



CALL CENTRE TRENDS DASHBOARD

Date

01-01-2021

31-03-2021



Total Agents

8



Total Calls

5000



Calls Answered

4054



Calls Abandoned

946



Avg Speed Of Ans

67.52

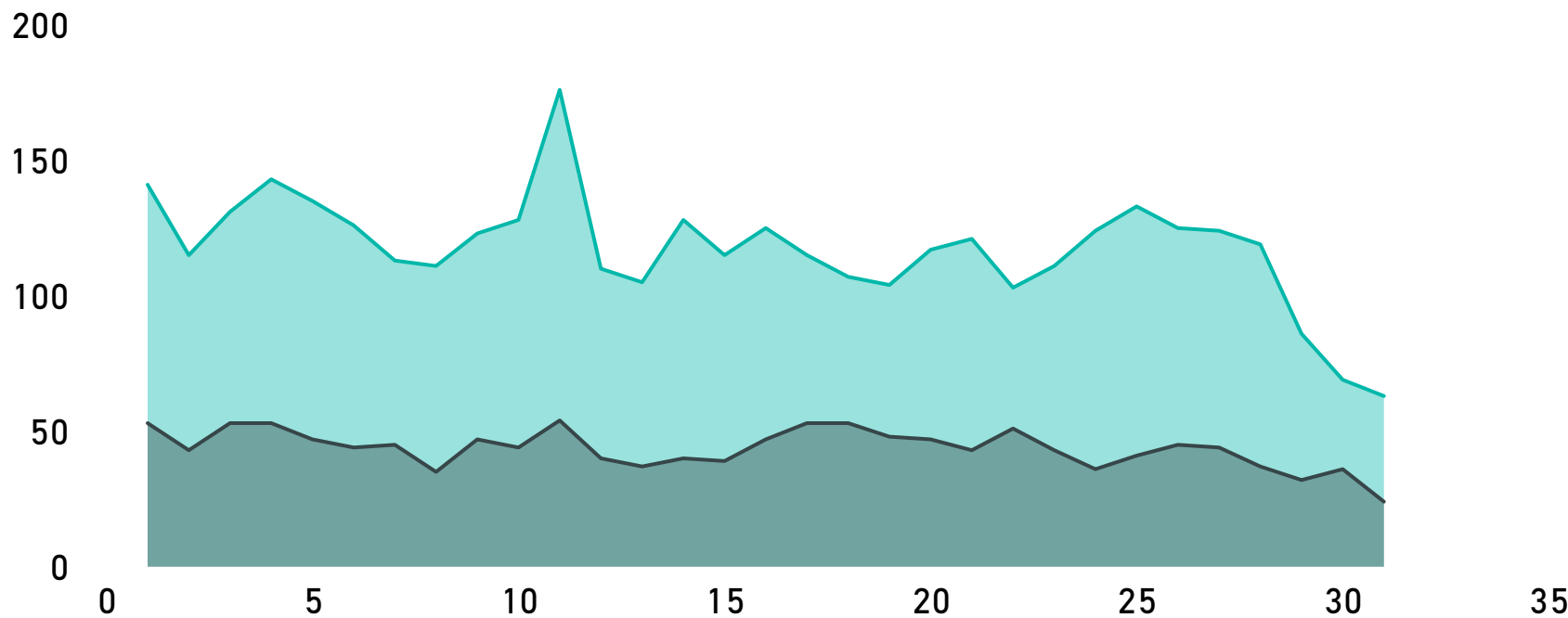


Avg Rating

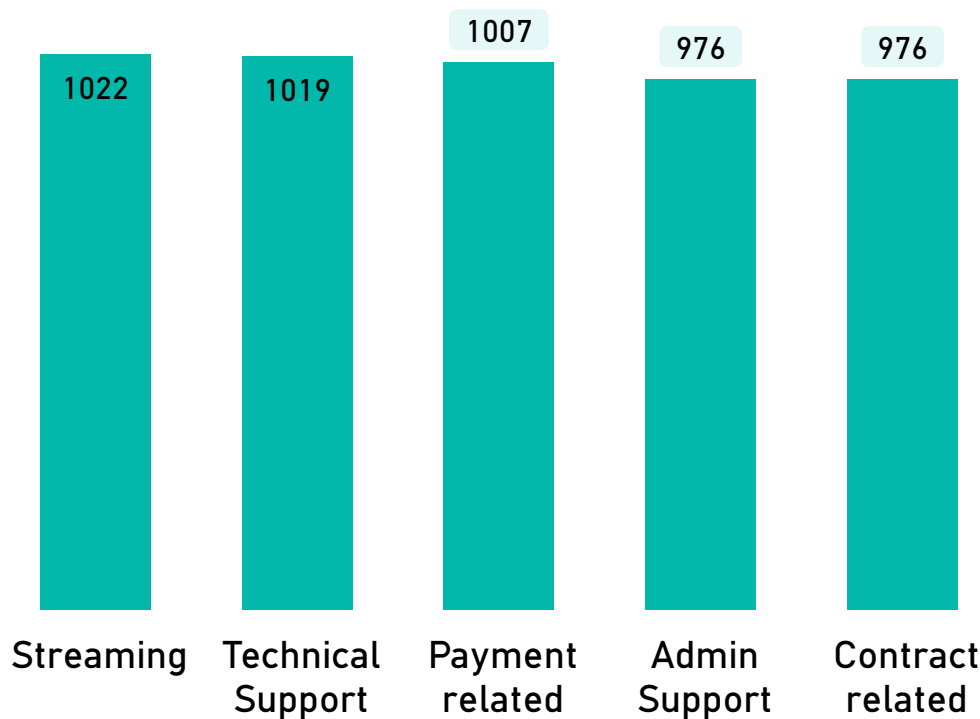
3.40

Total Calls Resolved vs Unresolved

