



Call Centre

Agent

All

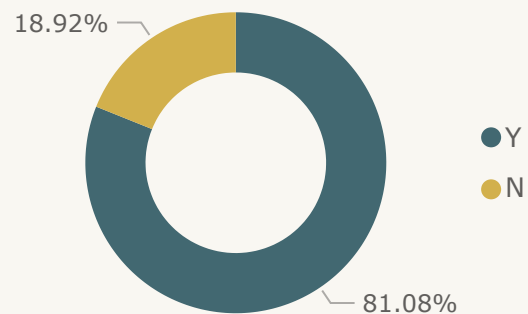
Topic

All

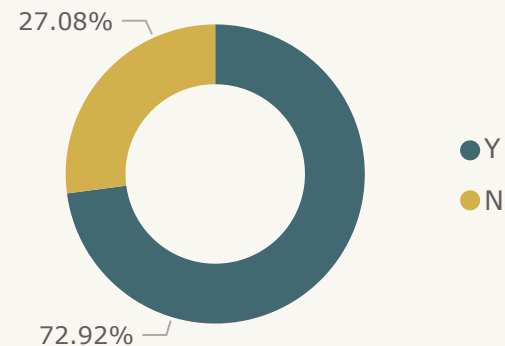
01-01-2021

31-03-2021

Answered



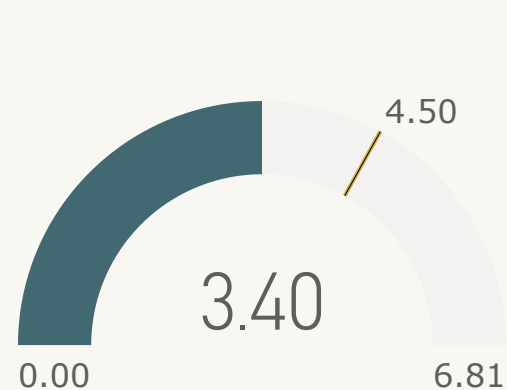
Resolved



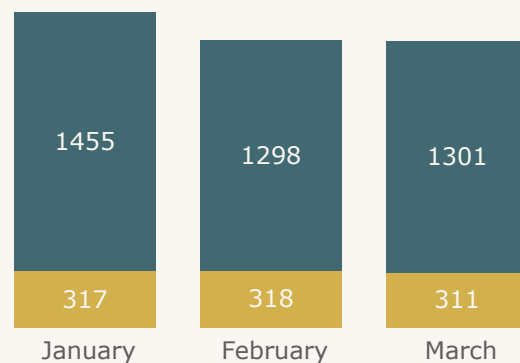
Average Speed Of Answer
(in Sec)

67.52

Satisfaction Rating (Avg)



No of Calls per Month



Agent Statistics

Agent	Answered	Resolved (Y)	Avg Satisfaction rating	Avg SOA in sec
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	66.18
Total	4054	3646	3.40	67.52



Call Centre

Total Calls

5000

Answered

4054

Resolved

3646

Topic

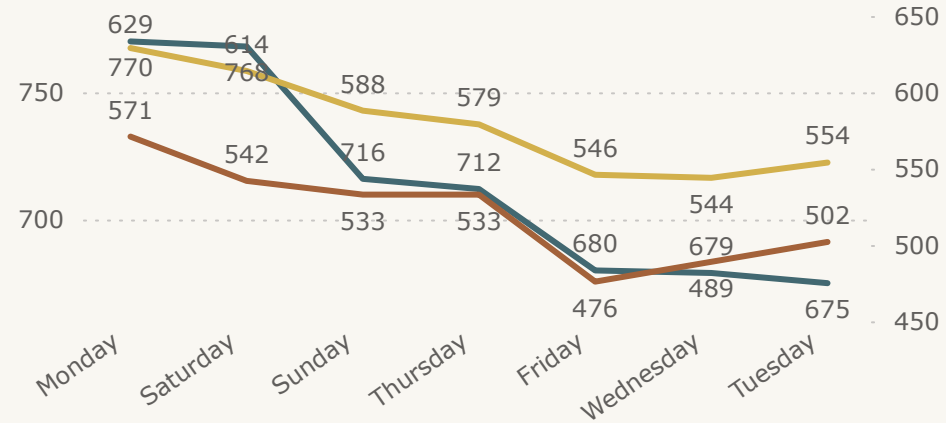
5

Agents

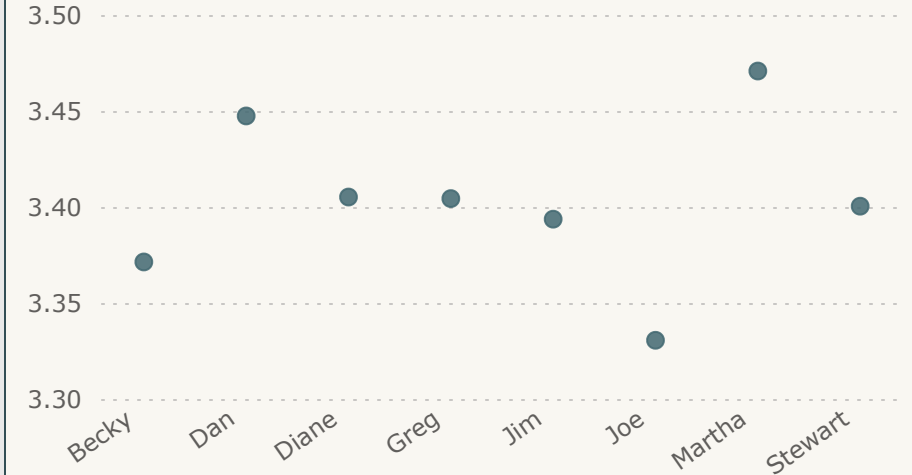
8

Call Analysis by Day

Count of Call Id Answered Resolved (Y)

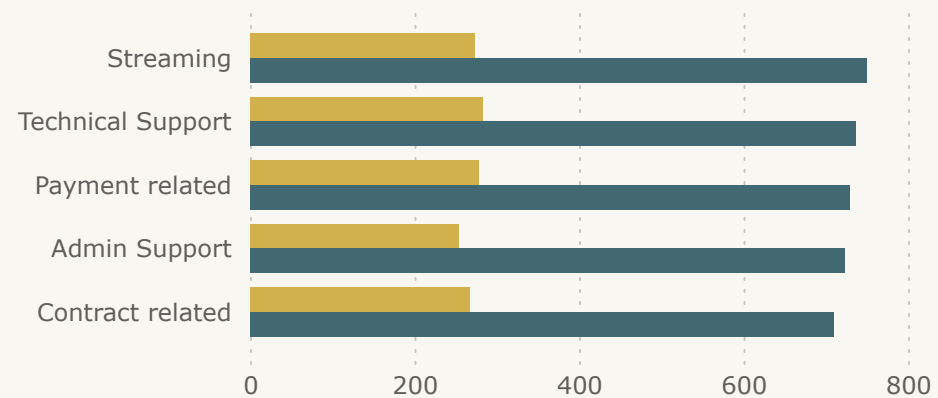


Agents Satisfaction Rating



Topic Wise Analysis

Resolved N Y



Agents Performance

