



Call Center Data Analysis

Total No. of Calls

4054

Calls Answered

4054

Issues Resolved

3646

No. of Agents

8

Avg. Answer Speed (s)

67.52

Avg. Call Duration

00:03:45

Most Avg. CSAT

Martha

Most Issue Resolved

Jim

Most Calls Missed

Stewart

Day

All

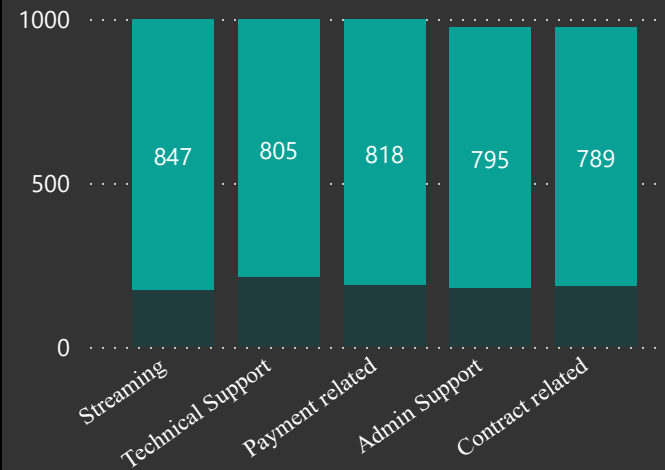
Agent

All

Agent Performance Quadrant

Agent	Total Calls	Answered	Issue Resolved	AHT	CSAT
Jim	536	536	485	00:01:07	3.394
Dan	523	523	471	00:01:06	3.447
Becky	517	517	462	00:00:53	3.371
Martha	514	514	461	00:00:56	3.471
Greg	502	502	455	00:00:55	3.404
Diane	501	501	452	00:00:46	3.405
Joe	484	484	436	00:00:46	3.331
Stewart	477	477	424	00:00:45	3.400

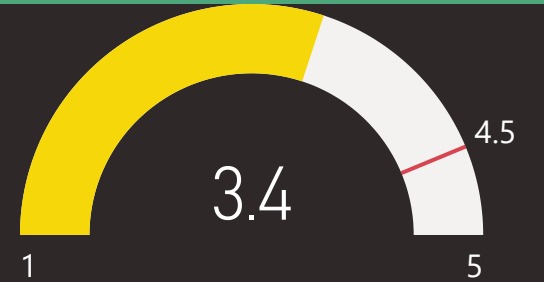
Count of Calls by Topic



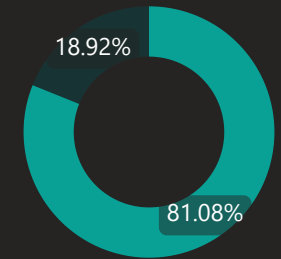
Calls by Time



Overall Customer Satisfaction
Rating



Answered... ● Yes ● No



Monthly Filter

January April July
February May August
March June September