



CALL CENTER KPI



6,890

Total Calls



5,593

Calls Answered



1,297

Calls Rejected



5,040

Calls Resolved

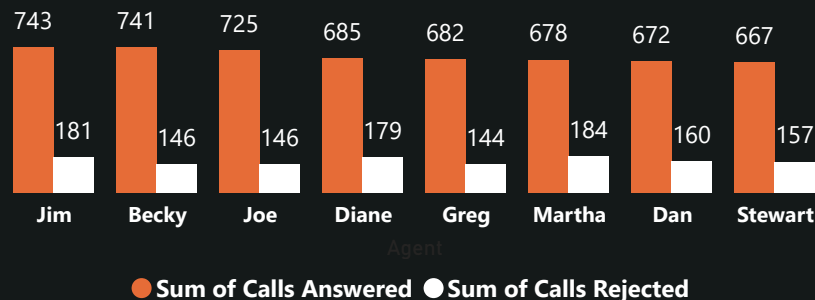


1,850

Unresolved Calls

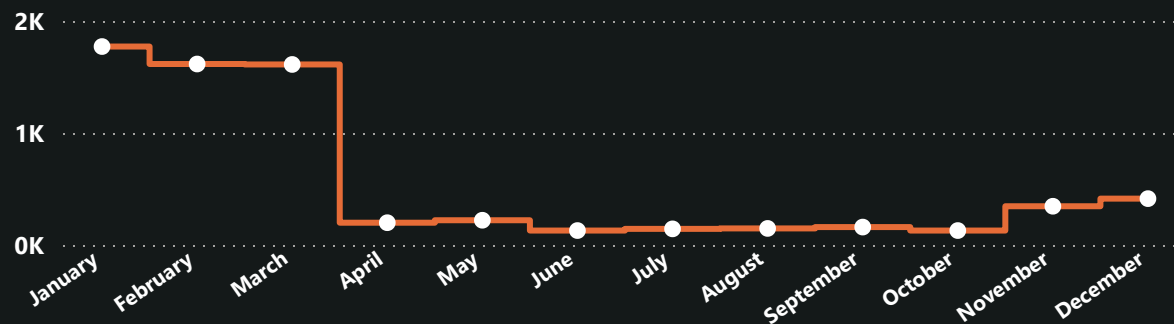
CALL CENTER RECORD PERFORMANCE

Calls Answered and Calls Rejected by Agent

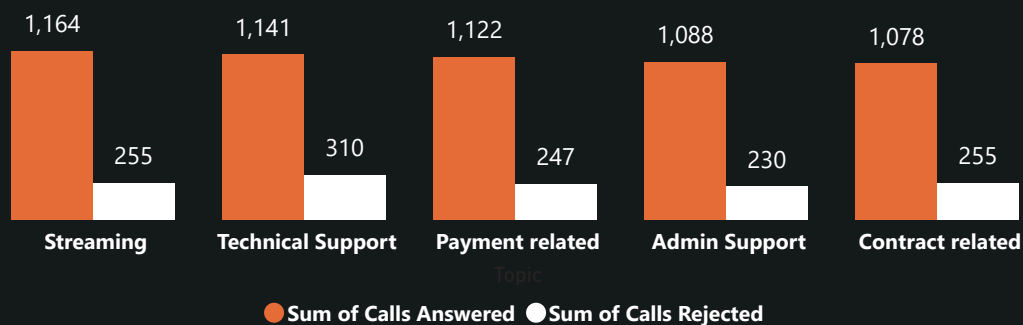


Agent	Total Calls
Jim	924
Becky	887
Joe	871
Diane	864
Martha	862
Dan	832
Greg	826
Stewart	824

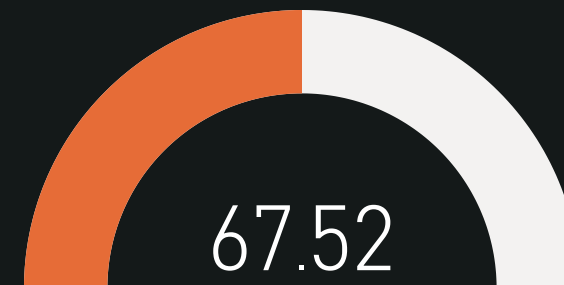
Total Calls by Month



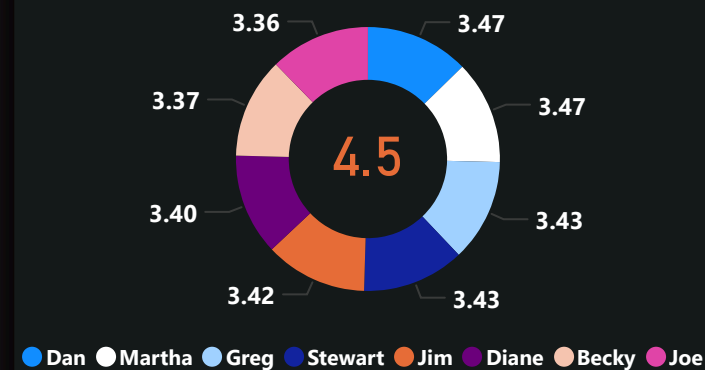
Calls Answered and Calls Rejected by Topic



Average of Speed of answer in seconds



Average Rating by Agent



Total Calls by Topic

