



99M

Sum of CallDuration

7923

Sum of CallAbandoned

4M

Sum of CallWaitTime

161,37K

Sum of CallCharges

Year

■ Select all

■ 2018

■ 2019

■ 2020

■ 2021

State

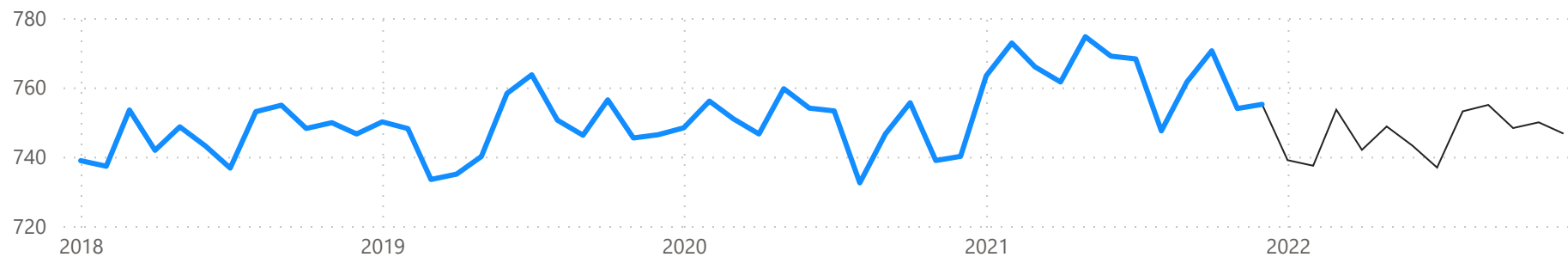
■ Select all

■ Colorado

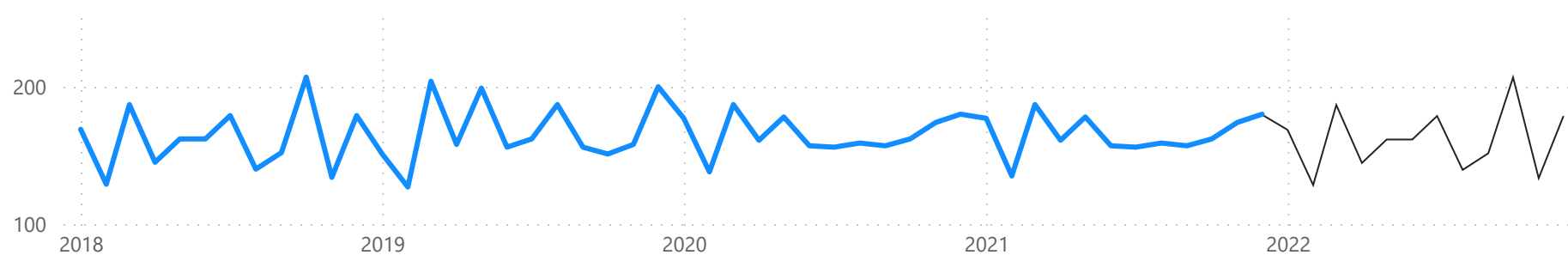
■ Florida

■ Washington

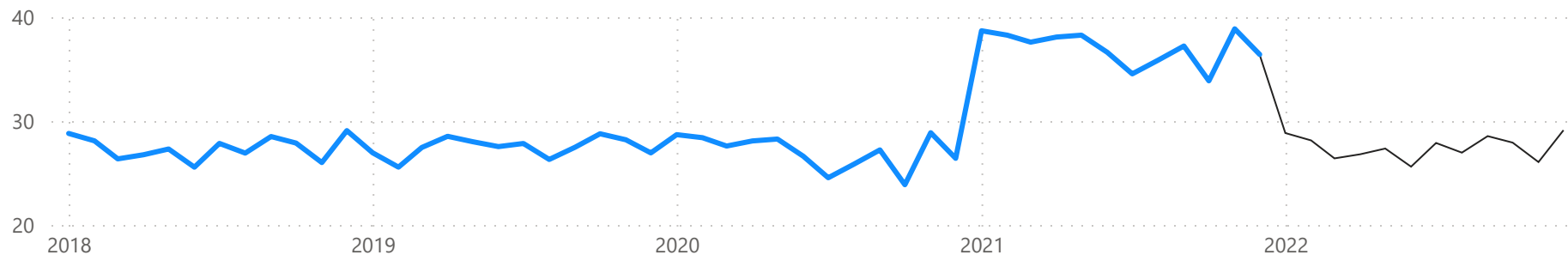
Call Duration Average



Quantity abandoned calls

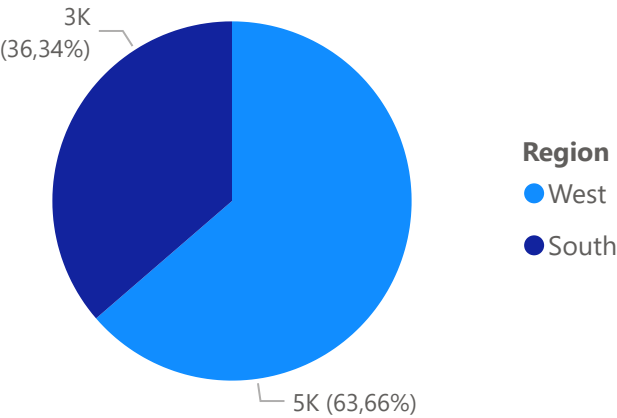


Call Waiting Time Average

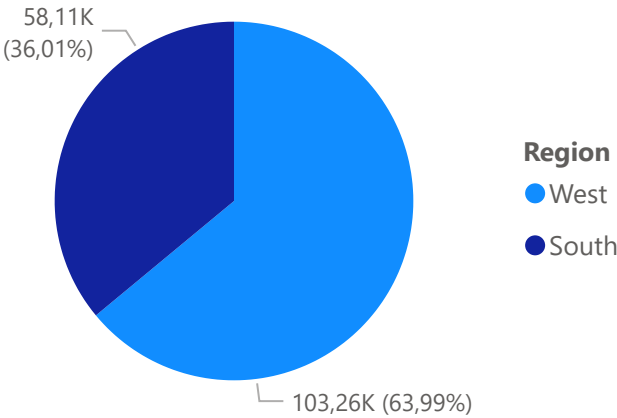


Region		Average calls duration	% Participation in Charges
West		751,86	63,99%
Washington		749,53	29,66%
	Miyoko Degraw	763,52	4,70%
	Jamar Prah	751,87	11,03%
	Deidre Robbs	739,97	4,45%
	Collin Trotman	744,42	9,48%
Colorado		753,87	34,33%
	Shala Lion	752,04	7,76%
	Rana Taub	747,17	9,34%
	Nova Harshberger	759,85	6,26%
	Elsie Taplin	757,45	10,98%
South		750,88	36,01%
Florida		750,88	36,01%
	Gonzalo Lesage	750,19	7,82%
	Casey Bainbridge	752,52	10,86%
	Ardath Ducharme	753,20	11,06%
	Abbie Leadbetter	744,79	6,27%
Total		751,50	100,00%

