

# CALL CENTRE PERFORMANCE REPORT

Total Calls

5000

Total Agents

8

Calls Answered

4054

Call Rejected

946

%Calls Answered

81.1%

%Calls Rejected

18.9%

Highest Calls Ans

Jim

Average Satisfaction

Dan

## Total Calls By Topic

Date

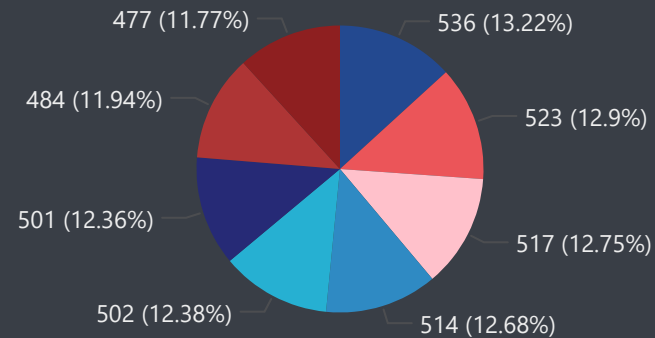
01/01/2021

31/03/2021

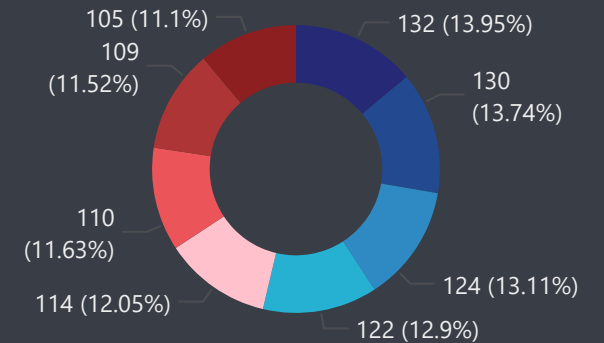
## Calls Resolved vs Not Resolved



## Call Answered By Agents



## Call Rejected By Agents



## Average Satisfaction

Month

January

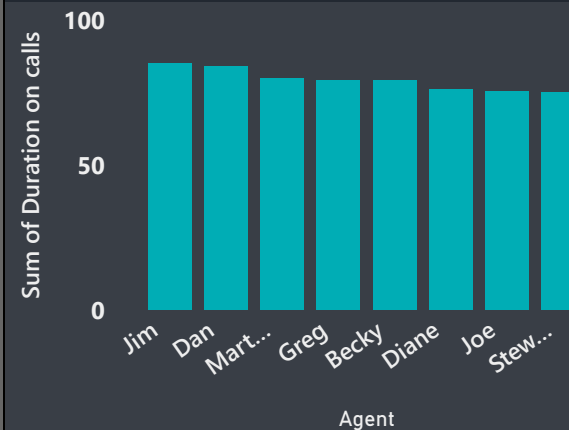
February

March

## Total Calls By Topic

Streaming	1022
Technical Support	1019
Payment related	1007
Admin Support	976
Contract related	976

## Sum of Duration On Calls By Agent



## Total Calls By Months

