



CALL CENTER TRENDS



1/1/2021



3/31/2021



8

Number of Agents

5000

Total Calls

81.08%

Calls Answered

67.52

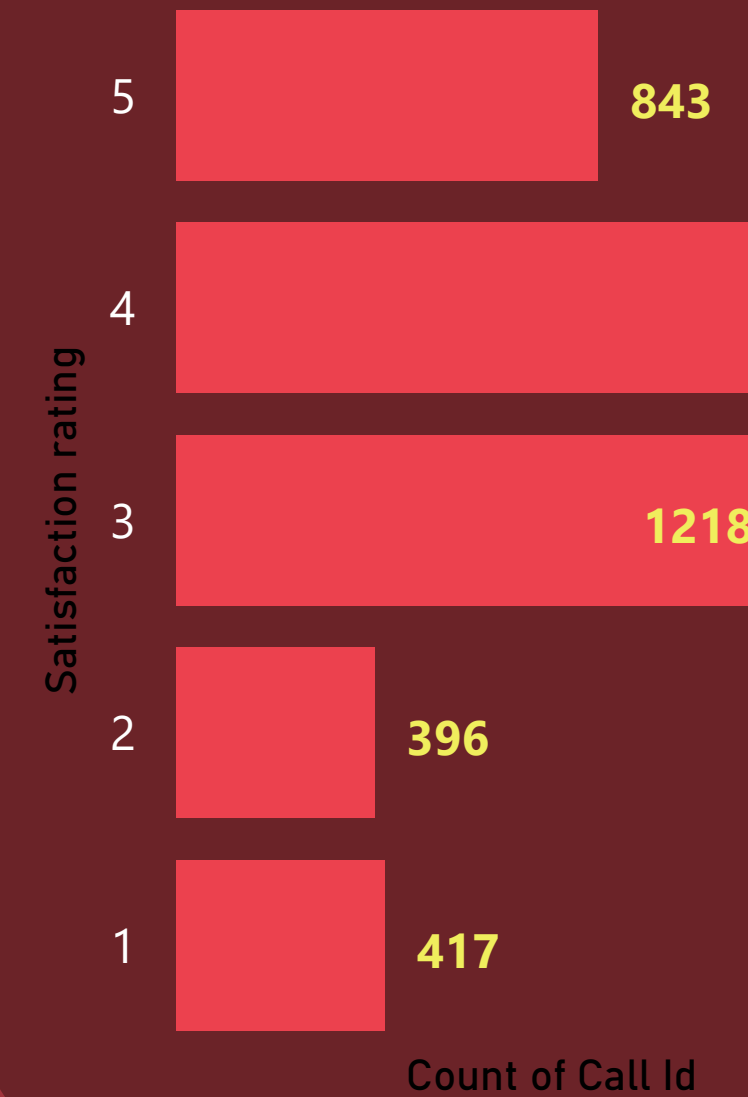
Average answering sp...

