

CALL CENTER TRENDS

Topics

All

Agent

All

Total Calls

5000

Calls answered

4054

Abandoned Calls

946

Month

All

Date

All

Average speed of
answer

67.52

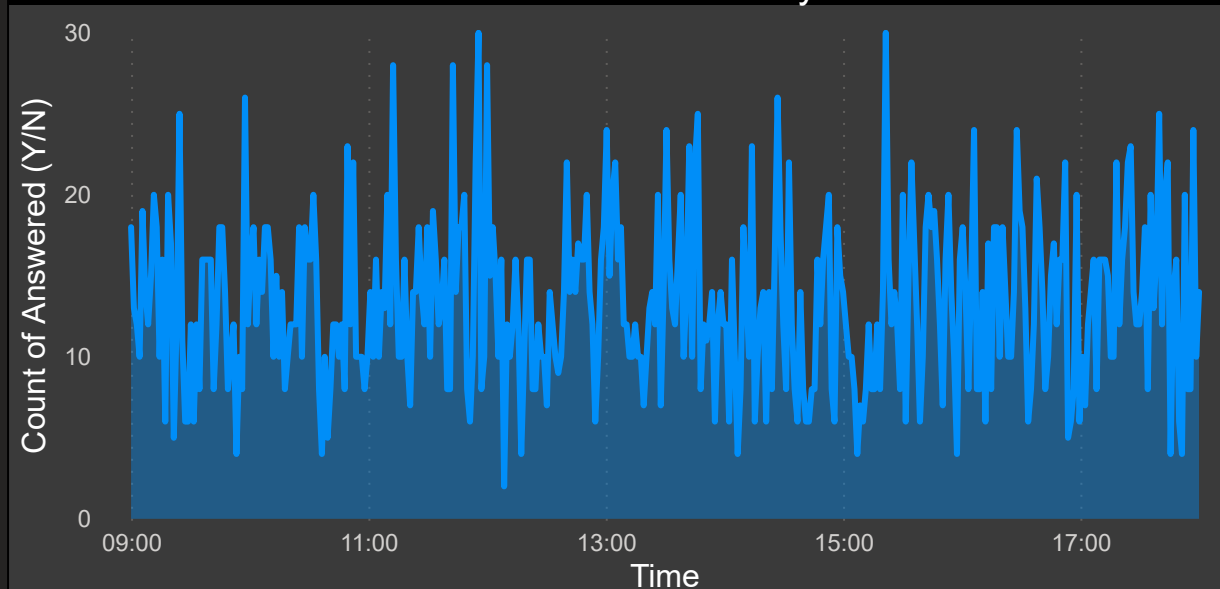
Average of satisfaction
Rating

68.07

Average talk duration

00:03: 45

Count of Answered calls by Time



Agent's Performance Quadrant

