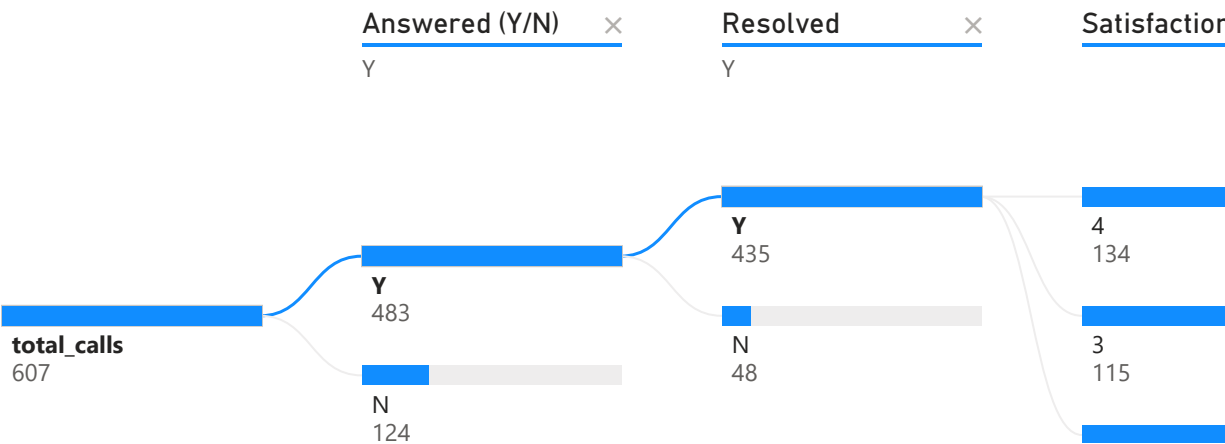


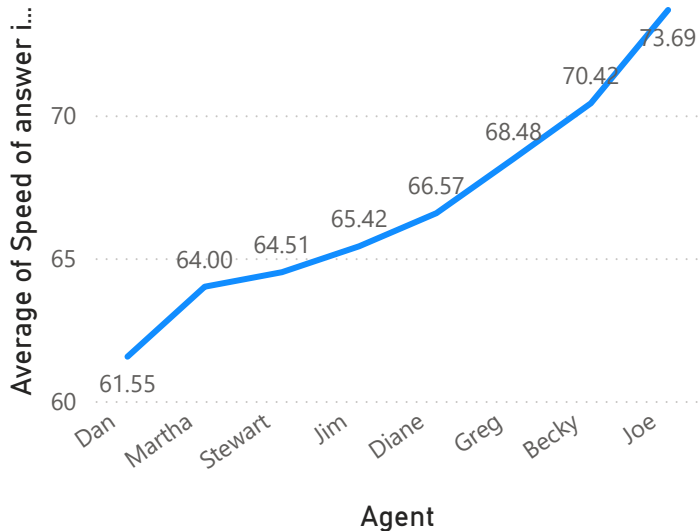


Call Center Data Overview Report

Total Call Analysis



Agent Vs Avg Speed Of Answer



Agent

All

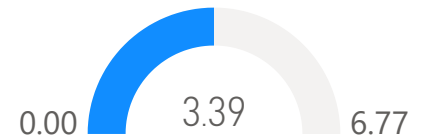
Topic

Contract related

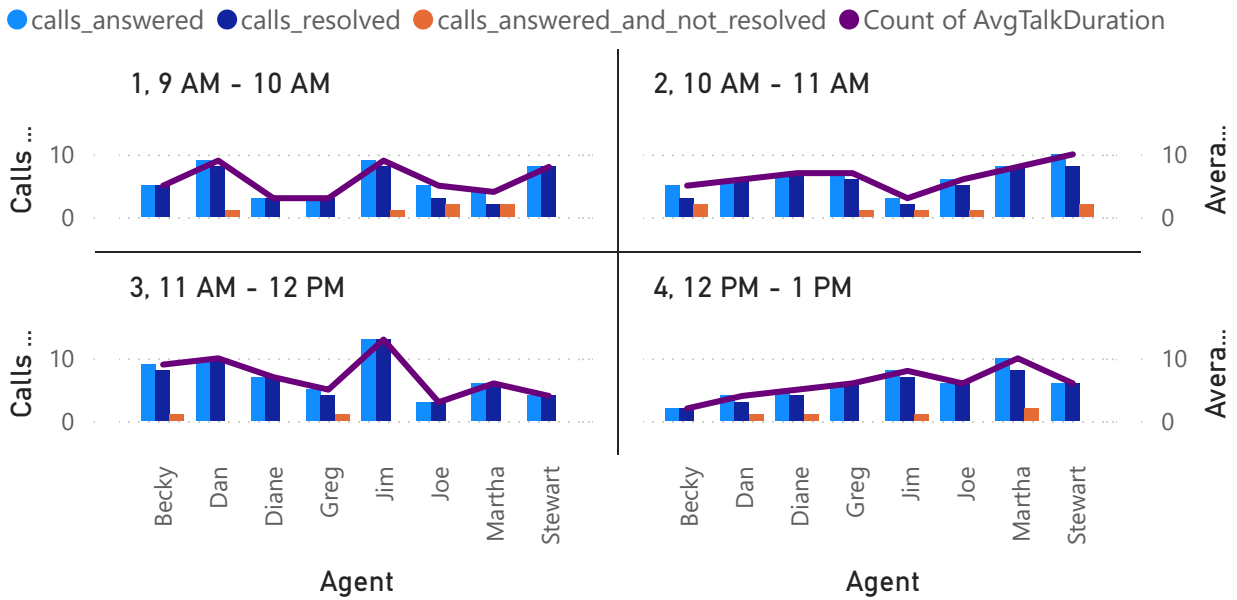
03-02-2021 31-03-2021



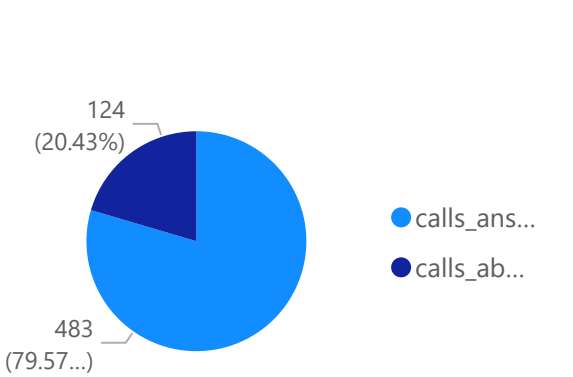
Avg Satisfaction Rating



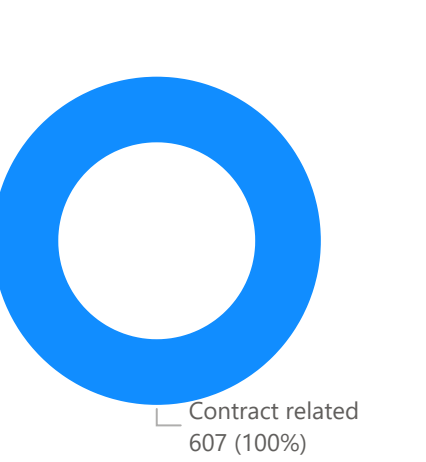
