



5000

Call Volume



Agent Analysis



Last call received

31-03-2021 17:39:50

Agent

All

Topic

All

Month

All

Week Day

All



Clear Filters

Call Centre Trends - Overview



68.07%

CSAT



89.94%

Call Resolved %



18.92%

Call Abandoned %



67.52

Speed Of Answer



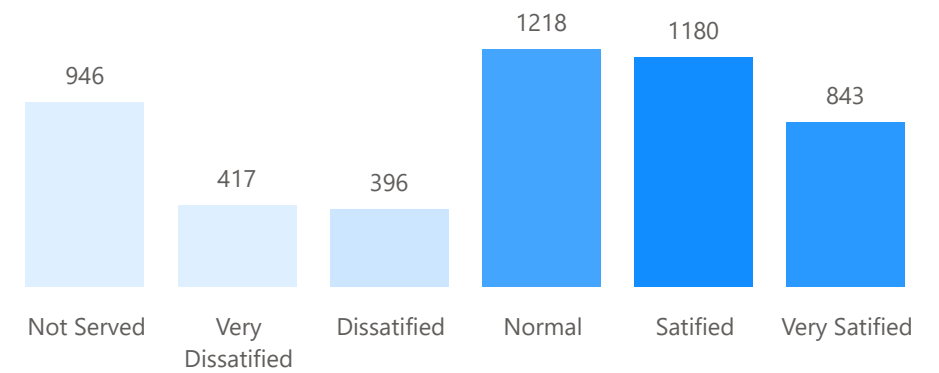
224.92

Average Call Handling Time

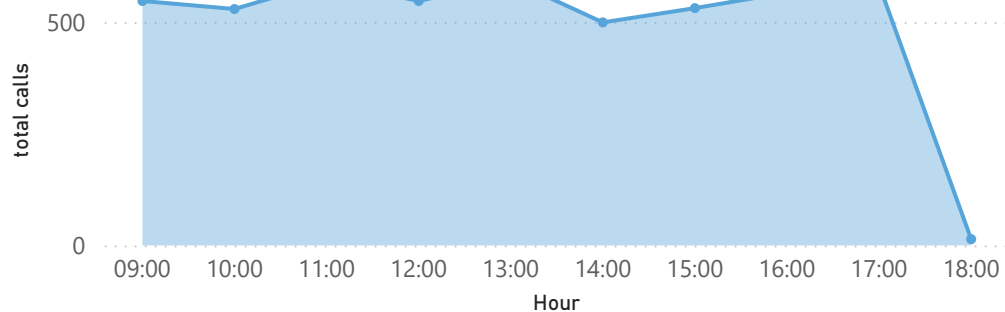
Agent Performance

agent	total calls	Call Abandoned %	Speed Of Answer	Call Resolved %	CSAT
Becky	631	18.07%	65.33	89.36%	67.52
Stewart	582	18.04%	66.18	88.89%	68.07
Diane	633	20.85%	66.27	90.22%	68.07
Jim	666	19.52%	66.34	90.49%	67.52
Dan	633	17.38%	67.28	90.06%	68.07
Greg	624	19.55%	68.44	90.64%	68.07
Martha	638	19.44%	69.49	89.69%	69.49

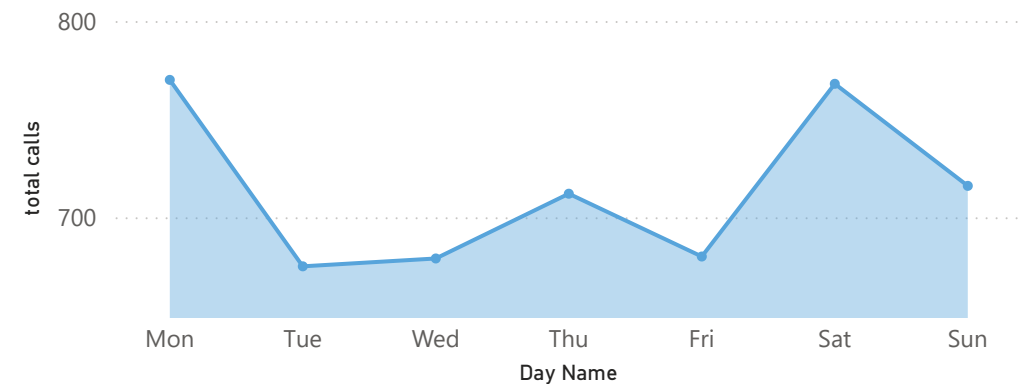
Count Of Call by Satisfaction Levels



Call Volume By Hour



Call Volume By Days



Call Centre Data Analysis