● Total Calls Resolved ● Total Calls Unresolved



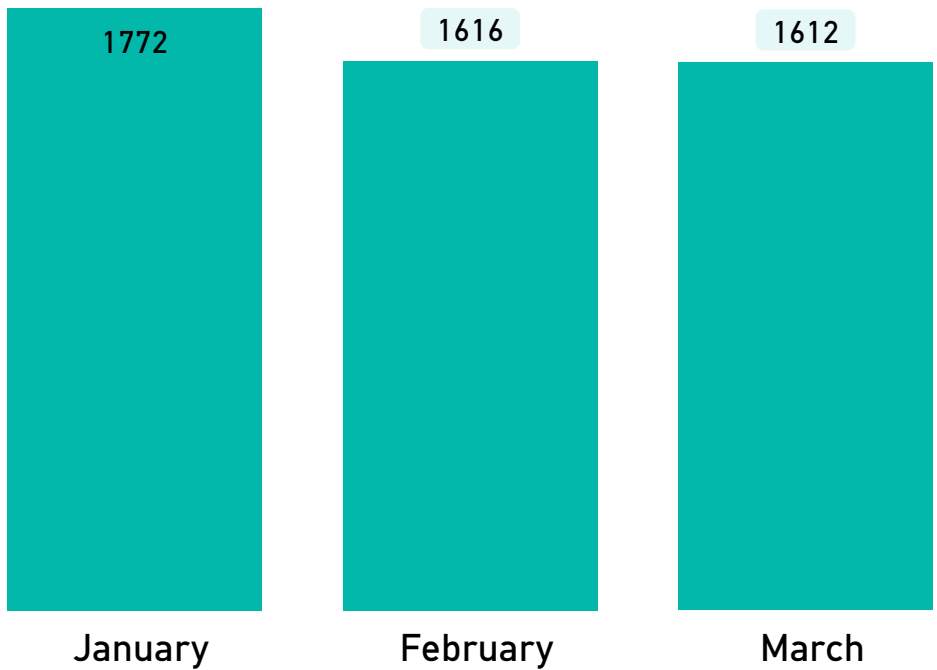
Total Calls By Topic



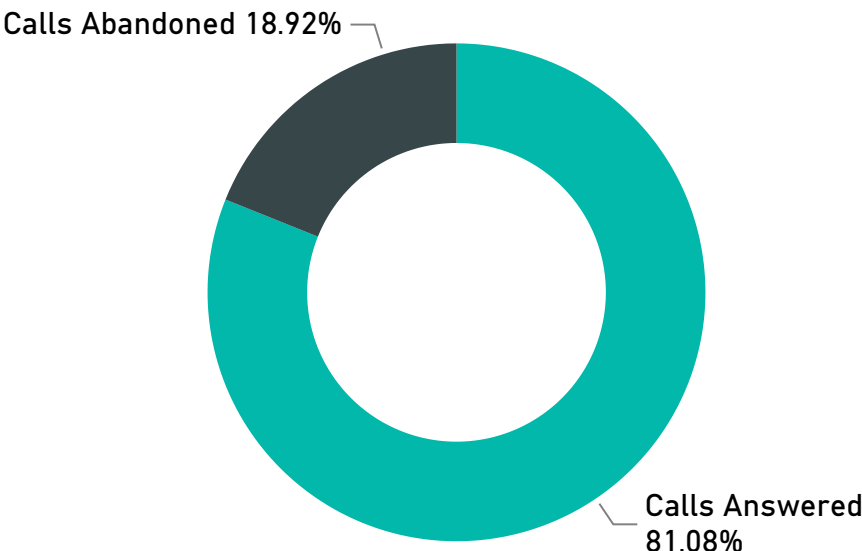
Agent Performance

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

Total Calls By Month



Calls Answered vs Calls Abandoned



Satisfaction Rating By Topic