Agents Performance Quadrant



Calls Answered Vs Abandoned



Topicwise Total Calls

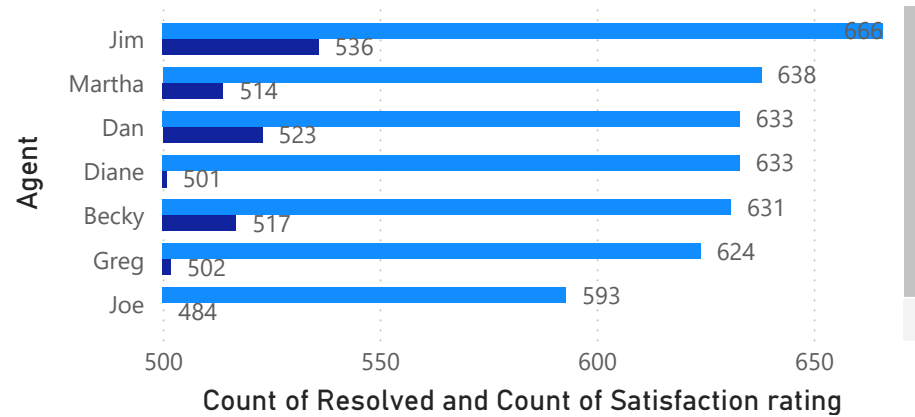




Call Center Data Overview Report

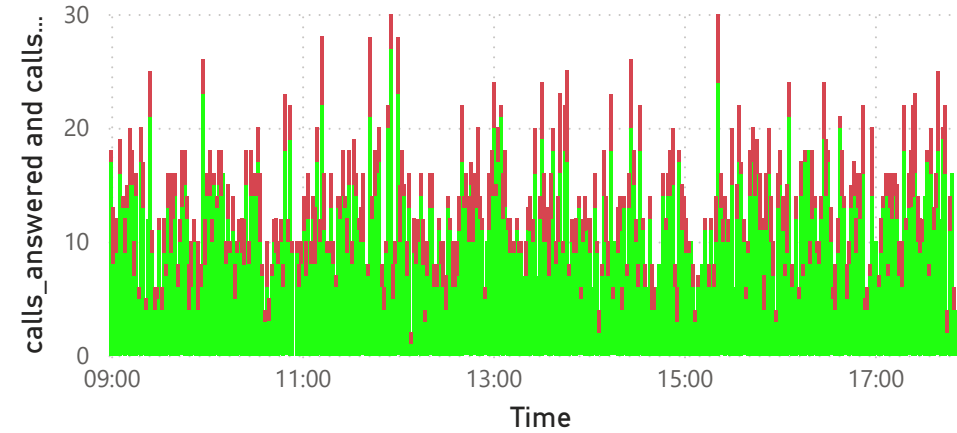
Issues Resolved by Agent

● Count of Resolved ● Count of Satisfaction rating



Calls By Time

● calls_answered ● calls_abandoned



Agent

All

Topic

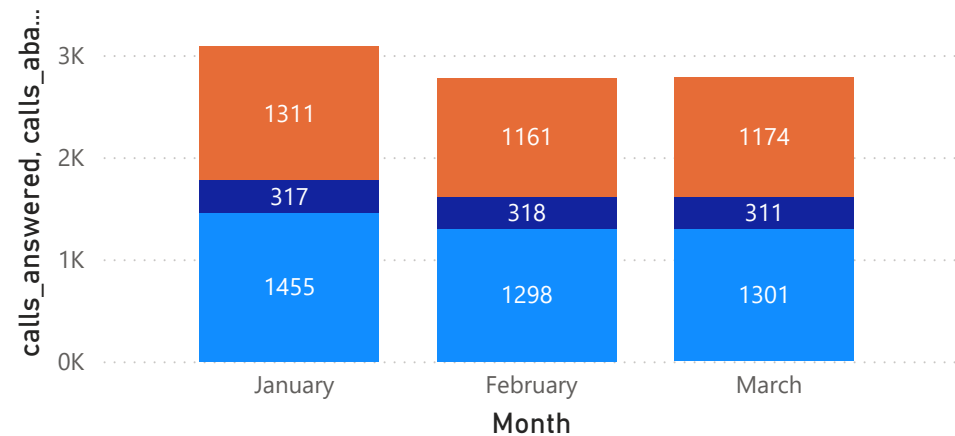
All

01-01-2021

31-03-2021

Monthwise Call Distribution

● calls_answered ● calls_abandoned ● calls_resolved



Agent	Average of Satisfaction rating	calls_answered	calls_abandoned	Average of Speed of answer in seconds
Joe	3.33	484	109	70.99
Becky	3.37	517	114	65.33
Jim	3.39	536	130	66.34
Stewart	3.40	477	105	66.18
Greg	3.40	502	122	68.44
Diane	3.41	501	132	66.27
Dan	3.45	523	110	67.28
Martha	3.47	514	124	69.49
Total	3.40	4054	946	67.52