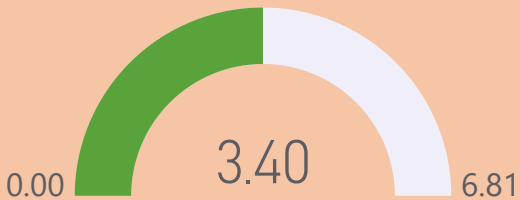




# Call Center Analysis

## Call Analysis

Average Satisfaction rating



Date

- ☐ 1/1/2021
- ☐ 1/2/2021
- ☐ 1/3/2021

Month

- ☐ January
- ☐ February
- ☐ March

Agent

All

Topic

All

Total Calls  
5000

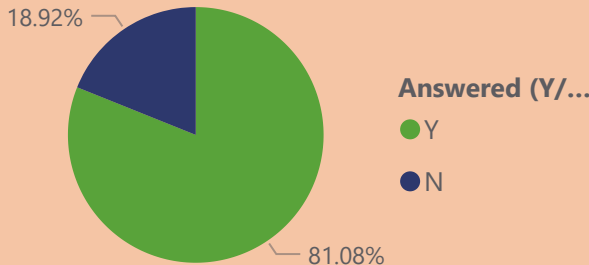
Answered Calls  
4054

Resolved Calls  
3646

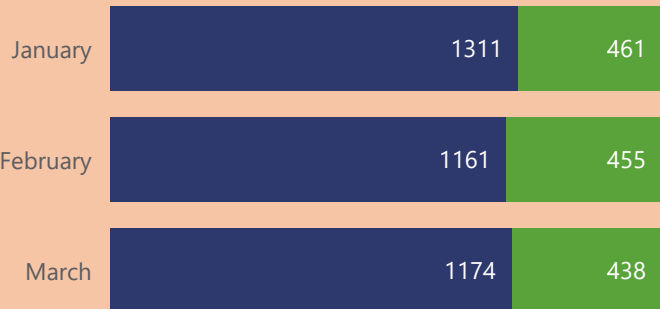
Not Answered Calls  
946

Speed of Answer  
54.75

Answered Calls



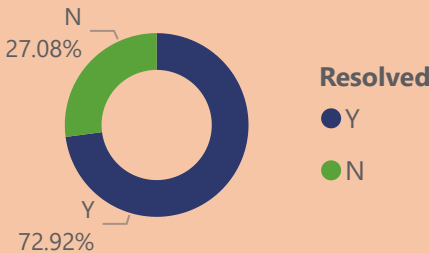
Calls Resolved/Not Resolved by Months



Answer Calls And Abdomen



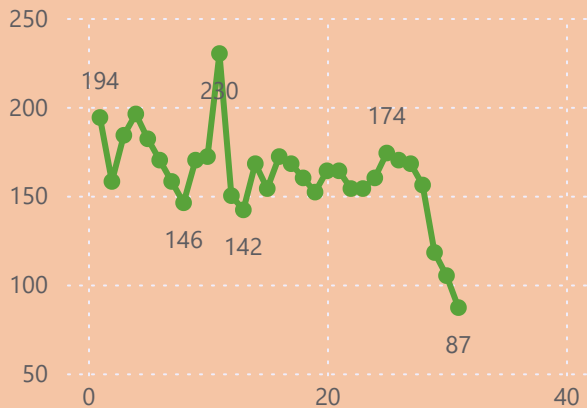
Resolved Calls



Agent Statistics

Agent	Answered	Resolved	Satisfaction rating	SoA(sec)
Becky	517	631	3.37	53.53
Dan	523	633	3.45	55.59
Diane	501	633	3.41	52.45
Greg	502	624	3.40	55.06
Jim	536	666	3.39	53.39
Joe	484	593	3.33	57.94
Martha	514	638	3.47	55.98
Total	4054	5000	3.40	54.75

Total Call Id by Day





# Agent analysis

Month

January

February

March

Agent

All

Topic

All

Total Agent



8

Total Topic



5

Most Calls Missed



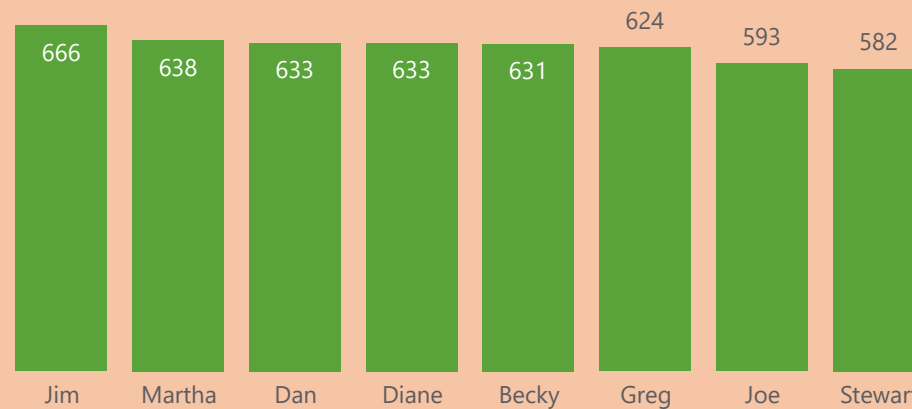
Diane

Most Issued Resolved



Jim

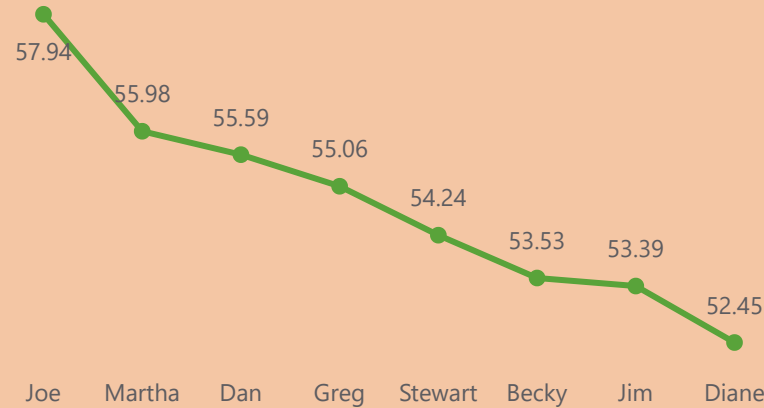
Total Call Id by Agent



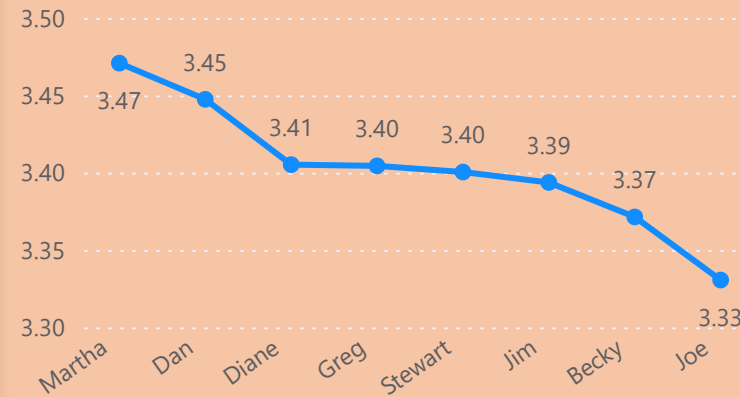
Topic wise Analysis



Average Speed of answer by Agent



Average Satisfaction rating



Call Analysis By Months

