

CALL CENTRE REPORT -2023

Calls

1,000

189

Amount

\$96,623

\$18,41

Duration

89,850

16,834

Avg.Rating

3.9

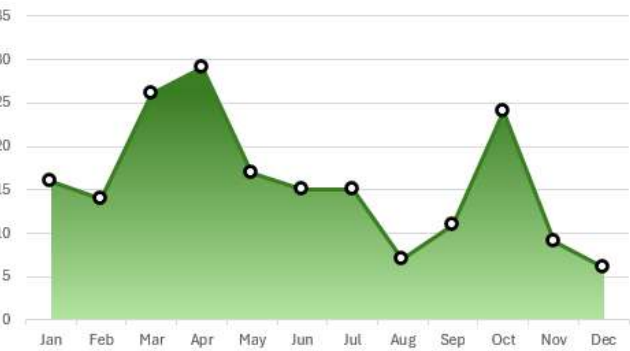
3.9

Happy Callers

307

60

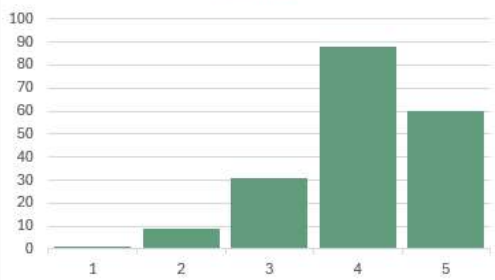
Call Trend



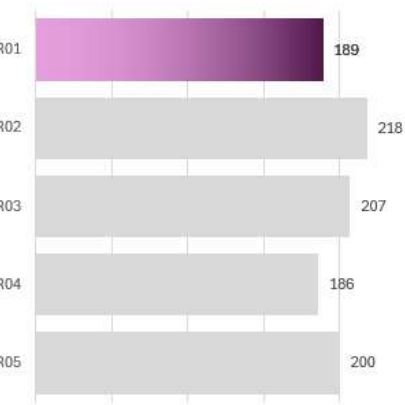
Female vs. Male Callers



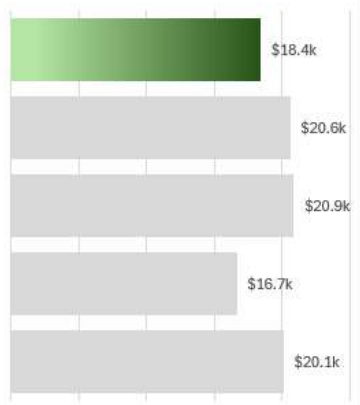
Rating



Calls



Amount



Repre...

R01

R02

R03

R04

R05

% of calls:19%

Call rank:4

Amount rank:4

	R01	R02	R03	R04	R05	TOTAL
Cincinnati						
C0003	\$891	\$1,332	\$1,282	\$739	\$560	\$4,804
C0004	\$1,991	\$1,886	\$1,206	\$884	\$1,722	\$7,689
C0011	\$1,163	\$1,180	\$1,616	\$1,043	\$1,747	\$6,749
C0012	\$1,438	\$1,616	\$866	\$829	\$2,070	\$6,819
Cleveland						
C0002	\$1,233	\$223	\$1,680	\$990	\$1,508	\$5,634
C0007	\$1,598	\$1,907	\$869	\$1,426	\$1,416	\$7,216
C0008	\$900	\$1,016	\$960	\$940	\$1,193	\$5,009
C0010	\$900	\$1,470	\$1,617	\$1,314	\$941	\$6,242
C0013	\$1,255	\$516	\$1,874	\$1,863	\$1,722	\$7,230
C0015	\$1,138	\$1,898	\$1,482	\$846	\$1,154	\$6,518
Columbus						
C0001	\$1,655	\$805	\$2,263	\$987	\$1,075	\$6,785
C0005	\$1,104	\$2,280	\$1,445	\$1,722	\$1,196	\$7,747
C0006	\$372	\$1,818	\$1,346	\$1,156	\$1,484	\$6,176
C0009	\$1,415	\$1,271	\$1,214	\$1,135	\$1,566	\$6,601
C0014	\$1,362	\$1,363	\$1,152	\$777	\$750	\$5,404

CALL CENTRE REPORT -2023

Calls

1,000

218

Amount

\$96,623

\$20,58

Duration

89,850

19,300

Avg. Rating

3.9

3.9

Happy Callers

307

74



Calls

Rep	Calls
R01	189
R02	218
R03	207
R04	186
R05	200

Amount

Rep	Amount
R01	\$18.4k
R02	\$20.6k
R03	\$20.9k
R04	\$16.7k
R05	\$20.1k

Repre...

