

5000

Total Calls

4054

Total Calls Answered

946

Total Calls Unanswred

54.75

Average of seed of answerd

40.46%

Overall Customer Satisfaction



CALL CENTRE TRENDS

Overview

Agent's
Performance

Insight's

Month

All

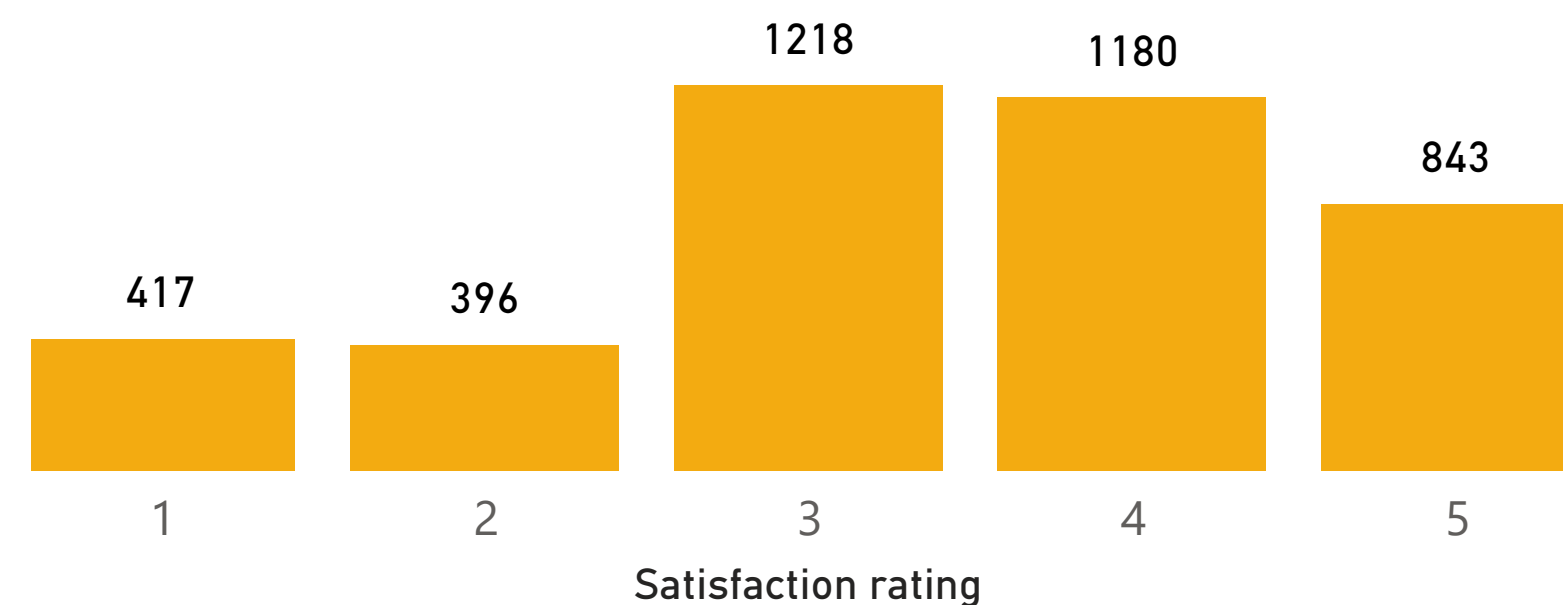
Topic

All

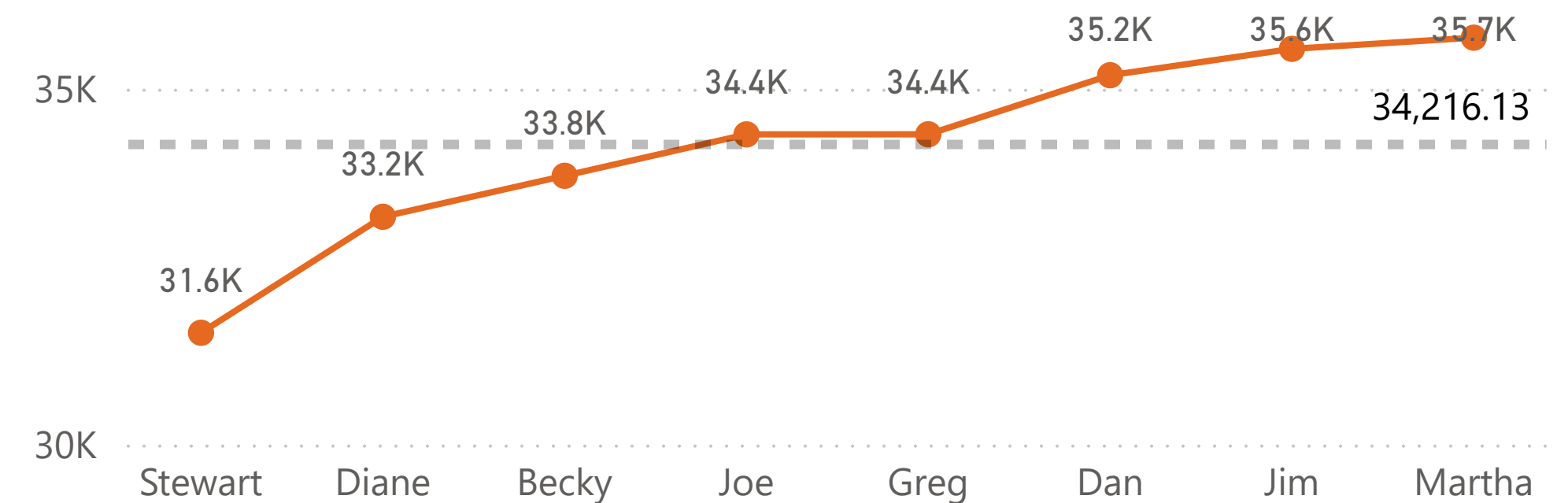
Agent

All

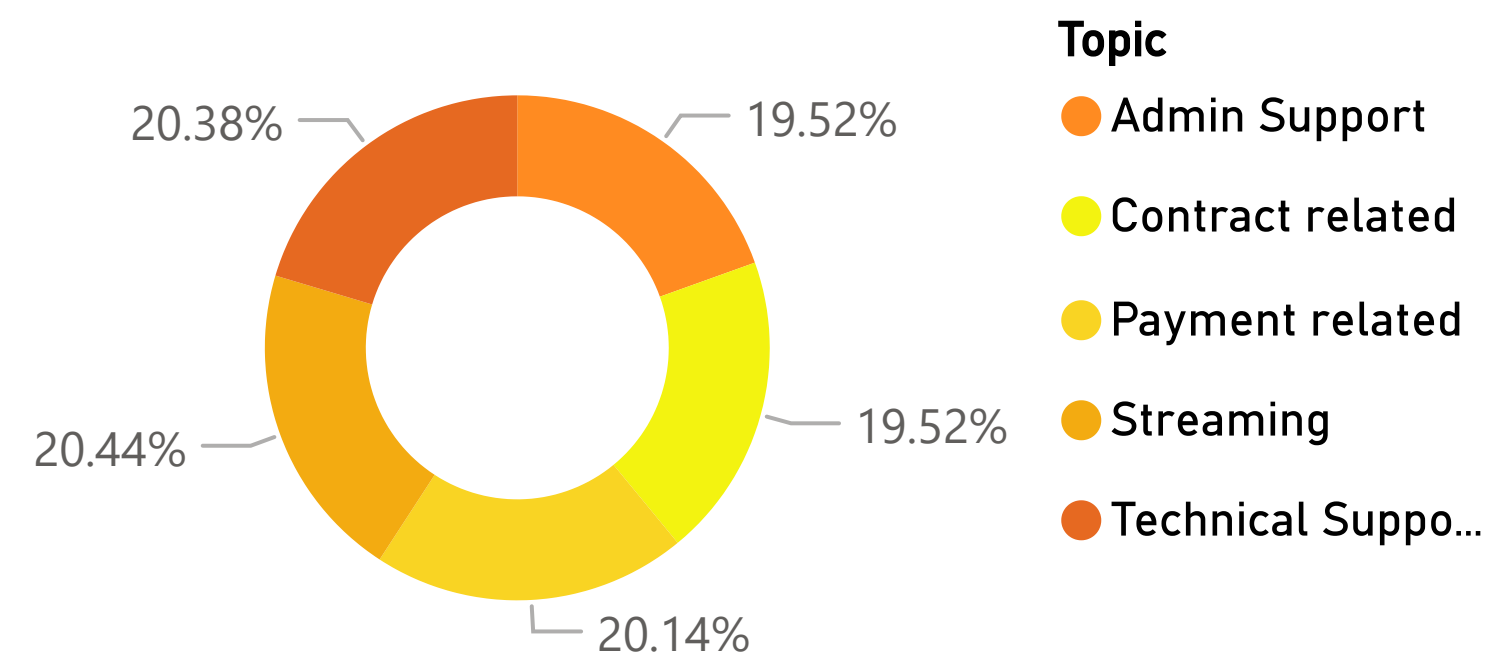