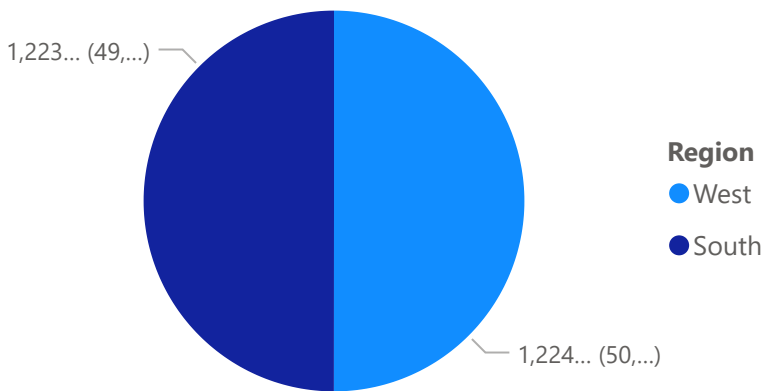
Calls Abadoned Quantity by Region



Call Charges Amount by Region



Cost per incoming call by Region





2018 2021

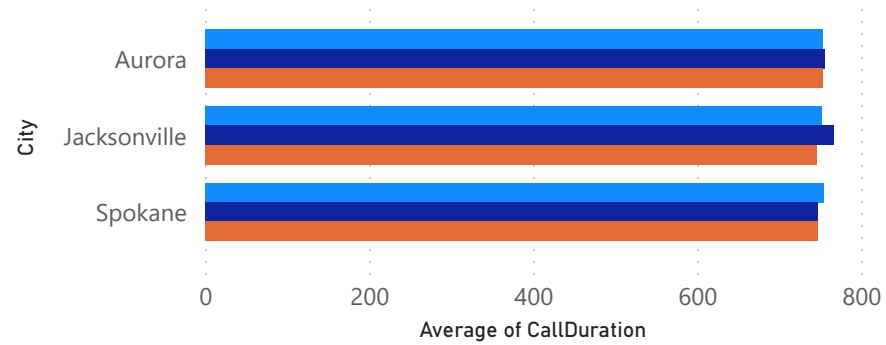


- Region
- ☐ Select all
  - ☐ South
  - ☐ West



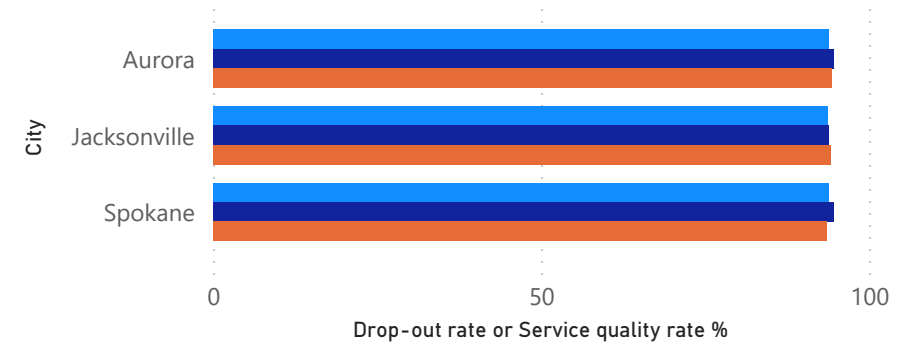
Average of CallDuration by City and Type

Type ● Billing ● Sales ● Tech Support



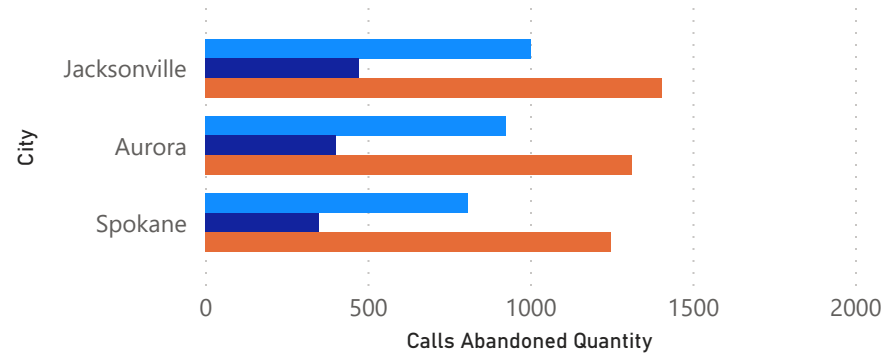
Drop-out rate or Service quality rate % by City and Type