3.40

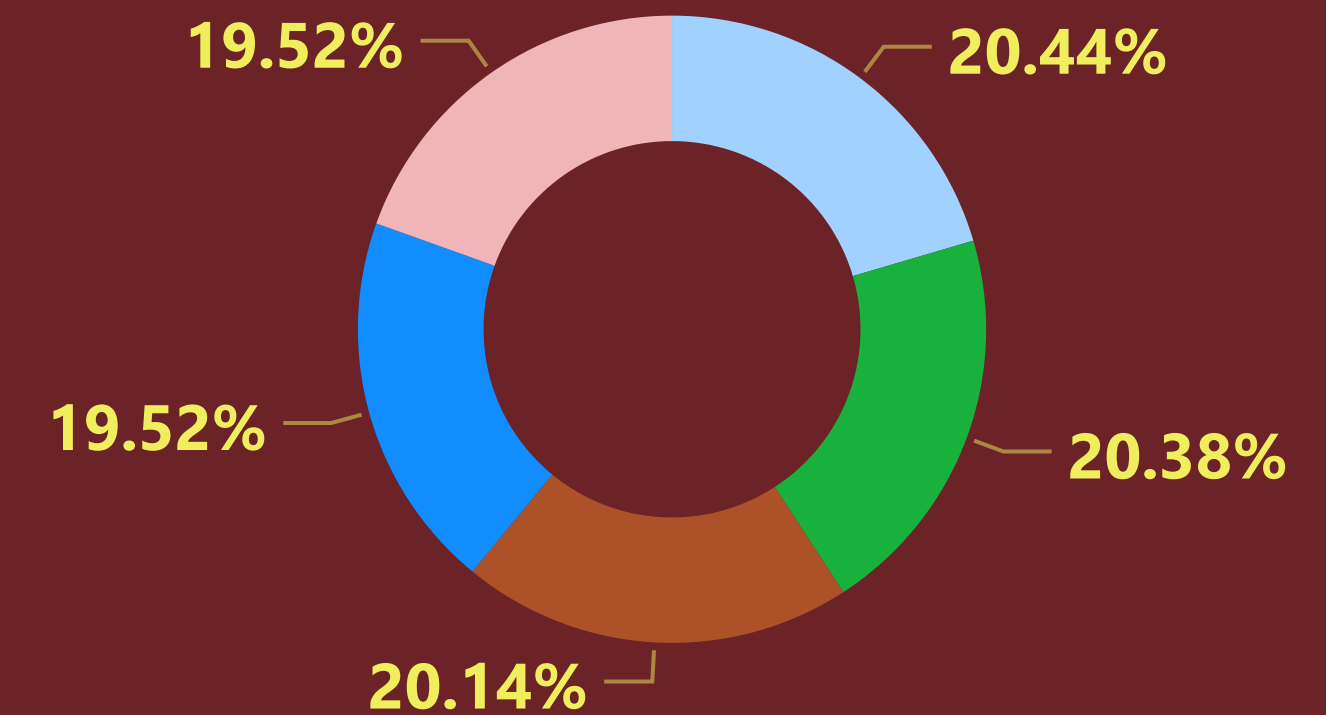
Average Rating

Agent	Calls Received	Calls Answered	Average of Satisfaction rating
Jim	666	536	3.39
Martha	638	514	3.47
Dan	633	523	3.45
Diane	633	501	3.41
Becky	631	517	3.37
Greg	624	502	3.40
Joe	593	484	3.33
Stewart	582	477	3.40

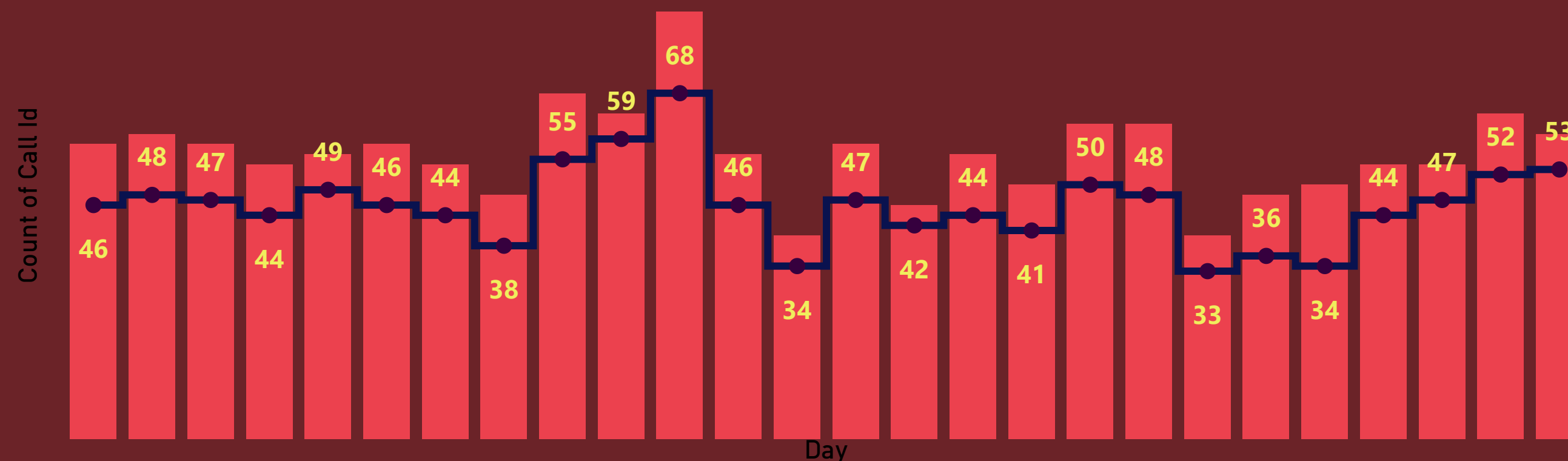
Number of calls by Rating



Call Topic Distribution



Total calls and Calls answered per day



Average answering speed in seconds of each Agent

