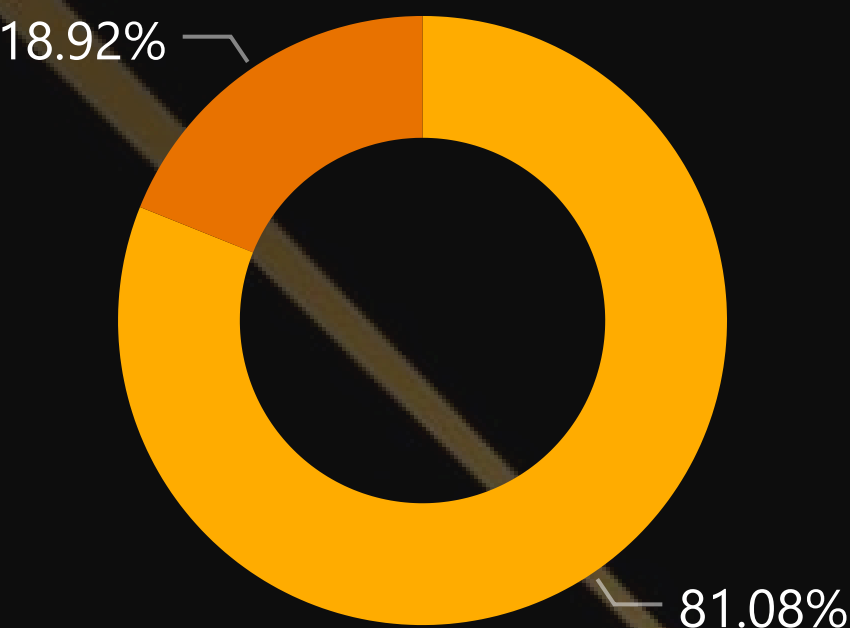
Average Satisfaction



Total Call During Operation Hours



Calls Answered

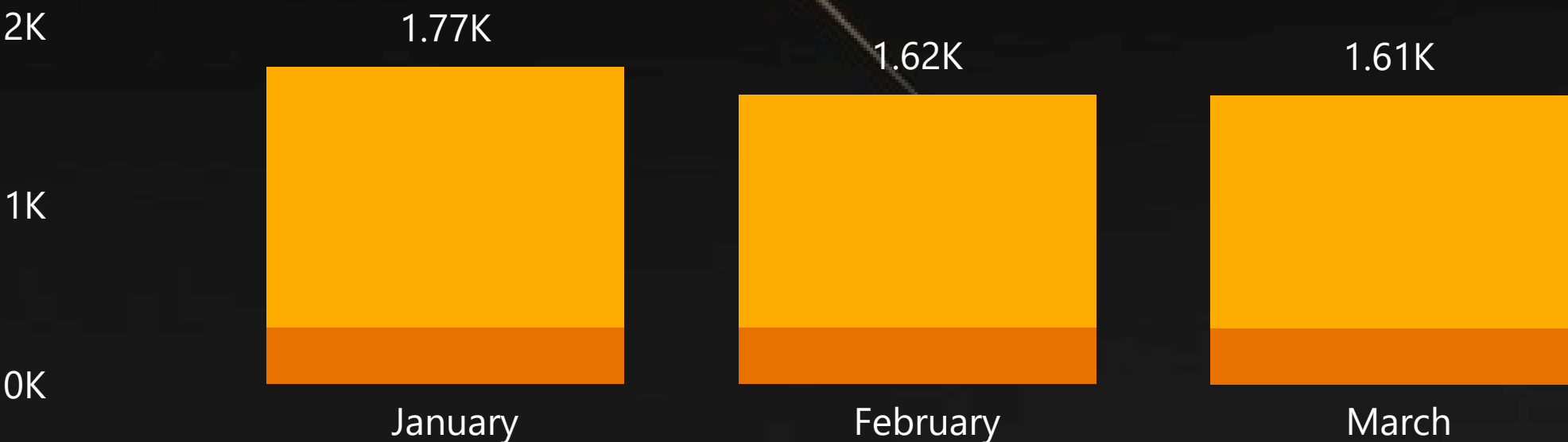


Calls Resolved



Calls per Month

Answered ● N ● Y



Agent Statistics

Agent	CountYes	ResolvedYes	Average of Satisfaction rating	Average of Speed of answer in secs
Becky	517	462	3.37	65.33
Dan	523	471	3.45	67.28
Diane	501	452	3.41	66.27
Greg	502	455	3.40	68.44
Jim	536	485	3.39	66.34
Joe	484	436	3.33	70.99
Martha	514	461	3.47	69.49
Stewart	477	424	3.40	66.19