



Call Center Analysis

Overview

Agent Analysis

Topic

Admin Support

Week Day

All

976

Total Calls

795

Total Calls Answered

181

Total Calls Unanswered

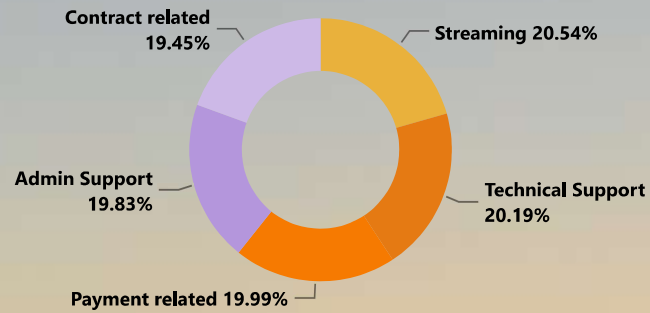
54.78

Average Speed of Answer

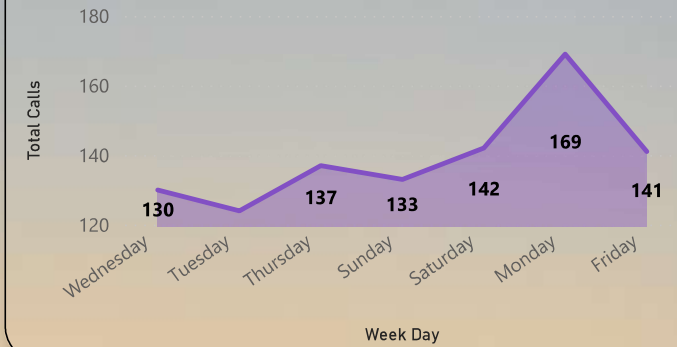
39.75%

Overall Customer Satisfaction

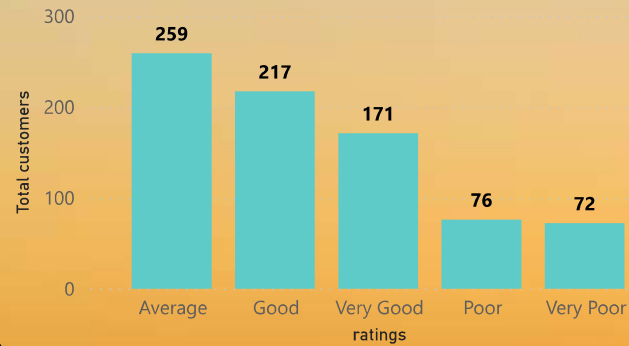
% of Resolved Calls by Topic



Total Calls by Week Day



Total customers by ratings



Average of Satisfaction rating and Max of Satisfaction rating





Call Center Analysis

Overview

Agent Analysis

Topic

All

Week Day

All

5000

Total Calls

4054

Total Calls Answered

946

Total Calls Unanswered

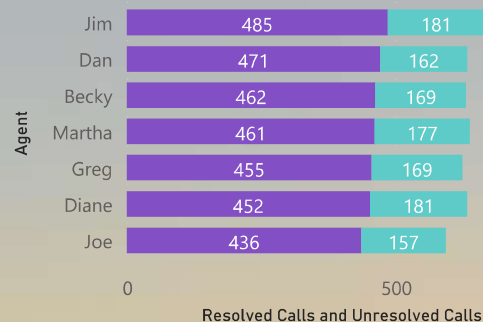
54.75

Average Speed of Answer

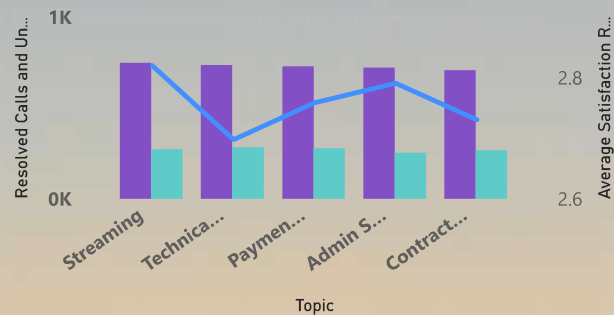
40.46%

Overall Customer Satisfaction

Resolved Calls and Unresolved Calls by Agent



Resolved Calls, Unresolved Calls and Average Satisfaction Rating by Topic



Agent

Becky

Jim

Dan

Joe

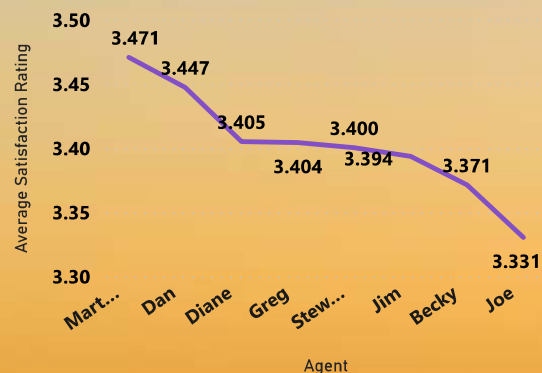
Diane

Martha

Greg

Stewart

Average Satisfaction Rating by Agent



Agent	Total Calls Answered	Total Calls Unanswered	Resolved Calls	Unresolved Calls	Average S
Jim	536	130	485	181	★★★★☆
Dan	523	110	471	162	★★★★☆
Becky	517	114	462	169	★★★★☆
Martha	514	124	461	177	★★★★☆
Greg	502	122	455	169	★★★★☆
Diane	501	132	452	181	★★★★☆
Joe	484	109	436	157	★★★★☆
Stewart	477	105	424	158	★★★★☆