



Call Centre Data Analysis

Month

All

Topic

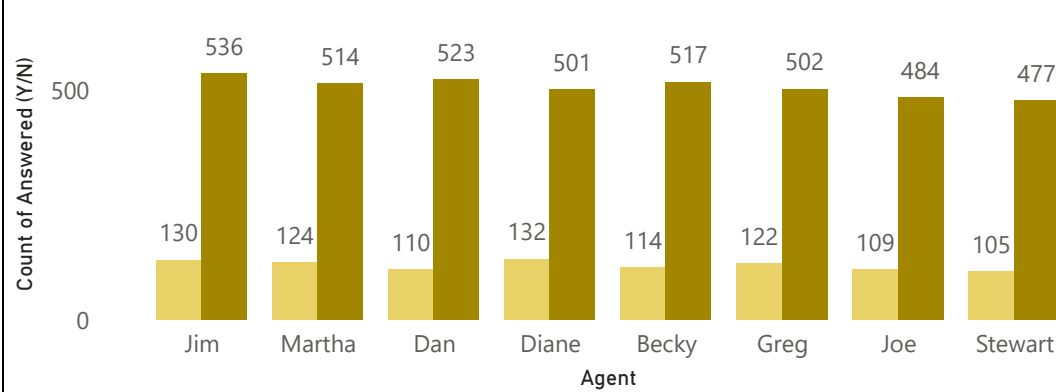
All

Agent

All

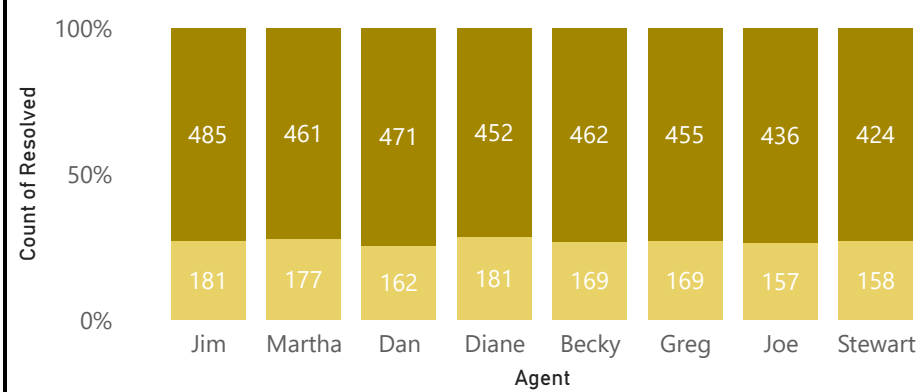
Total calls by agents and Answered

Answered (Y/N) ● N ● Y

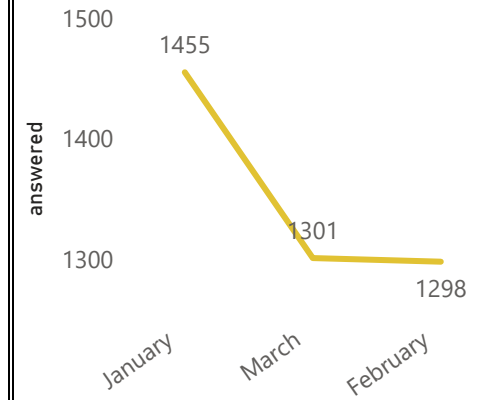


Total calls by agents and Resolved

Resolved ● N ● Y



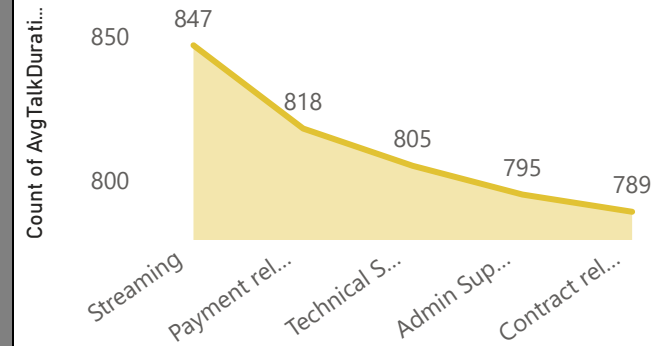
answered by Month



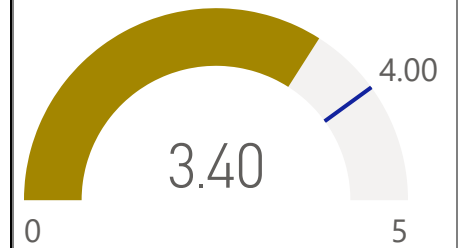
Agent	answered	Issues Resolved	Average of Speed of answer in seconds	Average of Satisfaction rating
Martha	514	461	69.49	3.47
Dan	523	471	67.28	3.45
Diane	501	452	66.27	3.41
Greg	502	455	68.44	3.40
Stewart	477	424	66.18	3.40
Jim	536	485	66.34	3.39
Becky	517	462	65.33	3.37
Joe	484	436	70.99	3.33
Total	4054	3646	67.52	3.40

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Total	4054	3646	67.52	3.40

Count of AvgTalkDuration by Topic



Average of Satisfaction rating



Resolved

3646

of Agents

8

Highest Satisfaction
Rating
Martha

Quickest To answer
Daine

Answered

4054

Total calls

5000

Highest Calls Handled
Jim

Least missed calls
Stewart

Resolved calls by Topic

