

CALL CENTER PERFORMANCE REPORT

Total Calls

5000

Total Agents

8

Total calls answered

4054

Total calls rejected

946

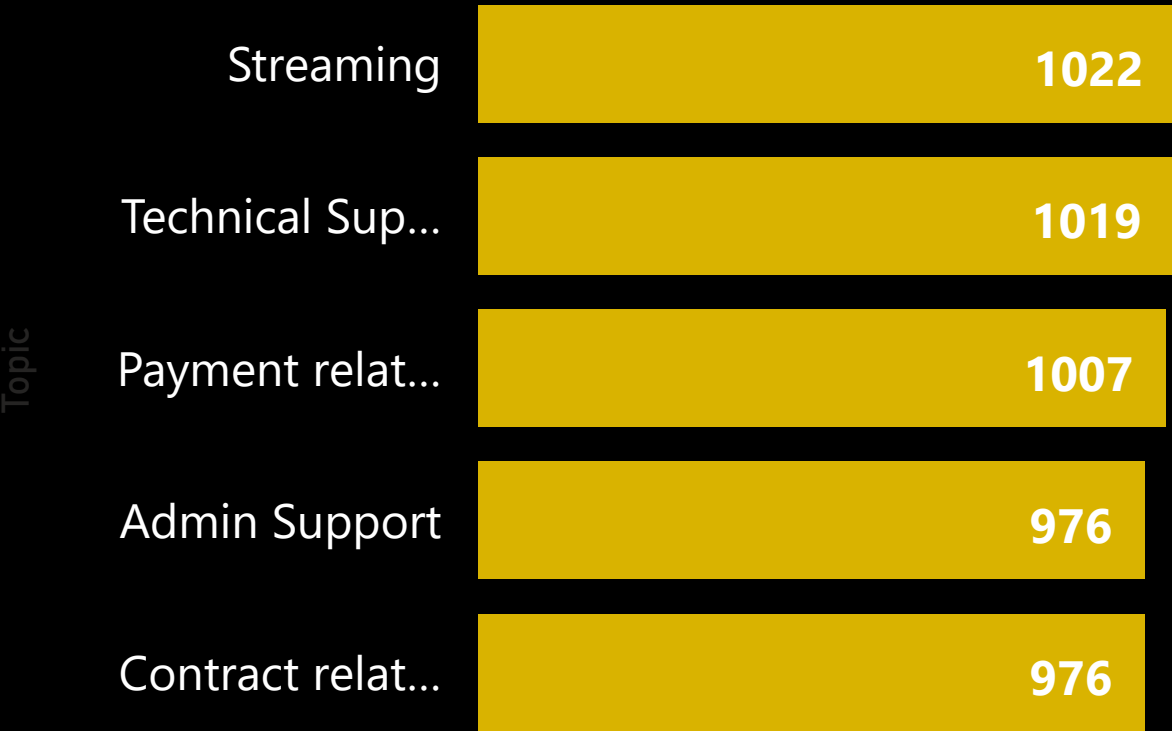
