

Total Call Volume

5000



Summary



Agent Analysis

Select Agent

All

Select Topic

All

Month and Date

All

Select Weekday

All



Report by
SANGLAP DAS

Call Centre Trends – An Overview



Calls Answered
81%



Issue Resolved
73%



Avg. Call Duration
(in Seconds)
225

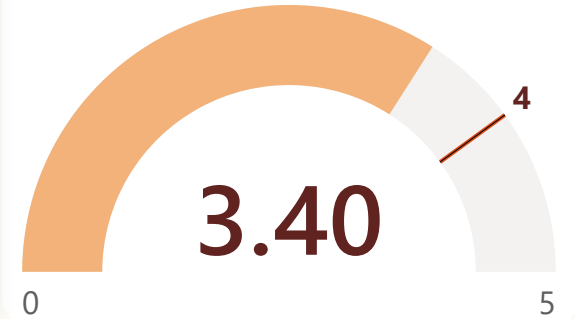


Overall CSAT Score
50%

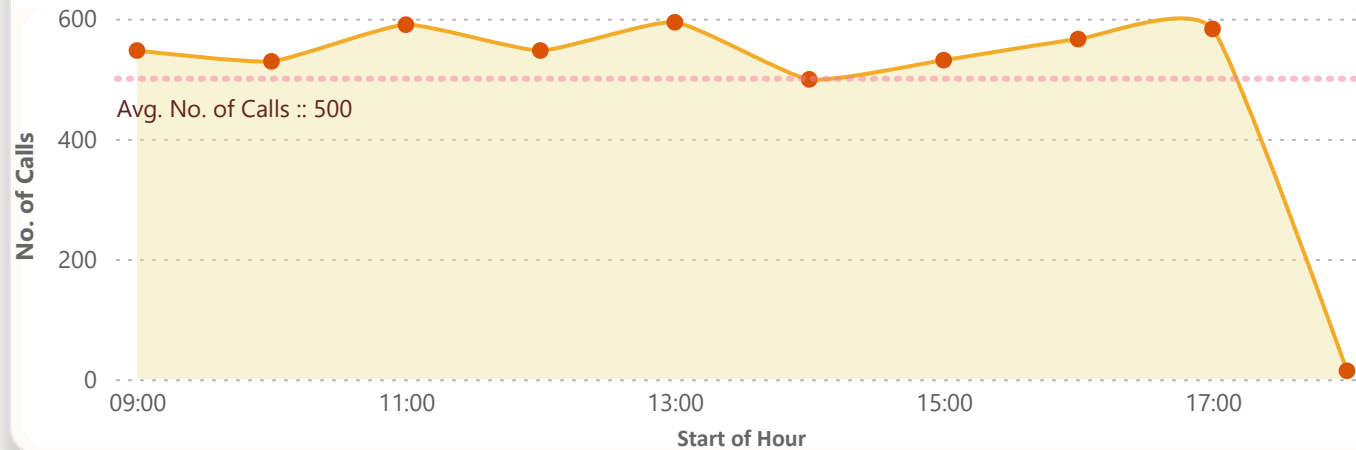
Agent Performance

Agent	Call Volume	Call Answered	Issue Resolved	AvgCallDuration (s)	AvgResponseTime (s)	Avg. Ratings	CSAT Score
Jim	666	80.48%	72.82%	228	66	3.39	50.00%
Martha	638	80.56%	72.26%	224	69	3.47	52.72%
Dan	633	82.62%	74.41%	231	67	3.45	49.90%
Diane	633	79.15%	71.41%	219	66	3.41	49.10%
Becky	631	81.93%	73.22%	220	65	3.37	50.48%
Greg	624	80.45%	72.92%	227	68	3.40	48.01%
Joe	593	81.62%	73.52%	224	71	3.33	47.52%
Stewart	582	81.96%	72.85%	226	66	3.40	51.36%

