

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

Average Satisfaction

January

February

March

Calls Resolved vs Not Resolved

Total calls

3.6K

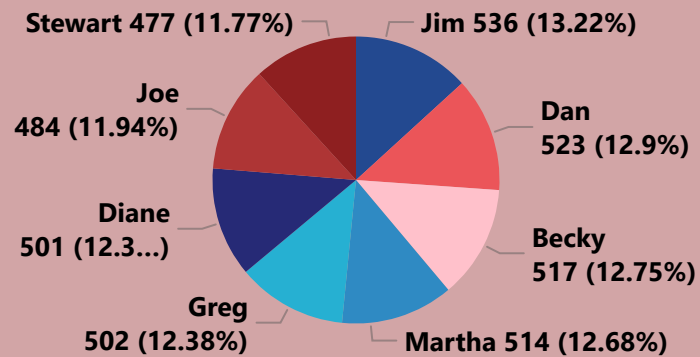


1.4K

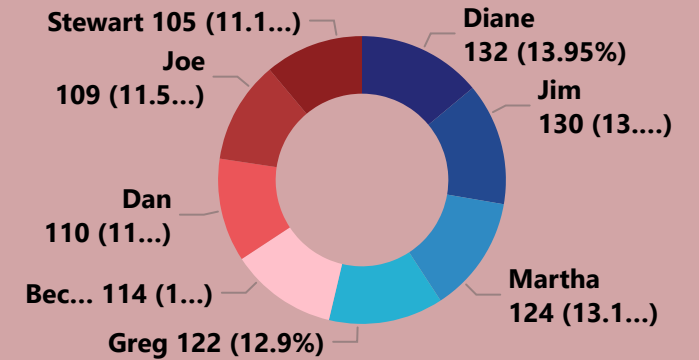
Resolved

Not Resolved

Call Answered By Agents



Call Rejected By Agents



Total Calls By Topic

Streaming

1022

Technical Supp...

1019

Payment related

1007

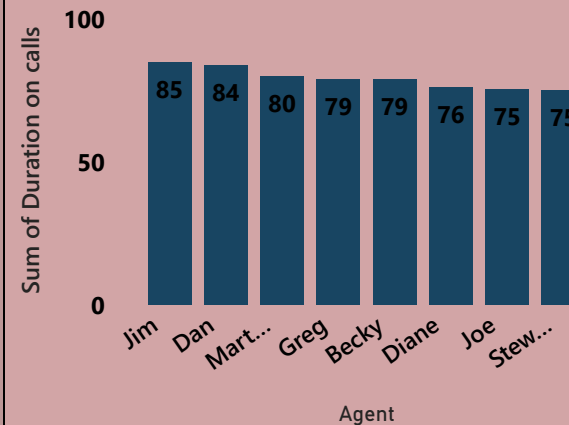
Admin Support

976

Contract related

976

Sum of Duration On Calls By Agent



Total Calls By Months

