

# Customer support : A comprehensive analysis

Number of calls

5000

Total calls resolved

3646

Calls unresolved

1354

Avg. of Speed of answer in seconds

68

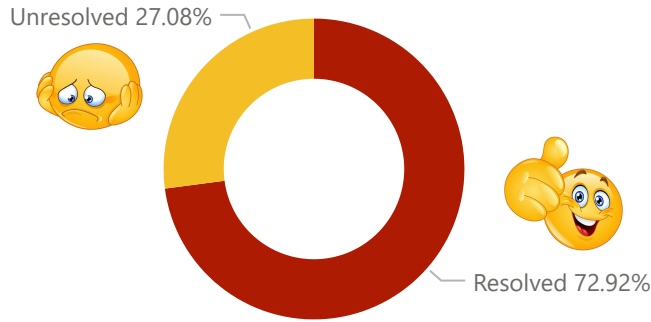
Satisfaction rating

3.4

Number of agents

8

Calls resolved vs unresolved



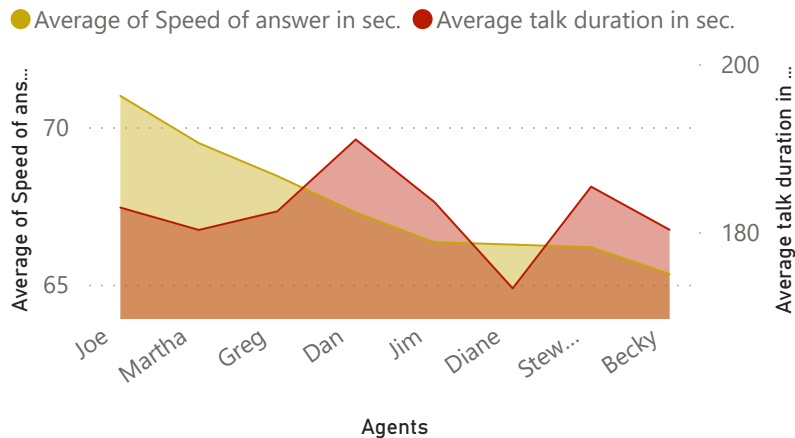
Agent report

Agents	Calls attended	Calls answered	Calls resolved	Calls unresolved	Avg. of Speed of an
Joe	593	476	436	157	70.98760331
Martha	638	512	461	177	69.48832685
Greg	624	503	455	169	68.44422311
Dan	633	520	471	162	67.28298279
Jim	666	541	485	181	66.34328358
Diane	633	507	452	181	66.26746507

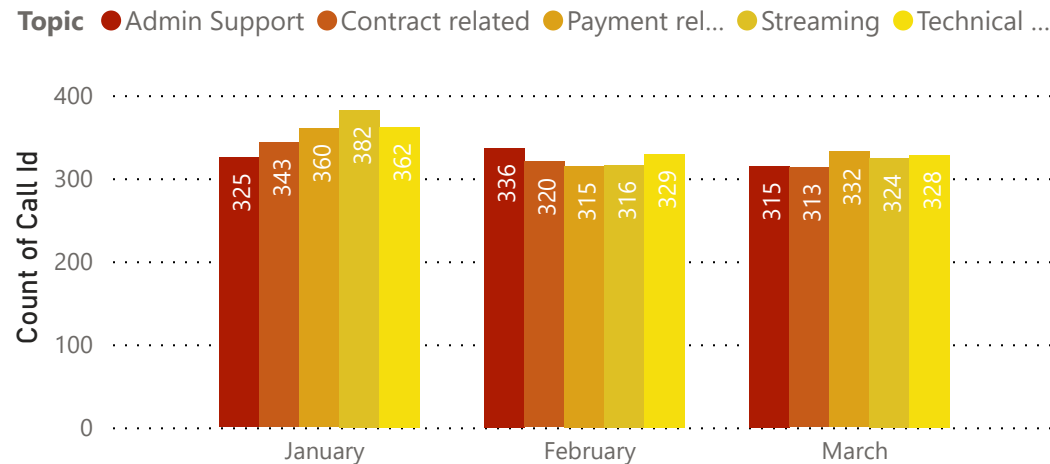
Agents

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

Average Speed of answer in sec. vs Average talk duration in sec. by Agents



Count of call per month by issue



Customer satisfaction