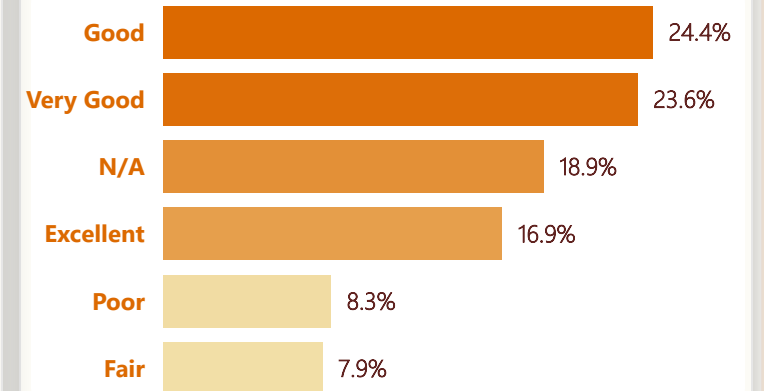
Average Performance Ratings



Call Volume by Hours



Customer Satisfaction Ratings Distribution



Total Call Volume

5000



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SANG LAP DAS

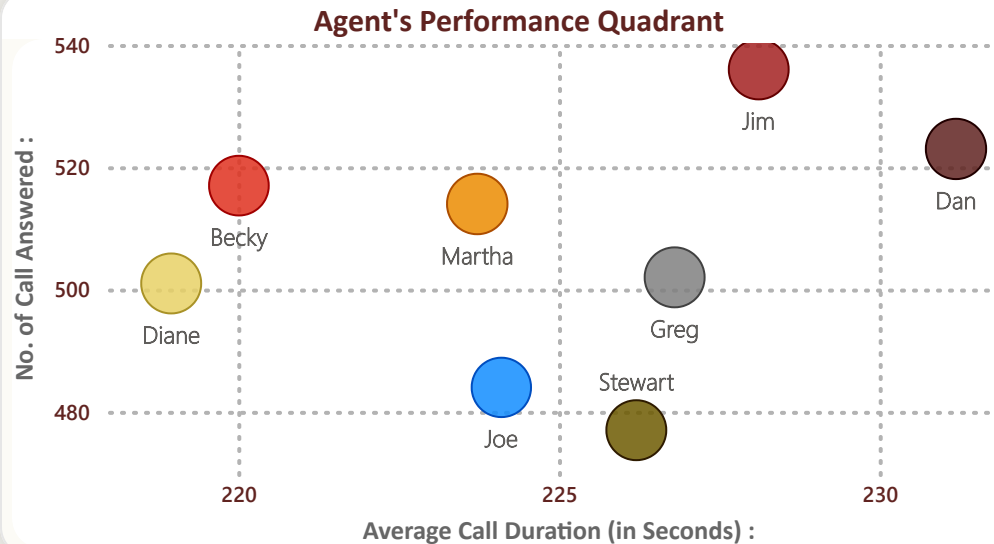
Call Centre Trends – Agent Analysis

Top Rated Agent
Martha

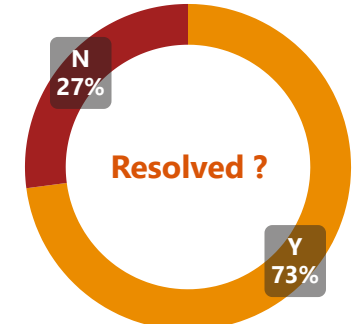
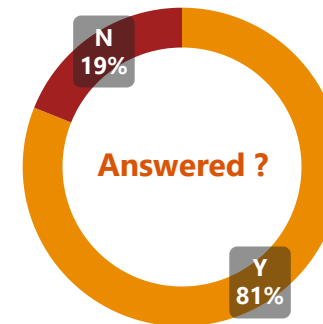
Most Issue Solved by
Jim

Most Inattentive Agent
Diane

Avg. Response (in Second)
68



Is the Agent operating Efficiently?
Selected Agent :



Please Select an Agent Name from the Filter Pane

