

Call Center Trends - Key Performance Indicators (KPI's)



4054

Overall calls answered
Overall calls answered by Topic

946

Overall calls abandoned

49.90

OverallSatisfactionRate
Average speed of answer by Agent

67.52

Average speed of answer

Agent

All

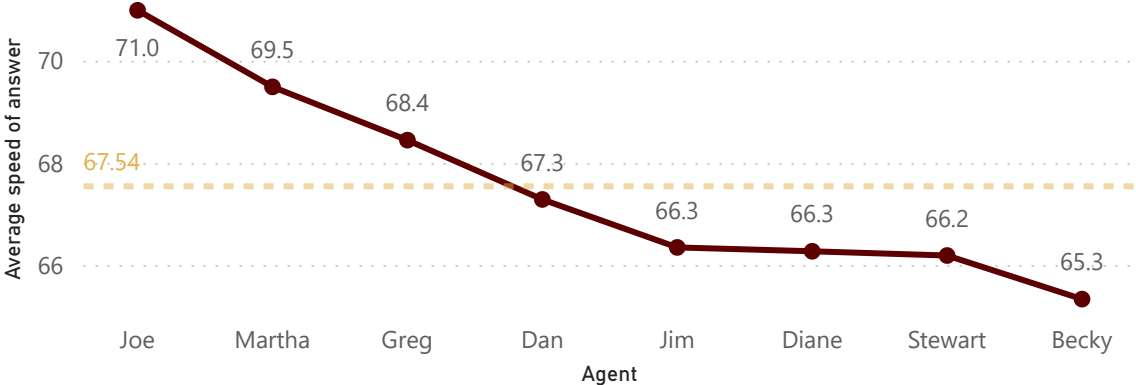
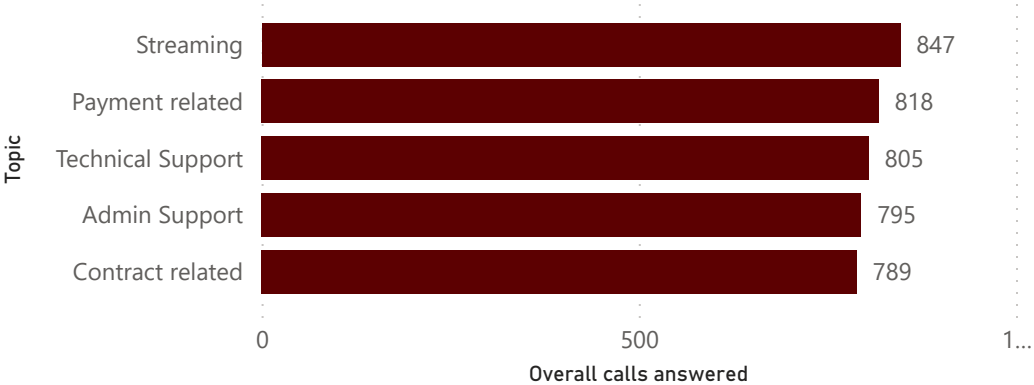
Answered (Y/N)

☐ N

☐ Y

Resolved

All



Weekday

☐ Sunday

☐ Monday

☐ Tuesday

☐ Wednesday

☐ Thursday

☐ ...

Performance Quadrant							
Agent	Overall calls answered	Overall calls abandoned	OverallSatisfactionRate	Resolved calls	Average_rating	Average_rating star rating	
Jim	536	130	50.00	485	3.39	★★★★☆	
Dan	523	110	49.90	471	3.45	★★★★☆	
Becky	517	114	50.48	462	3.37	★★★★☆	
Martha	514	124	52.72	461	3.47	★★★★☆	
Greg	502	122	48.01	455	3.40	★★★★☆	
Diane	501	132	49.10	452	3.41	★★★★☆	
Joe	484	109	47.52	436	3.33	★★★★☆	
Stewart	477	105	51.36	424	3.40	★★★★☆	
Total	4054	946	49.90	3646	3.40	★★★★☆	

Average_rating

3.40

Overall calls answered and Overall calls abandoned by Topic

Admin Support 795 ▲ 181 Contract related 789 ▲ 187 Streaming 847 ▲ 175 Payment related 818 ▲ 189