



CALL CENTER KEY PERFORMANCE INDICATOR

Date

01-01-2021

31-03-2021

Total Calls

5000

Avg Speed of Ans (sec)

67.52

Call Answer Rate

81.1%

Customer Satisfaction

55.19%

Agent Name

All

Total Agent

8

Total Answered Calls

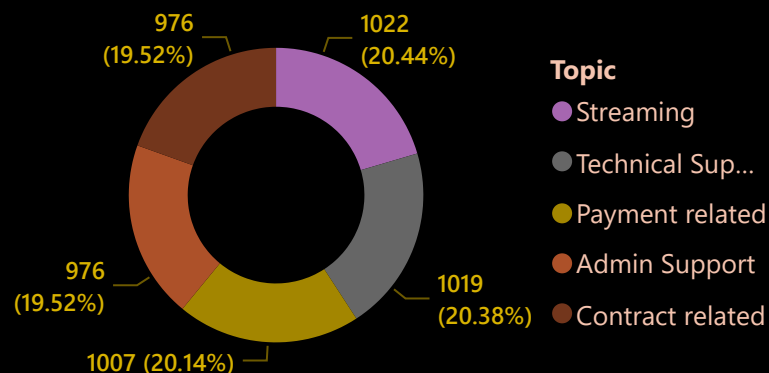
Y

4054

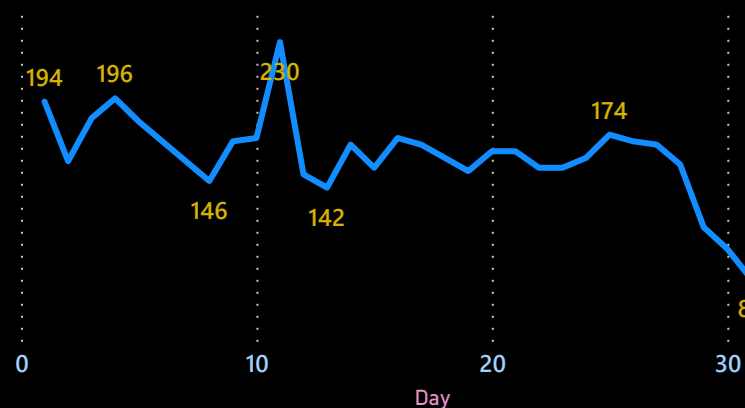
N

946

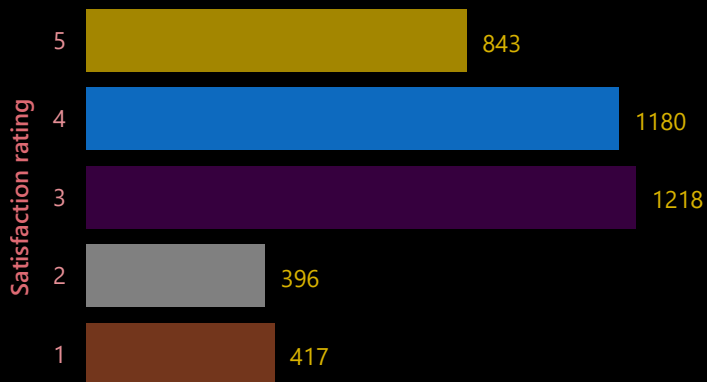
Call by Topic



Call Trend by Time



Total Call Satisfaction Rating



Agent	Sum of Total Calls	Sum of Answered	Average of Speed of answer in seconds	Average of Customer Satisfaction
Joe	593	484	70.99	55.19
Greg	624	502	68.44	55.19
Dan	633	523	67.28	55.19
Jim	666	536	66.34	55.19
Diane	633	501	66.27	55.19
Stewart	582	477	66.18	55.19
Total	3731	3023	67.56	55.19

Total Calls by Issue Resolved

