

Total Calls

5000

Neglected Calls

19%

Unresolved Calls

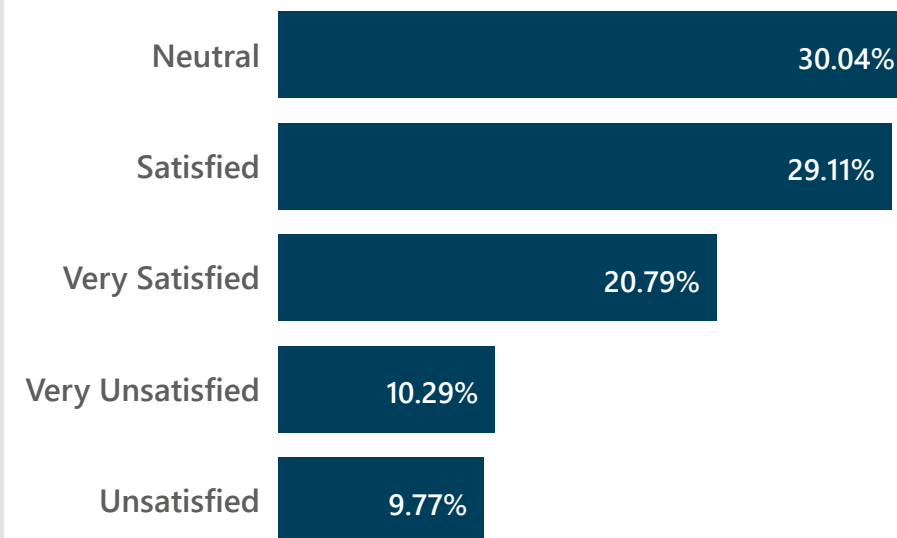
27%

Avg. Pickup Time (secs)

