



5000

Call Volume



Agent Analysis



Last call received

31-03-21 17:39:50

Agent

All

Topic

All

Week Day

All

Month

All



Clear Filters

## Call Centre Trends - Overview



68.07%

CSAT



89.94%

call resolved %



18.92%

call abonded %



(in sec)

67.52

spend of answer



(in sec)

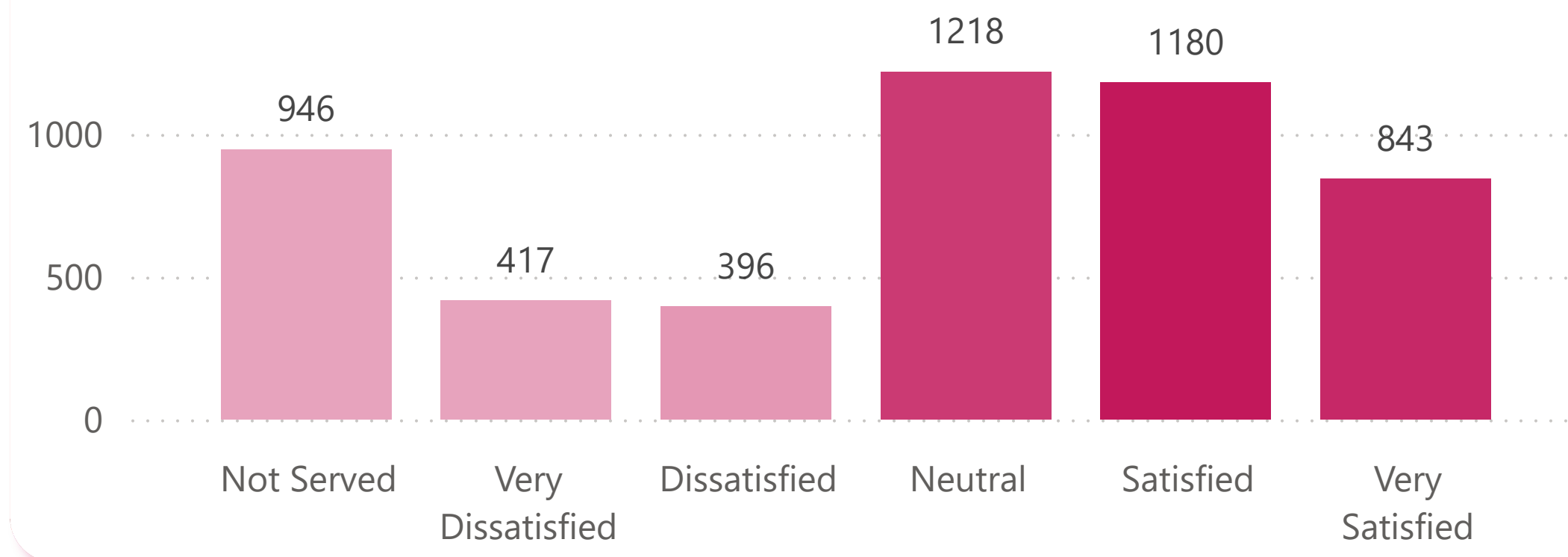
224.92

Avg call handling time

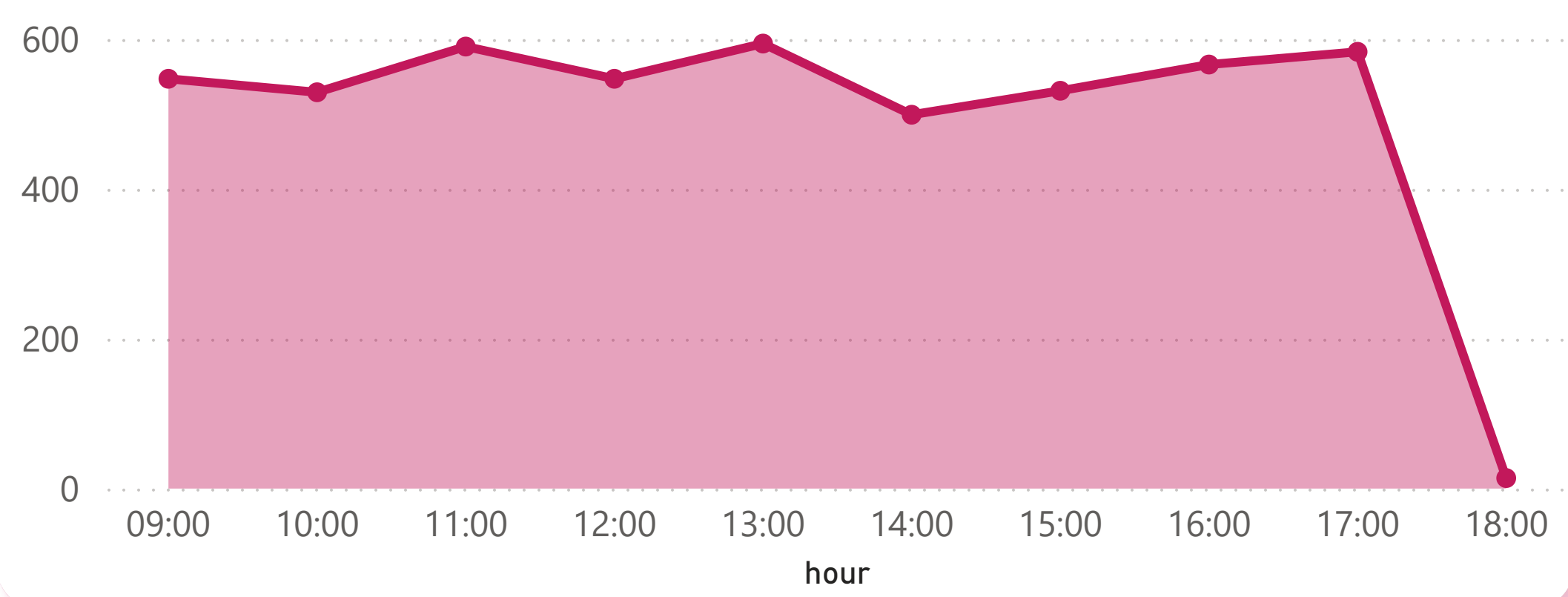
### Agent Performance

agent	total_calls	call abonded %	spend of answer	call resolved %	CSAT
Becky	631	18.07%	65.33	89.36%	67.43%
Dan	633	17.38%	67.28	90.06%	68.95%
Diane	633	20.85%	66.27	90.22%	68.10%
Greg	624	19.55%	68.44	90.64%	68.09%
Jim	666	19.52%	66.34	90.49%	67.87%
Joe	593	18.38%	70.99	90.08%	66.61%
Martha	638	19.44%	69.49	89.69%	69.42%
Stewart	582	18.04%	66.18	89.80%	68.01%
Total	5000	18.92%	67.52	89.94%	68.07%

### Satisfaction levels



### Call Volume by Hour



### Call Volume by Day

