

CALL CENTER

Quick measure

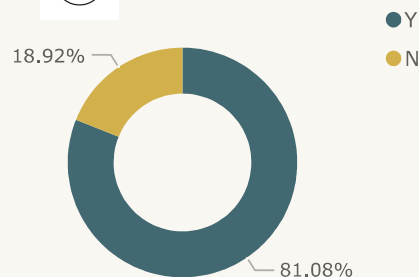
Agent
All

Topic
All

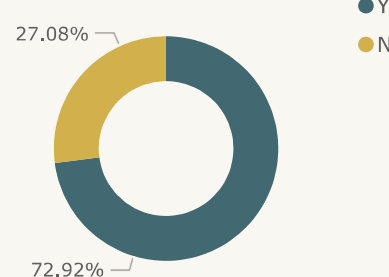
1/1/2021 3/31/2021



Answered



Resolved



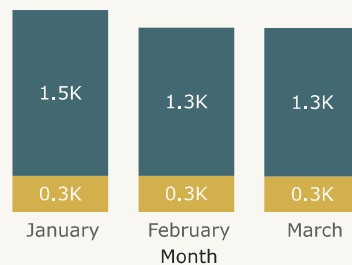
Answer Speed of Questions (in sec)

67.52

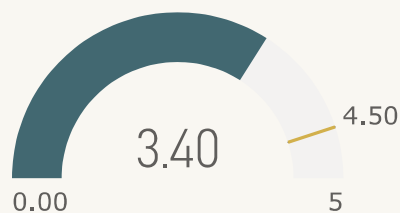


Number of calls answered per month

Answered... N Y



AVERAGE SATISFACTION RATING



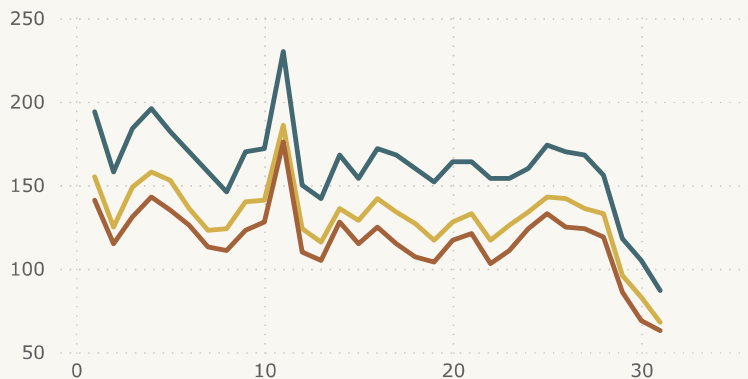
Agent Statistics

Agent	Answered	Resolved(y)	Avg Satisfaction Rating	Avg SOA (in seconds)
Becky	517	462	3.37	33776
Dan	523	471	3.45	35189
Diane	501	452	3.41	33200
Greg	502	455	3.40	34359
Jim	536	485	3.39	35560
Joe	484	436	3.33	34358
Martha	514	461	3.47	35717
Stewart	477	424	3.40	31570
Total	4054	3646	3.40	273729

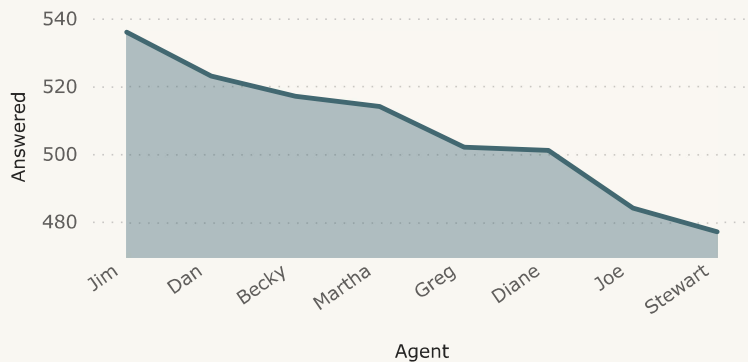


Call Analysis Day by Day

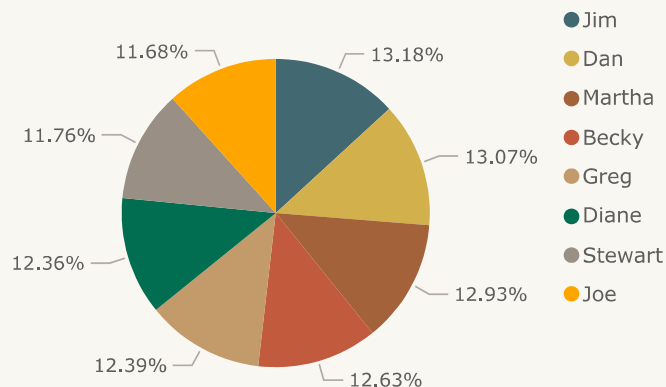
Count of Call Id Answered Resolved(y)



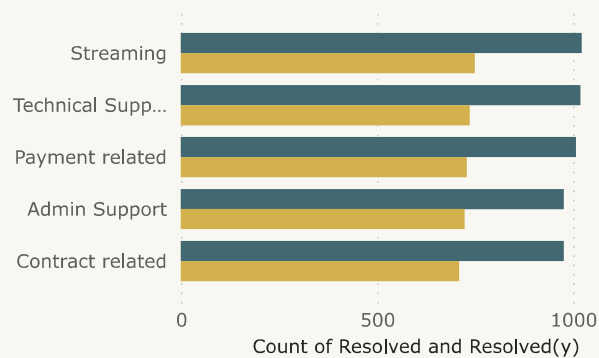
Agent performance



Avg Satisfaction Rating to Agents



Topic Wise Analysis



Total Calls

5000



Answered

4054



Resolved

3646



Topic

5



Number of Agents

8