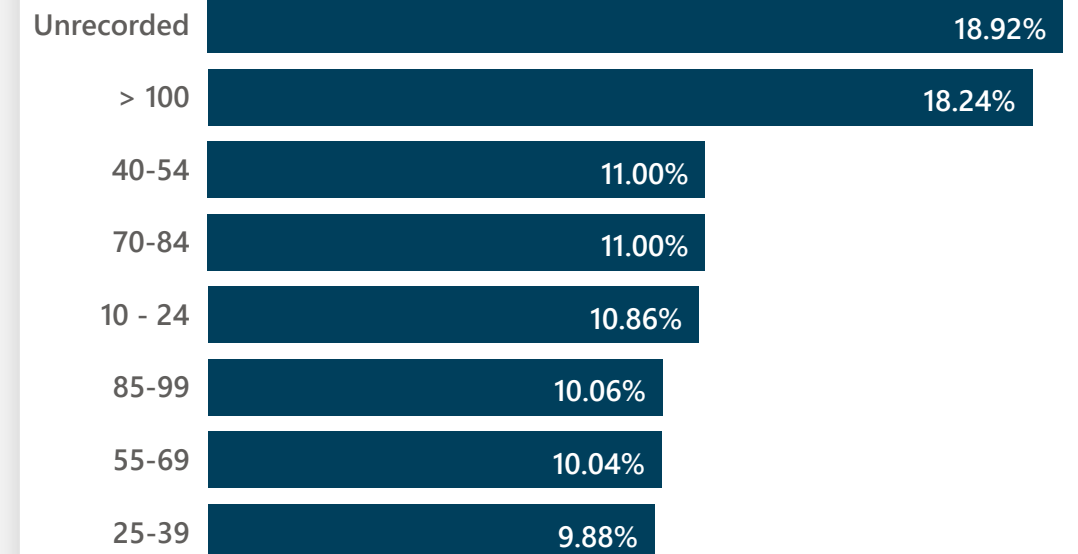
54.75



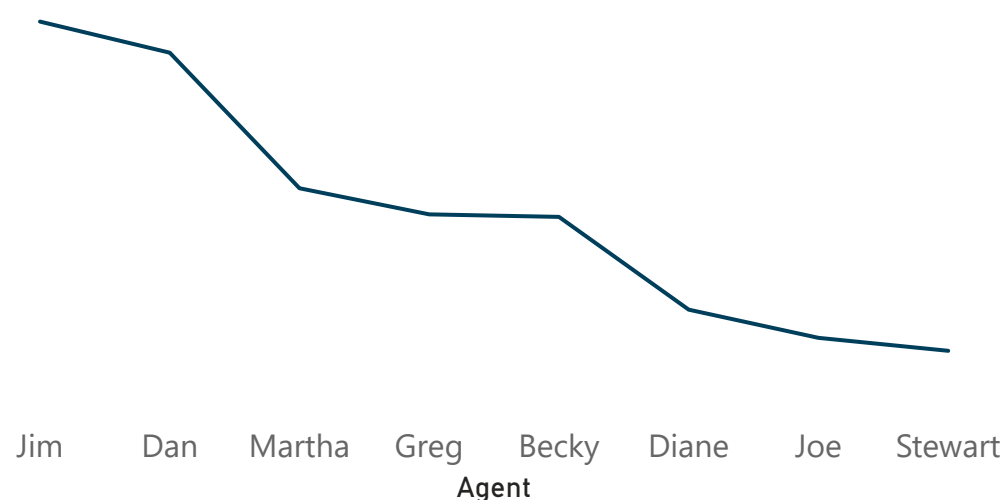
Customer Satisfaction



Grouped Avg. Pickup Time (secs)



Average Call Duration Per Agent

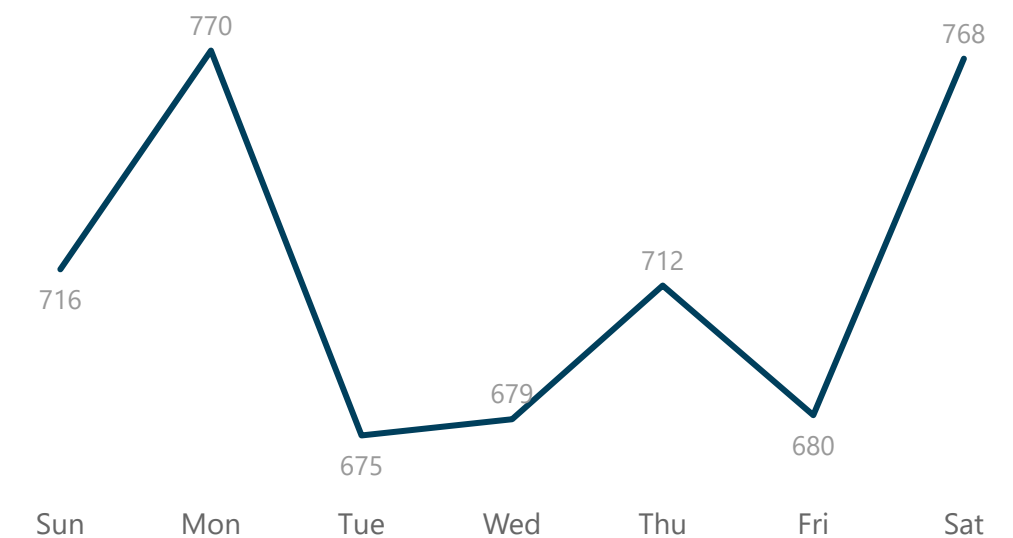


Agent Statistics

| Agent | Total_calls | Resolved_call | Unresolved_call |
|---------|-------------|---------------|-----------------|
| Dan | 633 | 74% | 162 |
| Joe | 593 | 74% | 157 |
| Becky | 631 | 73% | 169 |
| Greg | 624 | 73% | 169 |
| Stewart | 582 | 73% | 158 |
| Jim | 666 | 73% | 181 |
| Martha | 638 | 72% | 177 |
| Diane | 633 | 71% | 181 |



Calls per Day



- .About 20% of clients were extremely dissatisfied with the services provided, with contracted-related subjects receiving the most negative feedback.
- .The number of calls per day peaked on Saturday and Sundays
- .37.16% of calls exceeded the average pick up time