month
All

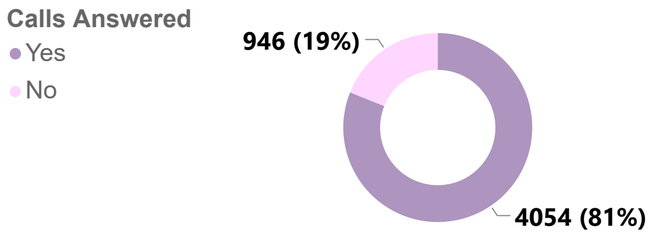
Agent
All

5000
Total Calls Offered

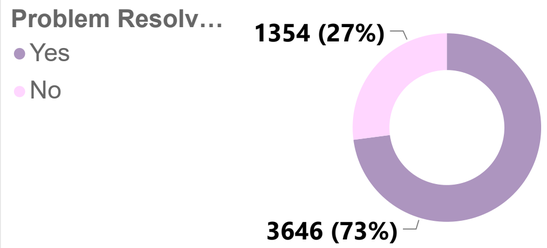
00:03:45
Average talk time

67.52
Average speed of answer (sec)

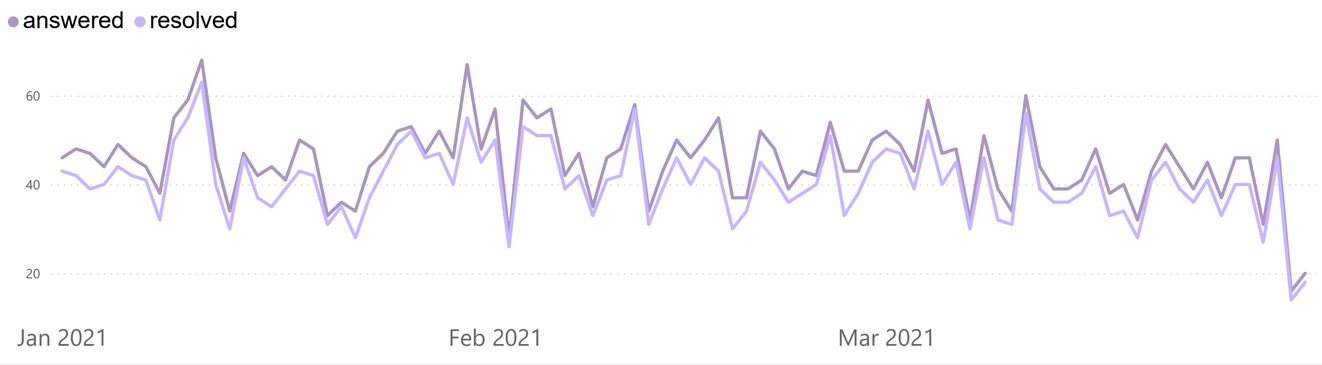
Total Calls Answered And Missed



Total Problems Resolved

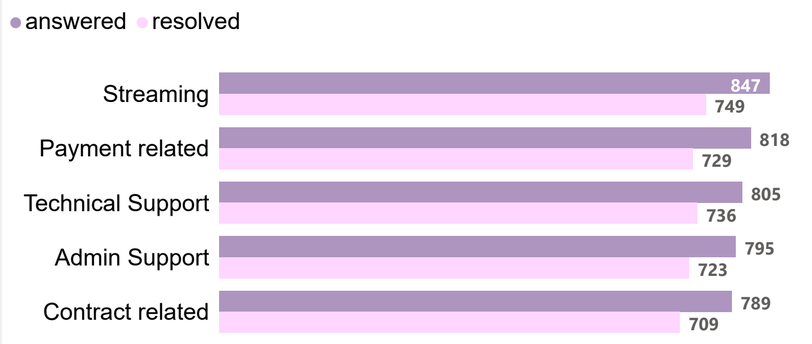


Total Daily Answered and Resolved Calls



Total Calls Answered And Resolved By Agent

Total Calls Answered And Resolved By Topic



Satisfaction Rating By Time Of Day

Sentiment	Very Satisfied		Satisfied		Very Dissatisfied		Dissatisfied		Neutral		Total	
time of the day	total_answered	total_resolved	total_answered	total_resolved	total_answered	total_resolved	total_answered	total_resolved	total_answered	total_resolved	total_answered	total_resolved
Morning	307	275	390	348	123	112	119	111	410	381	1349	1227
Afternoon	435	390	653	583	238	212	232	205	660	593	2218	1983
Evening	101	91	137	123	56	51	45	39	148	132	487	436
Total	843	756	1180	1054	417	375	396	355	1218	1106	4054	3646

Satisfaction Rating By Speed Of Answer

Sentiment	Very Satisfied		Satisfied		Very Dissatisfied		Dissatisfied		Neutral		Total	
speed of answer	total_answered	total_resolved	total_answered	total_resolved	total_answered	total_resolved	total_answered	total_resolved	total_answered	total_resolved	total_answered	total_resolved
Very Slow	399	360	565	513	186	166	191	178	590	533	1931	1750
Slow	240	217	355	312	134	120	134	112	349	319	1212	1080
Fast	118	104	158	142	54	50	44	41	163	146	537	483
Very Fast	86	75	102	87	43	39	27	24	116	108	374	333
Total	843	756	1180	1054	417	375	396	355	1218	1106	4054	3646