

5000

Total calls



# Call Center Trends Analysis- Overview

4054

Total Calls Answered

Month

All

Days

All

Timing Slots

All

Agent

All

Topic

All

946

Total Calls Unanswered

67.52

AVG speed of Answers

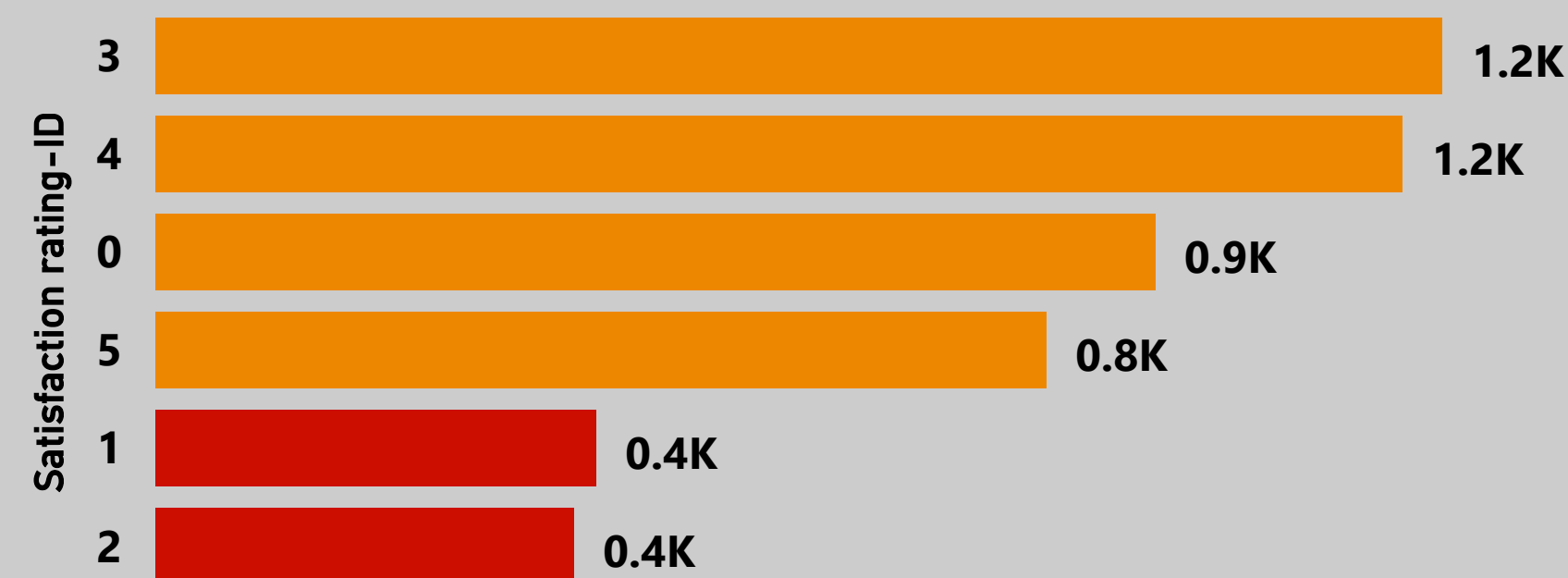
3.40

Average SR

