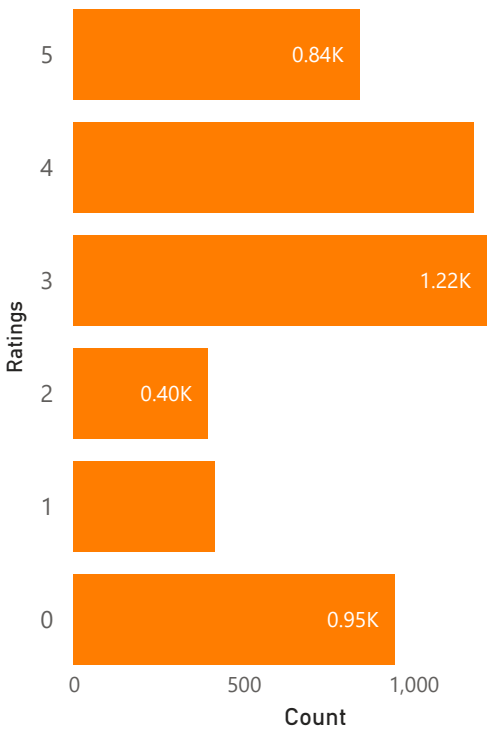


# pwc Call Centre KPI

Count of Satisfaction Rating by Satisfaction Rating



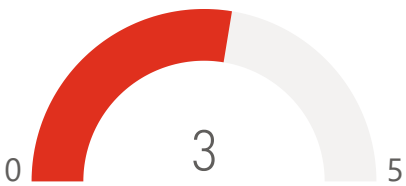
Average Speed of Answer

68

Average Satisfaction Rating Excluding Blank Rows

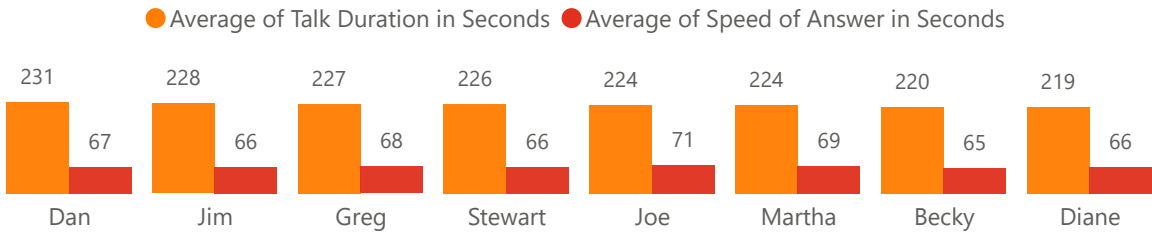


Average Satisfaction Rating Including Blank Rows

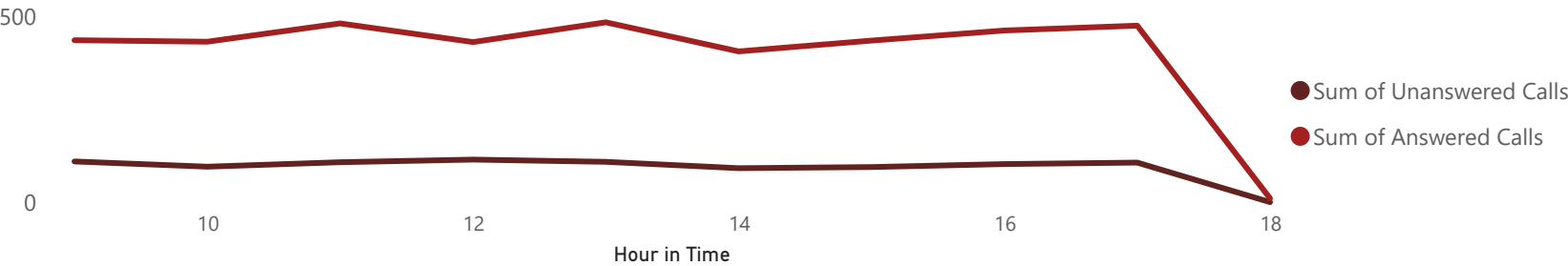


Agent	Sum of Answered Calls	Average of Talk Duration in Seconds
Dan	523	231.19
Jim	536	228.11
Greg	502	226.80
Stewart	477	226.21
Joe	484	224.10
Martha	514	223.73
Becky	517	220.01
Diane	501	218.95
Total	4054	224.92

Talk Duration and Speed of Answer in Seconds by Agent



Sum of Unanswered Calls and Sum of Answered Calls by Hour in Time



Calls Answered Stats

