CALL CENTER PERFORMANCE REPORT

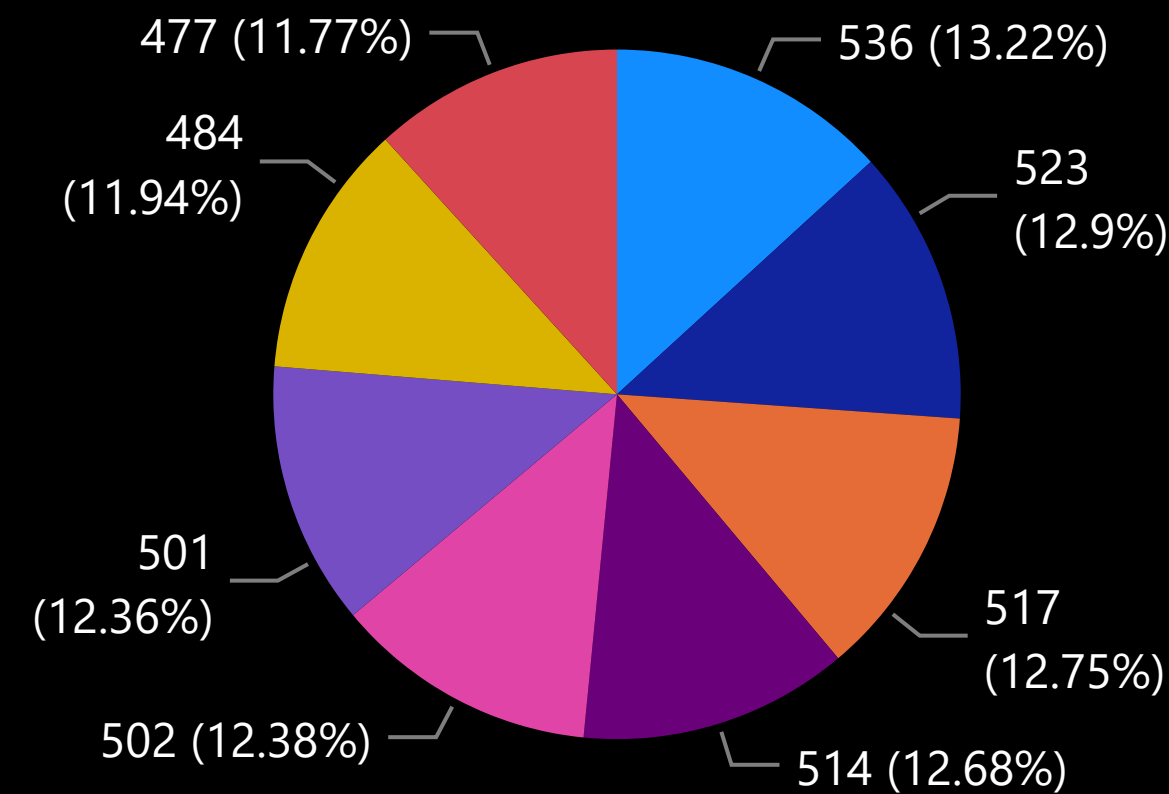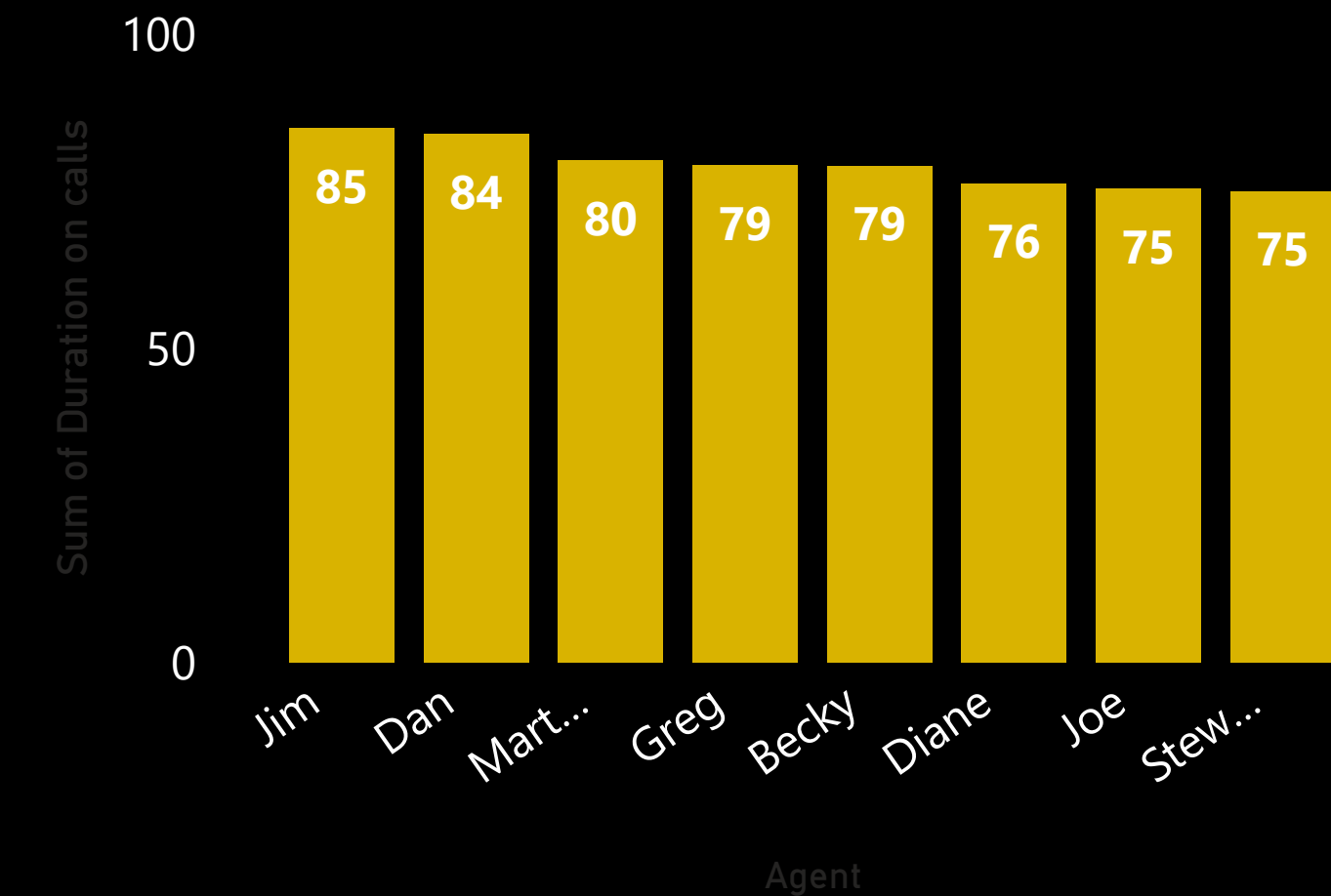| Total Calls	Total Agents	Total calls answered	Total calls rejected	% calls answered	% calls rejected
5000	**8**	**4054**	**946**	**81.1%**	**18.9%**