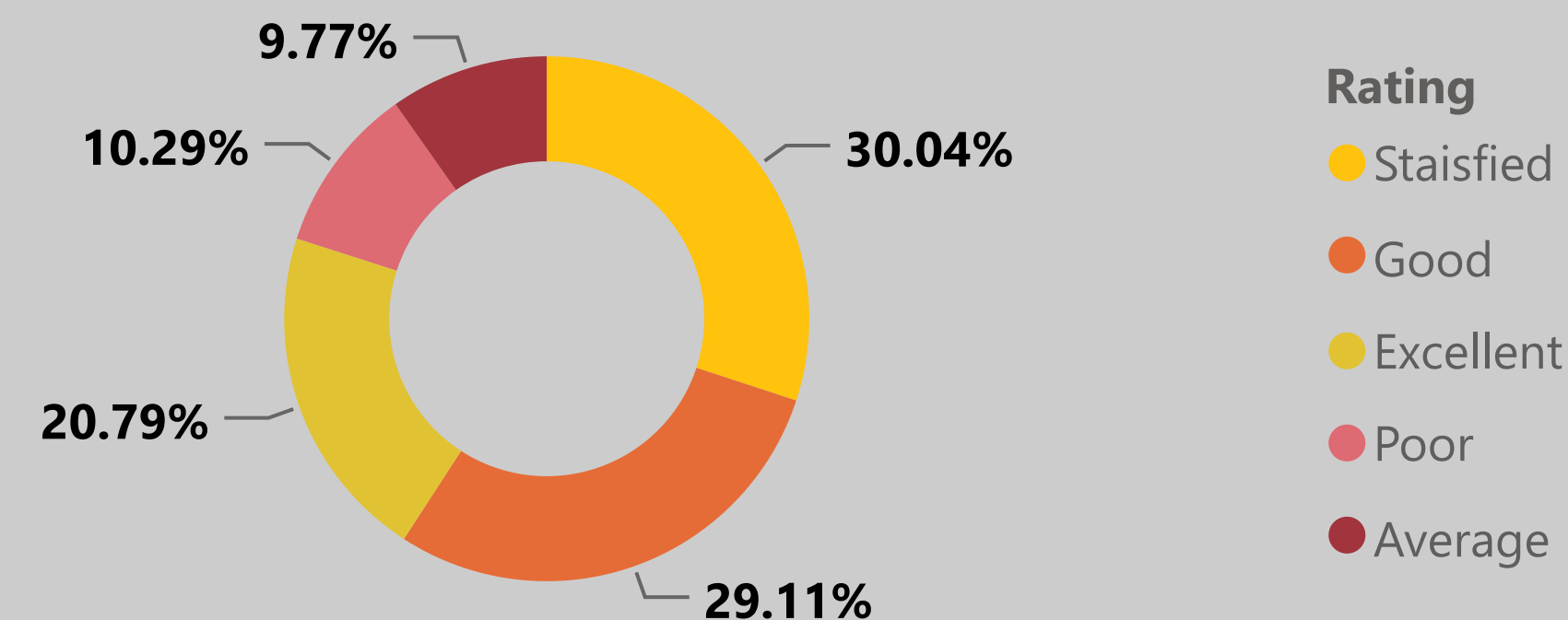
72.92%

Call resolution Rate

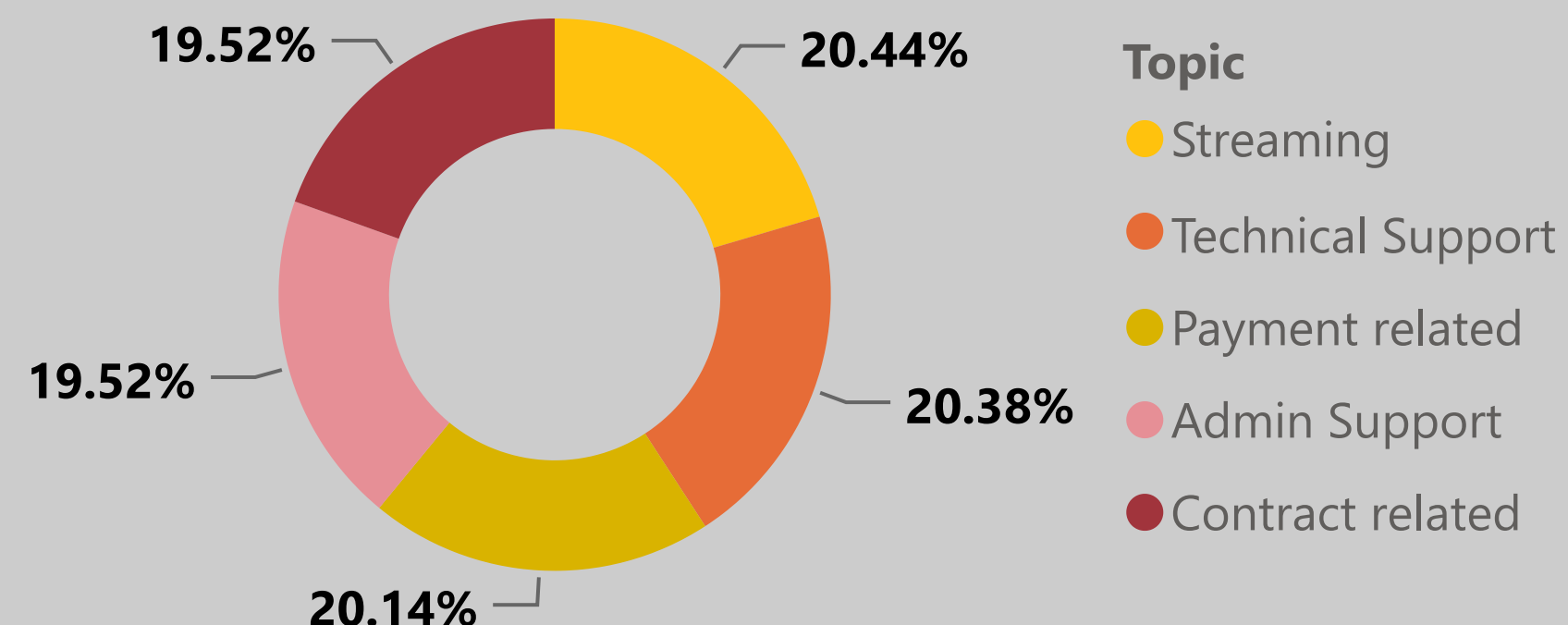
Total calls by Satisfaction Rate



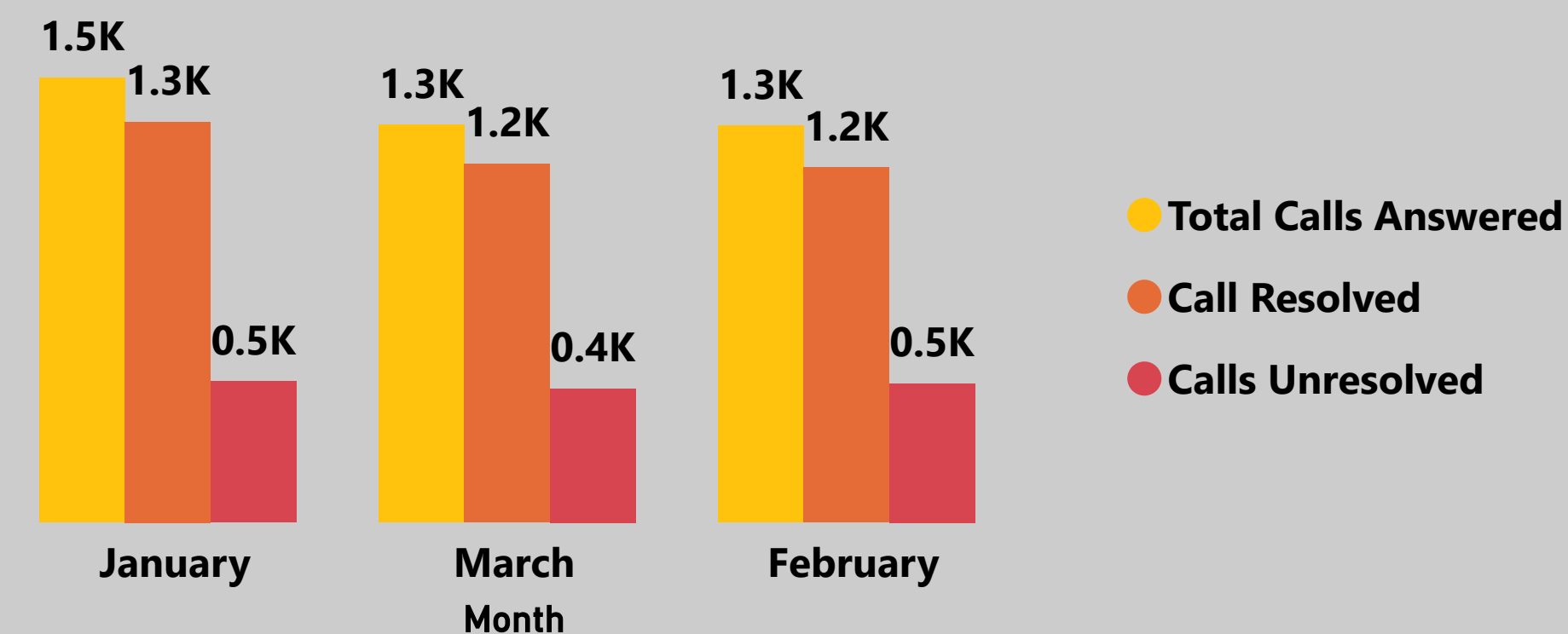
Total Calls Answered by Rating



Total calls by Topic



Total Calls Answered/ Resolved / Unresolved by Month