Calls by Satisfaction rating



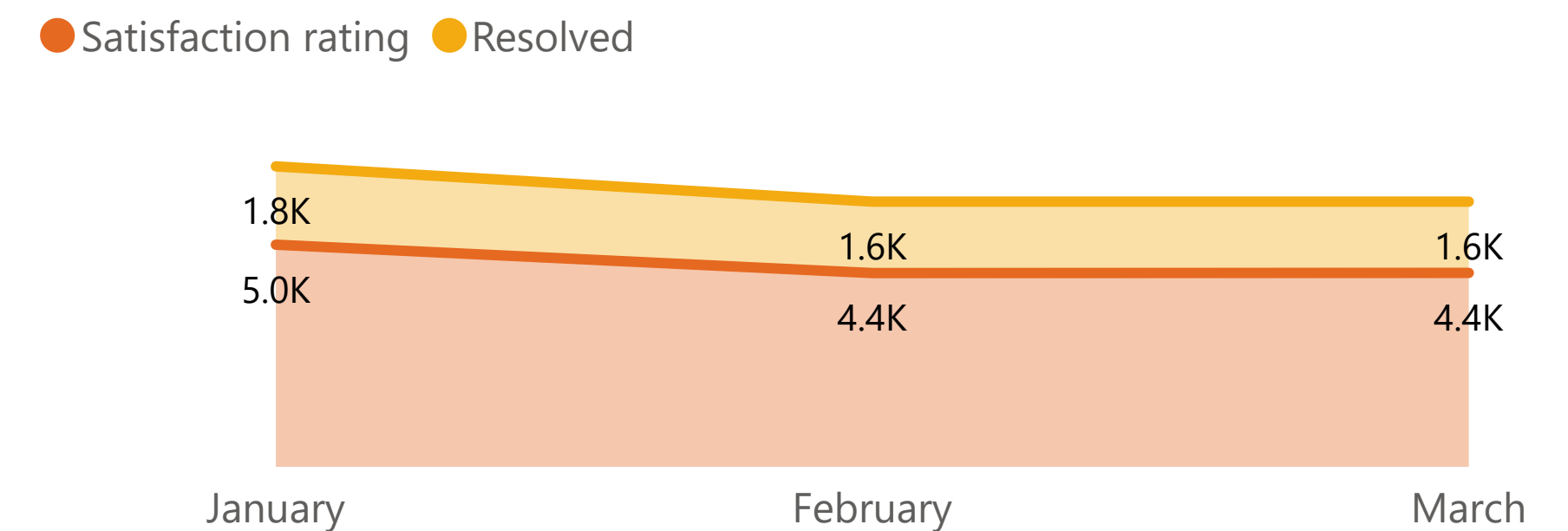
Speed of answer in seconds by Agent



Calls by Topic of the day



Satisfaction rating and Resolved by Month





CALL CENTRE TRENDS

Overview

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Month

All

Topic

All

Agent

All

4054

Calls Answered

946