% calls answered

81.1%

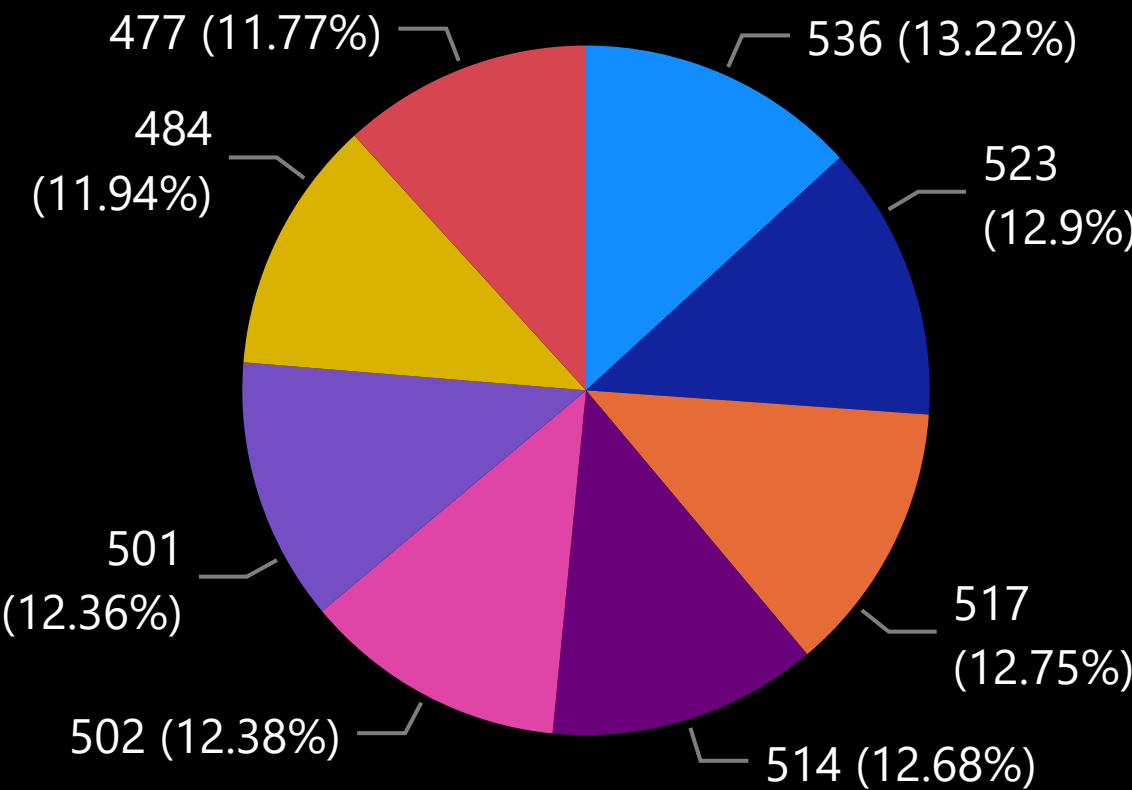
% calls rejected

18.9%

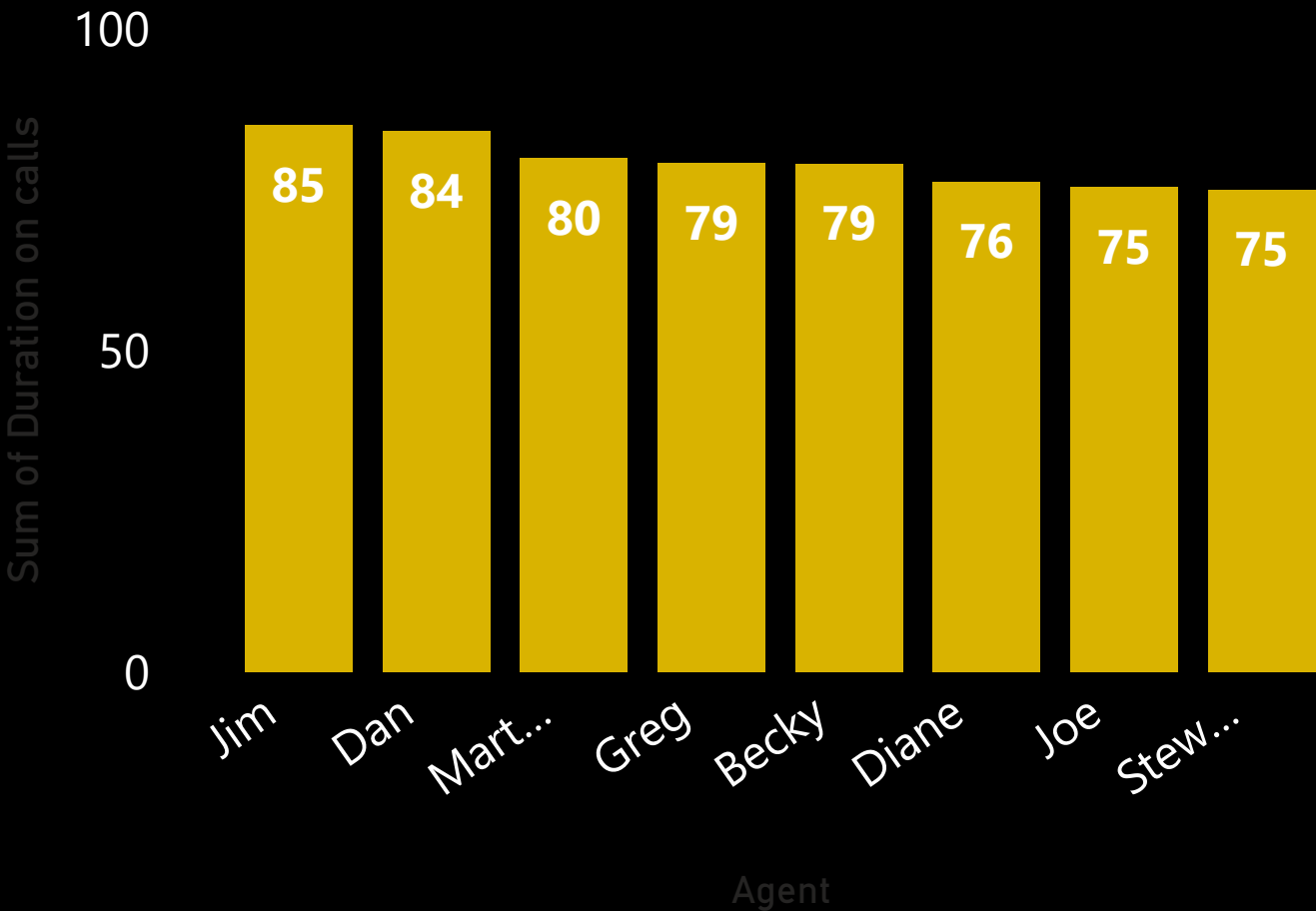
