



Call Center

Agent

All

Topic

All

Date

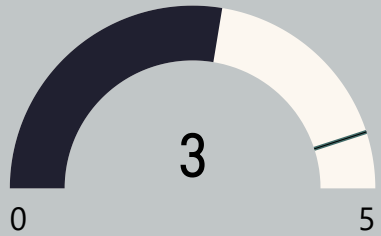
01-01-2021



31-03-2021



Average Satisfaction



81.08%

Answered Call Rate

18.92%

Abandoned Call Rate

56.18

Call Volume/Day

2

Call Volume/Hour

67.52

Average Speed of Answer(s)

90%

Answerd call Resolution Rate

00:03:45

Average Talk Duration

00:03:23

Average Resolution Time

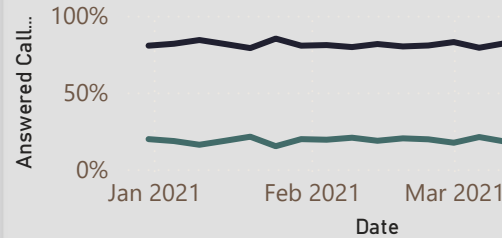
Number of calls per month

Answered 0 1

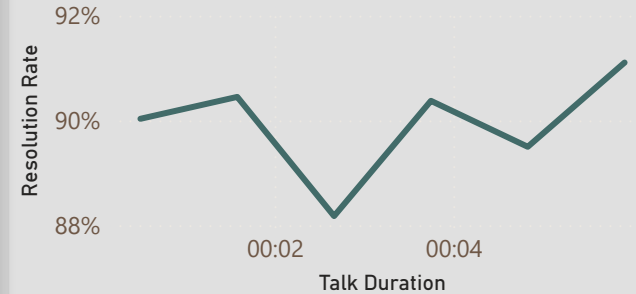


Call Handling Trends

Answered Call Rate Abandoned Call Rate



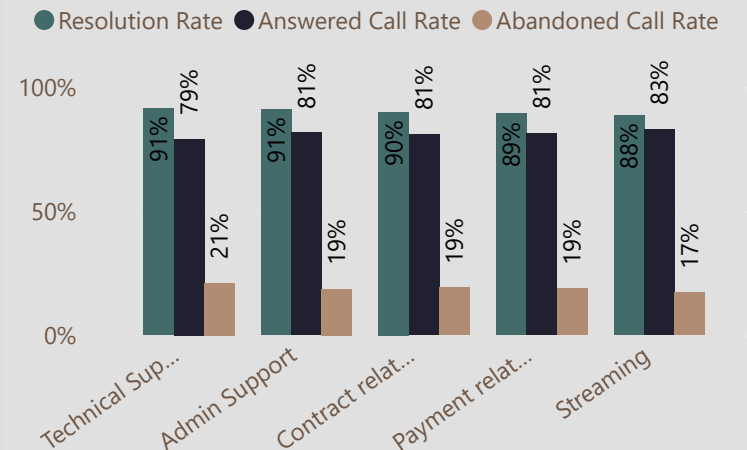
Talk Duration of Answered Calls



Agents Statistics

Agent	# of Answered	Resolution Rate	Avg Satisfaction rating	Average Speed of answer(s)
Greg	502	91%	3	68.44
Jim	536	90%	3	66.34
Diane	501	90%	3	66.27
Joe	484	90%	3	70.99
Dan	523	90%	3	67.28
Martha	514	90%	3	69.49
Becky	517	89%	3	65.33
Stewart	477	89%	3	66.18

Topic



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