Calls Unanswred

3646

Resolved Calls

1354

Unresolved Calls

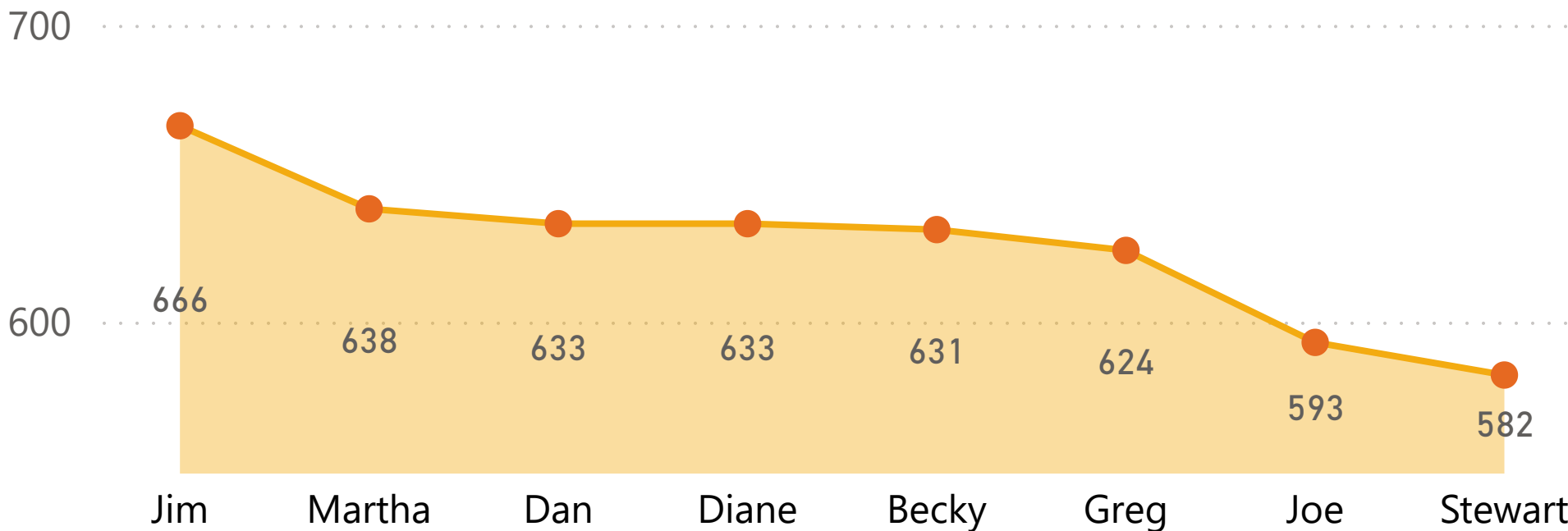
54.75

Average of speed of answerd

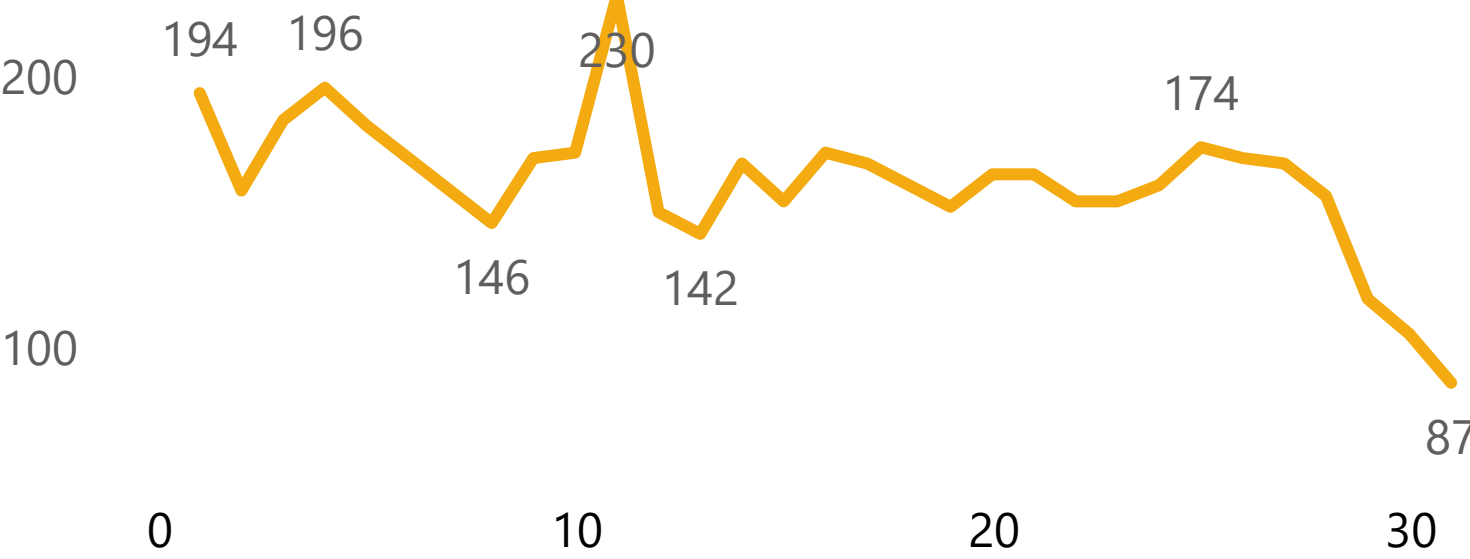
Average of speed of answerd by Agent



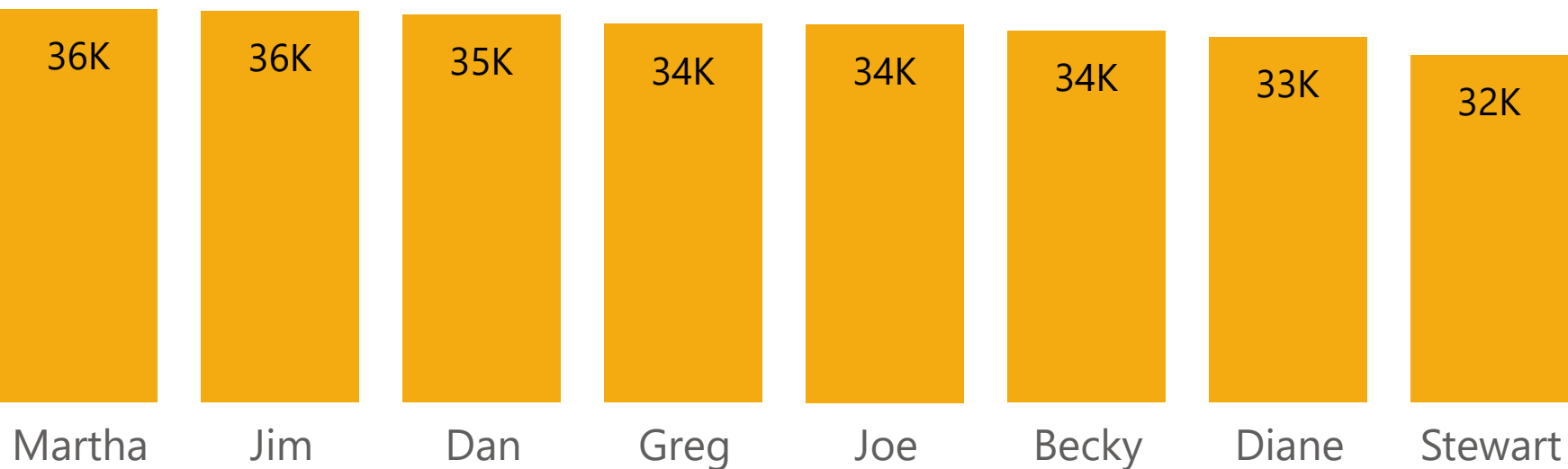
Call of Resolved by Agent



Total Calls by Day



Speed of answer in seconds by Agent





CALL CENTRE TRENDS

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Insights

Most satisfaction ratings per call cluster around 3 and 4.

The average satisfaction rating declined over the past three months — highest in January, lowest in March.

January saw the highest percentage of issues resolved, which dipped in February but rose again in March.

Most calls come in during the morning.

Joe has the fastest average speed of answer.

Jim has the highest call resolution rate, despite answering slower than Joe, Martha, and Dan; he also handles more calls than average.

Becky answers calls the slowest, yet her resolution rate is relatively high (5th overall).

Martha has the fastest speed of answer in seconds.