

Call Center Performance Analysis (January 2021)

Total Calls
1772

Average Satisfaction Rates
3.45

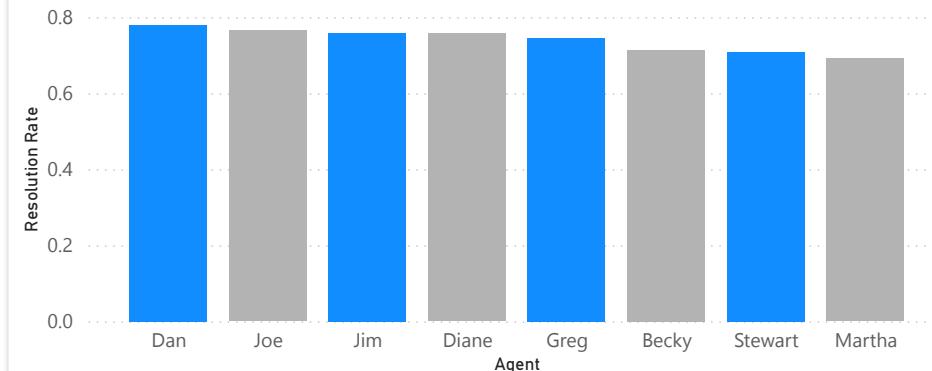
Average Talk Duration
03:46

The chart shows the **total number of daily calls** in **January 2021** at a call center. It can be seen that the call center received about **55 calls every day** on average, with the **maximum number of 84 calls** on **January 11, 2021**.

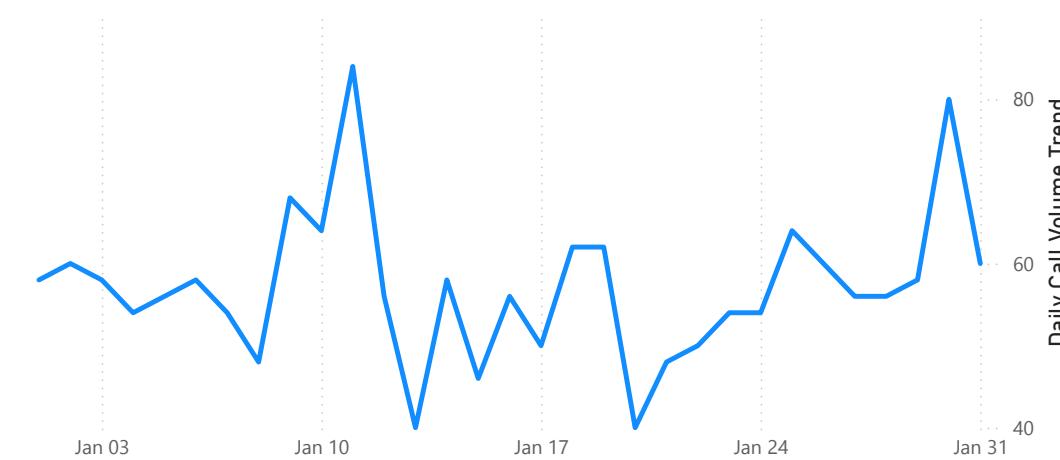
Generally, customers were reasonably satisfied with the call center performance, with **3.45 as the average satisfaction rate** and **approximately 69% as the resolution rate** (which is calculated by the division between the number of calls resolved and that of calls received).

The charts on the right demonstrate **the resolution rates** as well as **the average satisfaction rates** by agent. The agents' performances are comparable, showing the center's consistent performance.

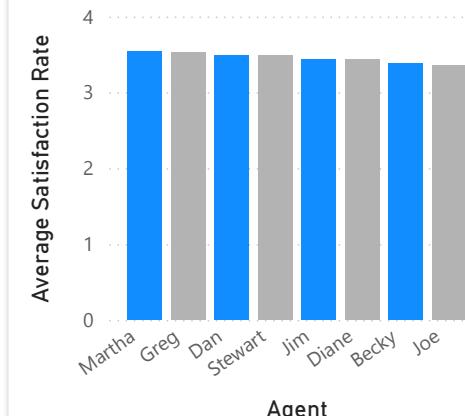
Resolution Rate by Agent



Daily Call Volume Trend



Average Satisfaction Rate by Agent



Agent

- Becky
- Dan
- Diane
- Greg
- Jim
- Joe
- Martha
- Stewart