Type ● Billing ● Sales ● Tech Support



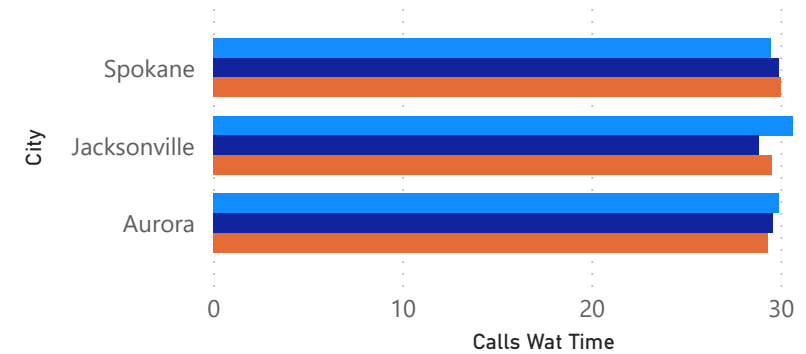
Calls Abandoned Quantity by City and Type

Type ● Billing ● Sales ● Tech Support



Wait Time Calls Average by City and Type

Type ● Billing ● Sales ● Tech Support





Region

☐ South☒ West

Year

☐ Select all☐ 2018☐ 2019☐ 2020☐ 2021

EmployeeName	Drop-out rate or Service quality rate %	Missed calls rate %	Average calls duration	Sum of CallAbandoned	Average of CallWaitTime
Debora Wilker	92,68	7,32	739,49	154	28,81
Rafael Langton	92,87	7,13	752,18	146	28,30
Jenni Brammer	93,14	6,86	736,23	142	28,68
Mireya Paz	93,23	6,77	748,98	139	30,38
Susy Burgamy	93,25	6,75	755,79	141	28,76
Jacob Farney	93,32	6,68	744,67	127	28,91
Harrison Finlayson	93,57	6,43	742,11	135	28,43
Malik Nowlen	93,57	6,43	764,78	123	27,55
Veronika Fitzsimmons	93,57	6,43	732,35	135	30,58
Deandre Smyre	93,61	6,39	750,55	137	30,72
Ursula Granato	93,65	6,35	741,76	124	26,39
Noella Valentin	93,67	6,33	759,18	138	30,74
Chantell Tibbits	93,68	6,32	748,84	139	32,32
Nestor Yoakum	93,77	6,23	739,50	127	30,84
Ellena Ball	93,81	6,19	732,06	127	32,24
Onita Trojan	93,90	6,10	733,81	123	26,22
Janeth Roesler	93,91	6,09	783,73	126	28,58
Luvenia Mattinson	93,95	6,05	757,89	126	29,51
Janice Clatterbuck	93,98	6,02	742,42	124	28,68
Dwana Rymer	94,02	5,98	737,76	122	33,50
Rosalba Severs	94,03	5,97	760,10	117	28,18
Trevor Cerda	94,03	5,97	754,27	122	28,63
Milford Balls	94,06	5,94	761,57	124	29,90
Carley Askew	94,06	5,94	757,98	123	29,73
Caterina Jantz	94,07	5,93	750,64	118	30,82
Kelvin Nicoletti	94,07	5,93	751,16	118	33,28
Karren Shaddix	94,11	5,89	740,24	124	31,07
Agripina Snively	94,13	5,87	750,92	125	28,78
Jon Baptista	94,16	5,84	763,96	125	31,58
Eda Bumbrey	94,17	5,83	742,67	122	32,25
Shery Hover	94,30	5,70	759,07	120	30,46
Stormy Seller	94,38	5,63	767,01	117	31,89
Aleida Singh	94,47	5,53	749,63	112	29,15
Mable Ayoub	94,49	5,51	766,92	112	27,81
Adrianna Duque	94,58	5,42	747,59	112	28,19
<b>Total</b>	<b>94,02</b>	<b>5,98</b>	<b>751,86</b>	<b>5044</b>	<b>29,67</b>