8

Total Agent's



# Call Center Trends Analysis- Agent's Performance

4054

Total Calls Answered

Month

All

Days

All

Timing Slots

All

Rating

All

Topic

All

946

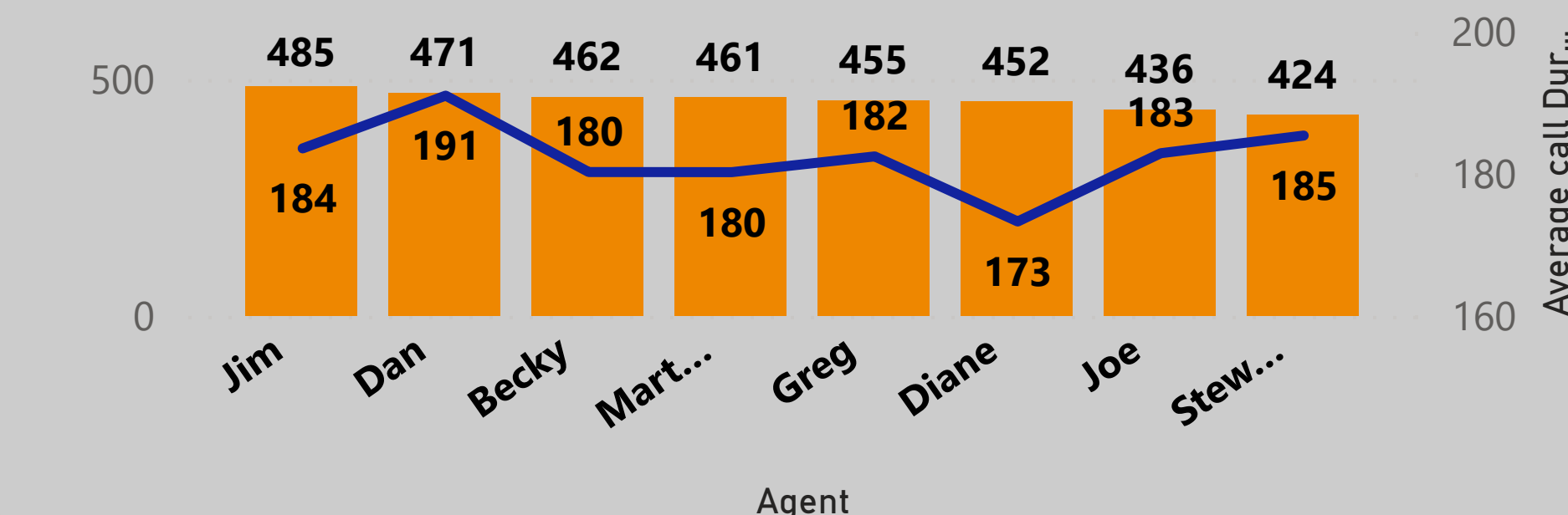
Total Calls Unanswered

67.52

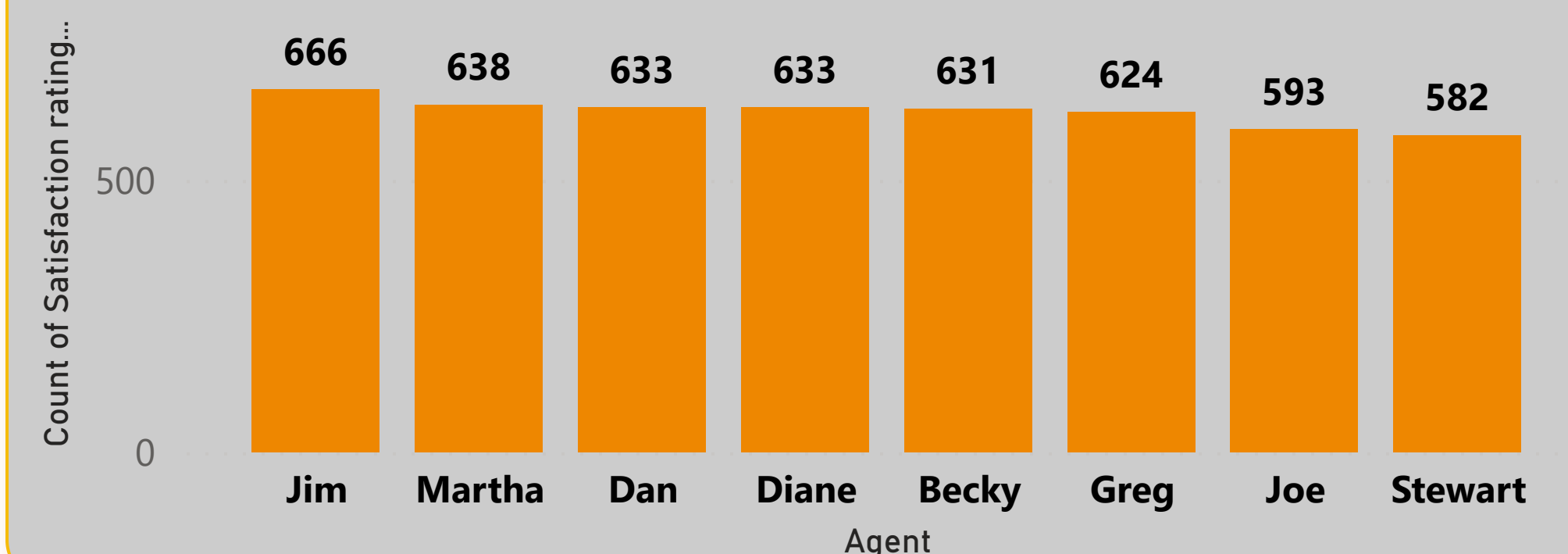
AVG speed of Answers

## Average call Duration / Call Resolved

Call Resolved Average call Duration (in seconds)



## Count of Satisfaction Rating By Agent's



## Details of Agent's Performance

Agent	Total calls	Total Calls Answered	Total Calls Unanswered	Call Resolved	Calls Unres
Dan	633	523	110	471	
Joe	593	484	109	436	
Becky	631	517	114	462	
Greg	624	502	122	455	
Stewart	582	477	105	424	
Jim	666	536	130	485	
Martha	638	514	124	461	
Diane	622	501	122	452	
Total	5000	4054	946	3646	

3.40

Average SR

72.92%

Call resolution Rate

## Avg Speed of Agent's In Seconds

