



Call Centre Trends

Agent

All

▼

Topic

All

▼

Resolved? (Y/N)

☐ Yes

☐ No

Day of the Week

Friday

Saturday

Monday

Sunday

>

Key Performance Indicators (KPI's)

Total Calls

5,000

Total Calls Answered

4,054

Total Unanswered
Calls

946

Average Speed of
Answer (in sec)

54.75

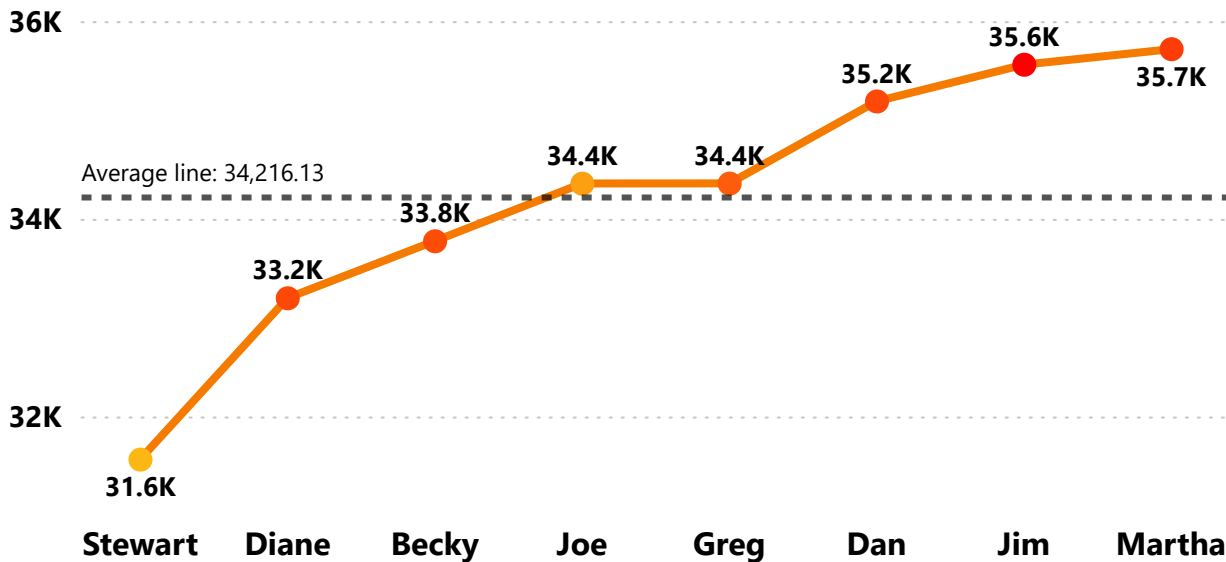
Overall Customer
Satisfaction

40.46%

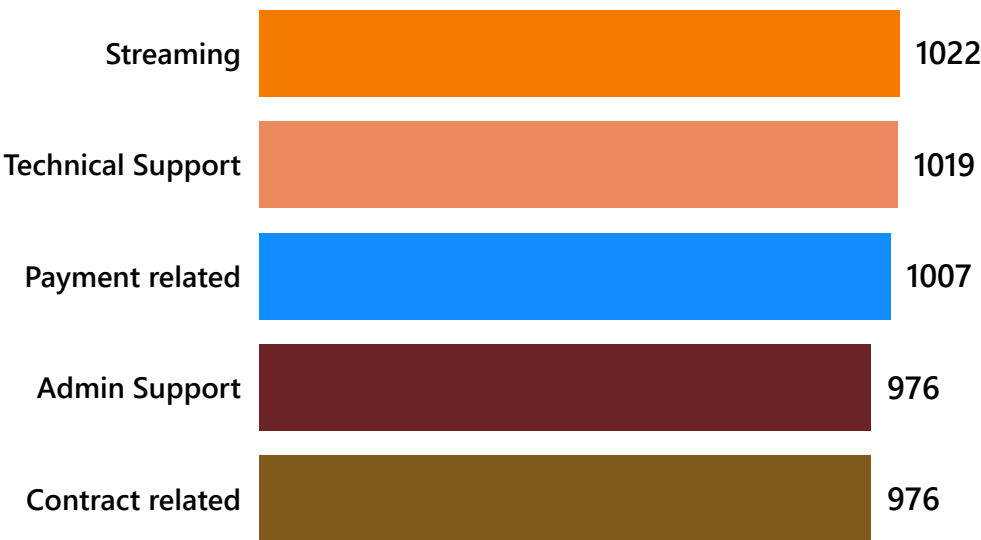
Avg. Talk Duration (in sec) by Agent



Total Speed of answer in seconds by Agent



Total Calls by Topic



Performance Quadrant

Agent	Total Calls	Calls Answered	Calls Unanswered	Resolved Calls	Unresolved Calls	Satisfaction Rating
Becky	631	517	114	462	169	★★★★☆
Dan	633	523	110	471	162	★★★★☆
Diane	633	501	132	452	181	★★★★☆
Greg	624	502	122	455	169	★★★★☆
Jim	666	536	130	485	181	★★★★☆
Joe	593	484	109	436	157	★★★★☆
Martha	638	514	124	461	177	★★★★☆
Stewart	582	477	105	424	158	★★★★☆