R01

R02

R03

R04

R05

% of calls:22%

Call rank:1

Amount rank:2

	R01	R02	R03	R04	R05	TOTAL
Cincinnati						
C0003	\$891	\$1,332	\$1,282	\$739	\$560	\$4,804
C0004	\$1,991	\$1,886	\$1,206	\$884	\$1,722	\$7,689
C0011	\$1,163	\$1,180	\$1,616	\$1,043	\$1,747	\$6,749
C0012	\$1,438	\$1,616	\$866	\$829	\$2,070	\$6,819
Cleveland						
C0002	\$1,233	\$223	\$1,680	\$990	\$1,508	\$5,634
C0007	\$1,598	\$1,907	\$869	\$1,426	\$1,416	\$7,216
C0008	\$900	\$1,016	\$960	\$940	\$1,193	\$5,009
C0010	\$900	\$1,470	\$1,617	\$1,314	\$941	\$6,242
C0013	\$1,255	\$516	\$1,874	\$1,863	\$1,722	\$7,230
C0015	\$1,138	\$1,898	\$1,482	\$846	\$1,154	\$6,518
Columbus						
C0001	\$1,655	\$805	\$2,263	\$987	\$1,075	\$6,785
C0005	\$1,104	\$2,280	\$1,445	\$1,722	\$1,196	\$7,747
C0006	\$372	\$1,819	\$1,346	\$1,156	\$1,484	\$6,176
C0009	\$1,415	\$1,271	\$1,214	\$1,135	\$1,566	\$6,601
C0014	\$1,362	\$1,363	\$1,152	\$777	\$750	\$5,404

CALL CENTRE REPORT -2023

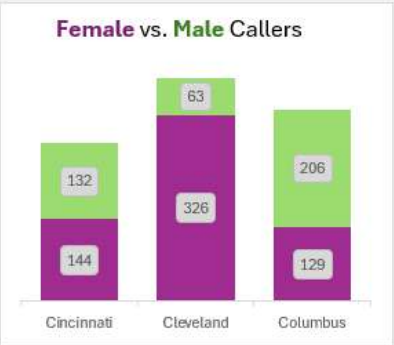
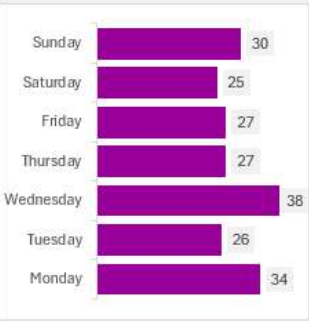
Calls  
1,000  
207

Amount  
\$96,623  
\$20,87

Duration  
89,850  
17,700

Avg. Rating  
3.9  
3.9

Happy Callers  
307  
60



	R01	R02	R03	R04	R05	TOTAL
Cincinnati						
C0003	\$891	\$1,332	\$1,282	\$739	\$560	\$4,804
C0004	\$1,991	\$1,886	\$1,206	\$884	\$1,722	\$7,689
C0011	\$1,163	\$1,180	\$1,616	\$1,043	\$1,747	\$6,749
C0012	\$1,438	\$1,616	\$866	\$829	\$2,070	\$6,819
Cleveland						
C0002	\$1,233	\$223	\$1,680	\$990	\$1,508	\$5,634
C0007	\$1,598	\$1,907	\$869	\$1,426	\$1,416	\$7,216
C0008	\$900	\$1,016	\$960	\$940	\$1,193	\$5,009
C0010	\$900	\$1,470	\$1,617	\$1,314	\$941	\$6,242
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C0006	\$372	\$1,818	\$1,346	\$1,156	\$1,484	\$6,176
C0009	\$1,415	\$1,271	\$1,214	\$1,135	\$1,566	\$6,601
C0014	\$1,362	\$1,363	\$1,152	\$777	\$750	\$5,404



CALL CENTRE REPORT -2023

 Calls

**1,000**

186

 Amount

**\$96,623**

\$16,65

 Duration

**89,850**

17,807

☆☆☆ Avg. Rating

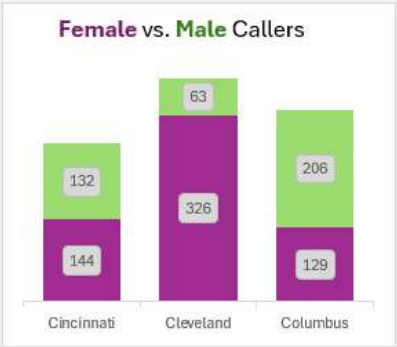
**3.9**

3.9

 Happy Callers

**307**

62



Calls

Rep	Calls
R01	189
R02	218
R03	207
R04	186
R05	200

Amount

Rep	Amount
R01	\$18.4k
R02	\$20.6k
R03	\$20.9k
R04	\$16.7k
R05	\$20.1k

Repre...  