January

February

March

Total calls by Topic

Topic	Total calls
Streaming	1022
Technical Sup...	1019
Payment relat...	1007
Admin Support	976
Contract relat...	976

Sum of Calls Answered by Agent

- 536 (13.22%)
- 523 (12.9%)
- 517 (12.75%)
- 514 (12.68%)
- 502 (12.38%)
- 501 (12.36%)
- 484 (11.94%)
- 477 (11.77%)

Sum of Duration on calls by Agent

Agent	Sum of Duration on calls
Jim	85
Dan	84
Mart...	80
Greg	79
Becky	79
Diane	76
Joe	75
Stew...	75

Total calls by Resolution

Resolution	Total calls
Resolved	3.6K
Not Resolved	1.4K

1/1/2021   3/31/2021

Total calls by Month

Month	Total calls
January	1772
February	1616
March	1612
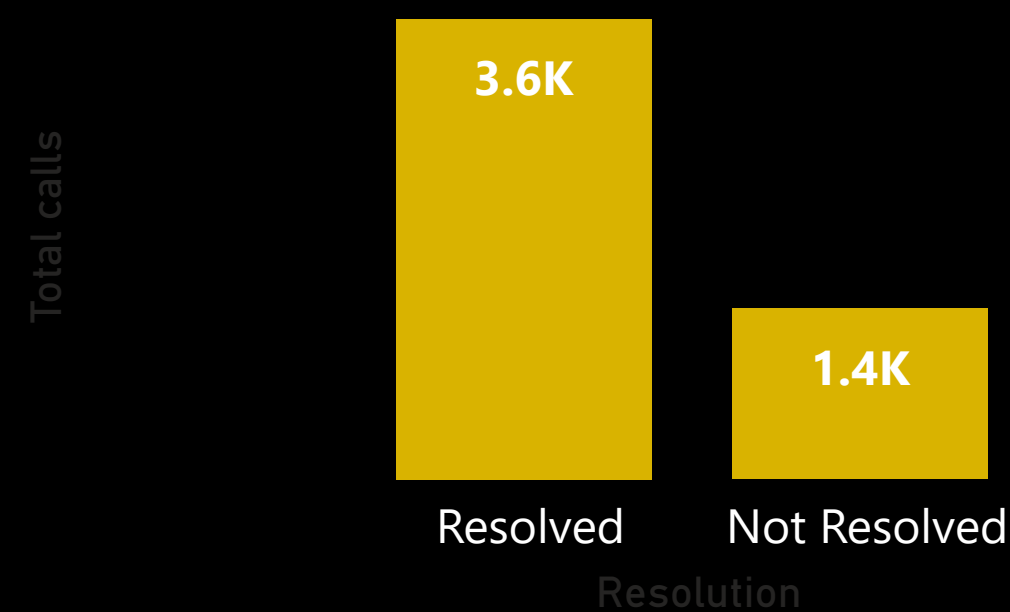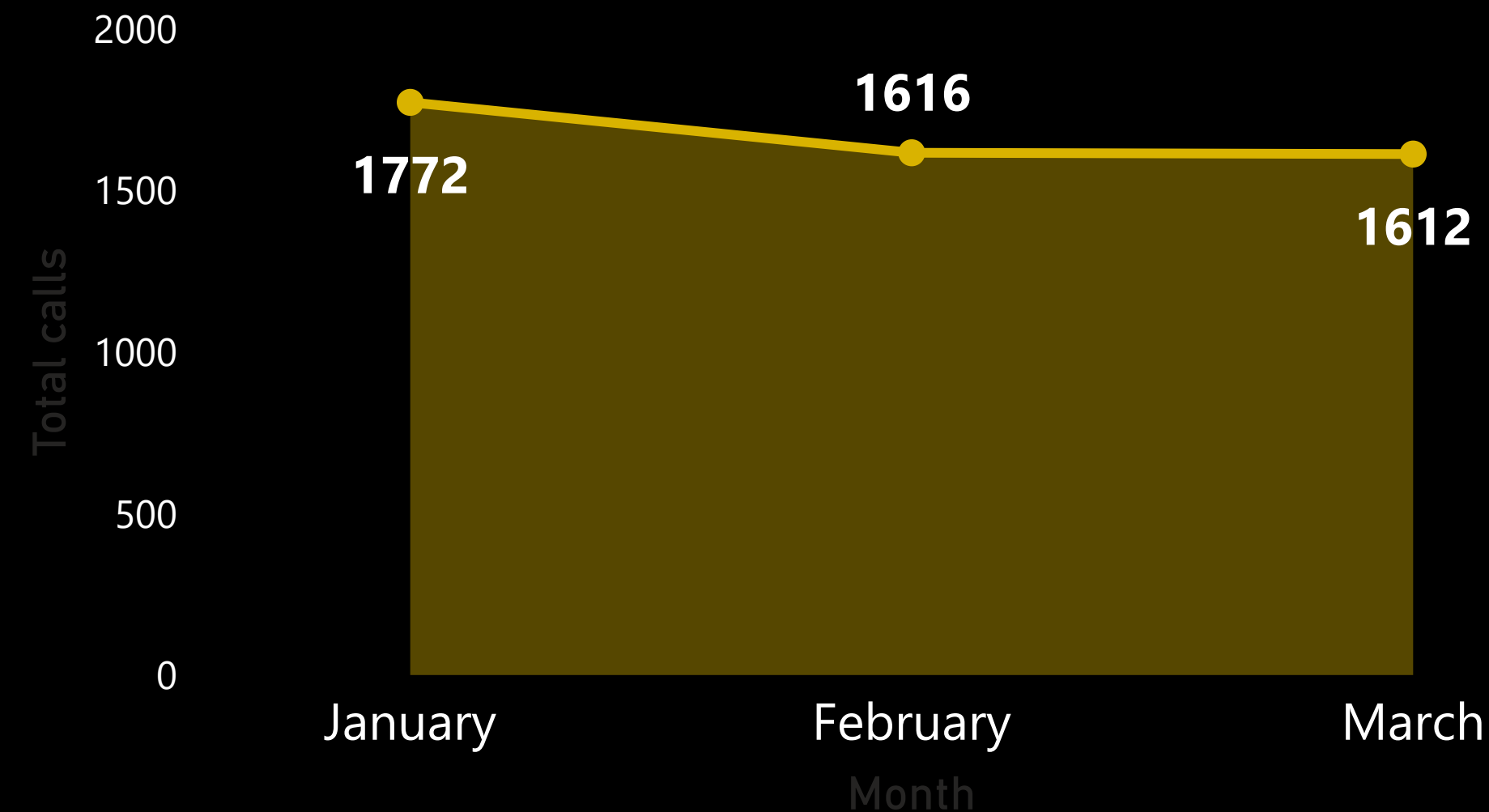
Highest calls answered

Jim

Avg satisfaction rate

Dan