

# Call Centre Trends

Designed by Thella Srikanth



Date

01-01-2021



31-03-2021



Topic

All

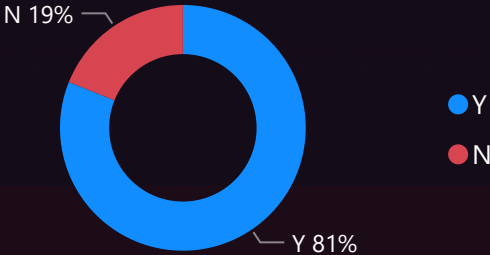


Agent

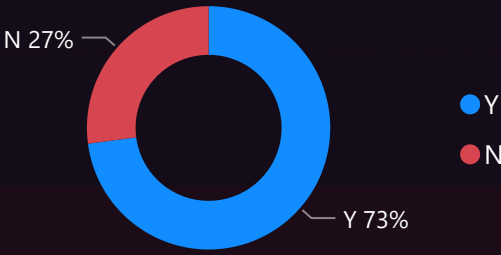
All



Overall calls answered/abandoned



Resolved(Y/N)



Overall Customer Satisfaction



Avg Speed of Answer

67.52

Agent Statistics

Agent	Answered	Not Answered	Satisfaction Rating	Answer Speed (in sec)
Martha	514	124	3.47	69.49
Dan	523	110	3.45	67.28
Diane	501	132	3.41	66.27
Greg	502	122	3.40	68.44
Stewart	477	105	3.40	66.18
Jim	536	130	3.39	66.34
Becky	517	114	3.37	65.33
Joe	484	109	3.33	70.99
Total	4054	946	3.40	67.52

Number of Calls per Month