Total calls by Topic



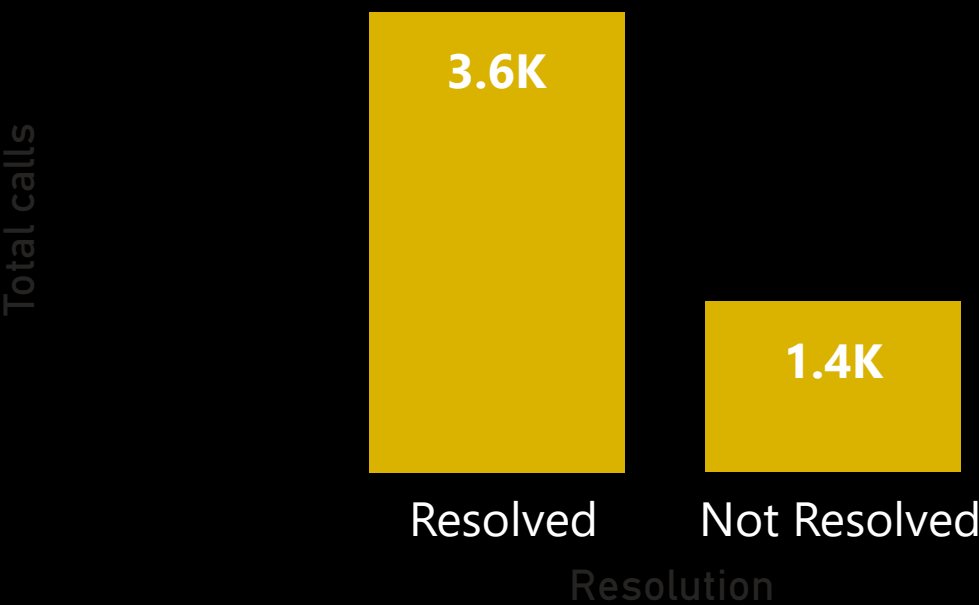
Sum of Calls Answered by Agent



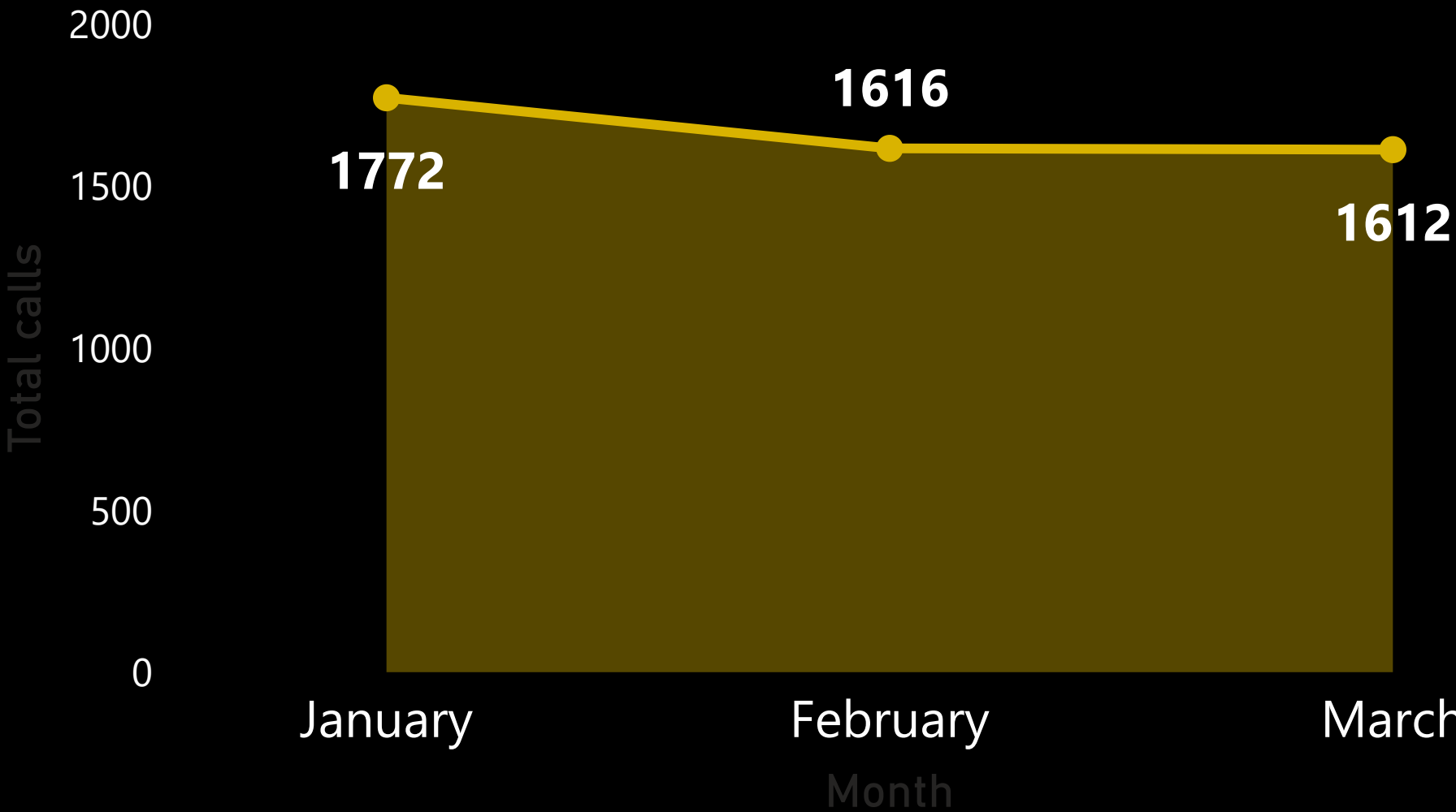
Sum of Duration on calls by Agent



Total calls by Resolution



Total calls by Month



Highest calls answered

Jim

Avg satisfaction rate

Dan

1/1/2021 3/31/2021