R01

R02

R03

**R04**

R05



% of calls:19%  
Call rank:5  
Amount rank:5

	R01	R02	R03	R04	R05	TOTAL
Cincinnati						
C0003	\$891	\$1,332	\$1,282	\$739	\$560	\$4,804
C0004	\$1,991	\$1,886	\$1,206	\$884	\$1,722	\$7,689
C0011	\$1,163	\$1,180	\$1,616	\$1,043	\$1,747	\$6,749
C0012	\$1,438	\$1,616	\$866	\$829	\$2,070	\$6,819
Cleveland						
C0002	\$1,233	\$223	\$1,680	\$990	\$1,508	\$5,634
C0007	\$1,598	\$1,907	\$869	\$1,426	\$1,416	\$7,216
C0008	\$900	\$1,016	\$960	\$940	\$1,193	\$5,009
C0010	\$900	\$1,470	\$1,617	\$1,314	\$941	\$6,242
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C0006	\$372	\$1,818	\$1,346	\$1,156	\$1,484	\$6,176
C0009	\$1,415	\$1,271	\$1,214	\$1,135	\$1,566	\$6,601
C0014	\$1,362	\$1,363	\$1,152	\$777	\$750	\$5,404

CALL CENTRE REPORT -2023

Calls

1,000

200

Amount

\$96,623

\$20,10

Duration

89,850

18,209

Avg. Rating

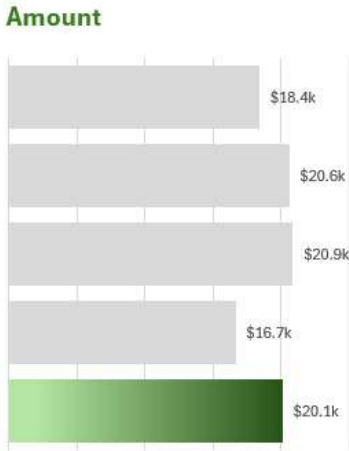
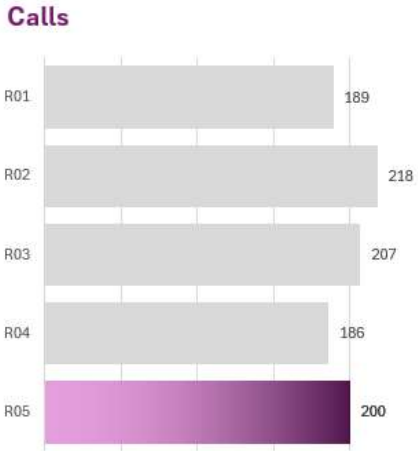
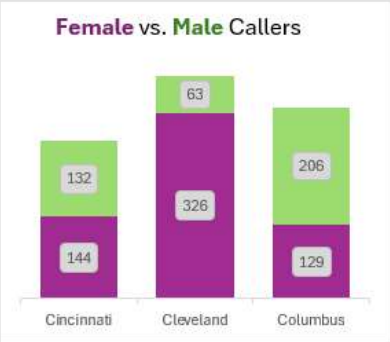
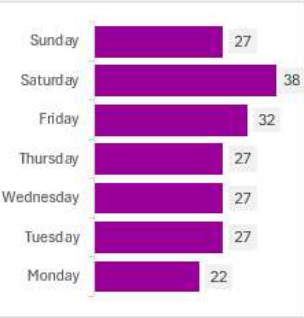
3.9

3.9

Happy Callers

307

51



Repre...  

R01

R02

R03

R04

R05



% of calls:20%

Call rank:3

Amount rank:3

	R01	R02	R03	R04	R05	TOTAL
Cincinnati						
C0003	\$891	\$1,332	\$1,282	\$739	\$560	\$4,804
C0004	\$1,991	\$1,886	\$1,206	\$884	\$1,722	\$7,689
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C0010	\$900	\$1,470	\$1,617	\$1,314	\$941	\$6,242
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C0005	\$1,104	\$2,280	\$1,445	\$1,722	\$1,196	\$7,747
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C0009	\$1,415	\$1,271	\$1,214	\$1,135	\$1,566	\$6,601
C0014	\$1,362	\$1,363	\$1,152	\$777	\$750	\$5,404