



# CALL CENTER TRENDS

Agent



All



Topic



All



Date

1/1/2021



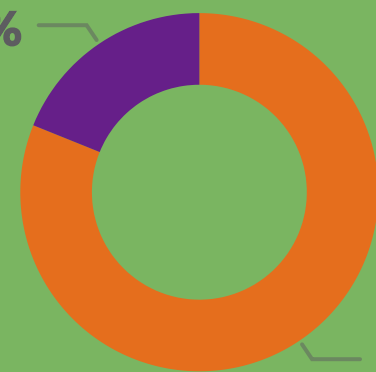
3/22/2021



Answered



18.9%



81.1%

Answered (Y...

Y

N

Resolved



27.03%



72.97%

Resolved

Y

N

NO OF CALLS PER MONTH



1455

1298

971

317

318

233

January

February

March

Month

67.53

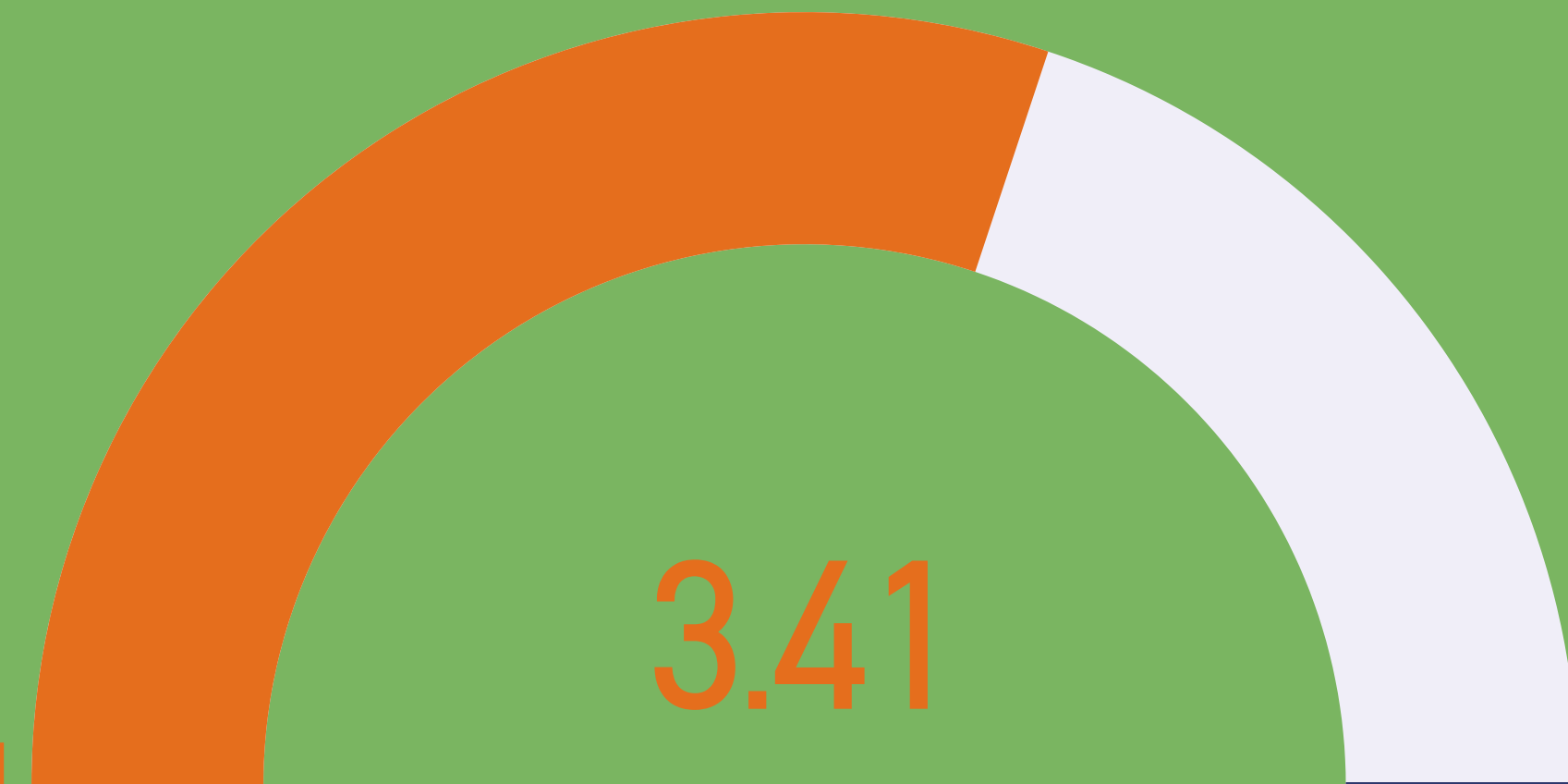
SPEED OF ANSWERS IN SECONDS



CUSTOMER SATISFACTION BY RATING



1



5

AGENT PERFORMANCE



Agent Satisfaction rating TalkingDuration Resolved calls

Agent	Satisfaction rating	TalkingDuration	Resolved calls
Jim	3.40	494	616
Becky	3.37	475	580
Dan	3.46	474	577
Martha	3.46	472	586
Diane	3.40	468	591
Greg	3.41	464	570
Joe	3.34	441	537
Stewart	3.42	436	535
Total	3.41	3724	4592