



Call Centre Trends

Created by Vicky Tanamal

Agent

All

Topic

All

Date

1/1/2021

3/31/2021

Avg Satisfaction
Rating

3.40

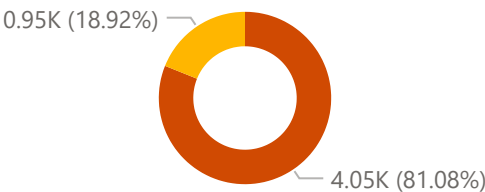
Total Calls
Received

5000

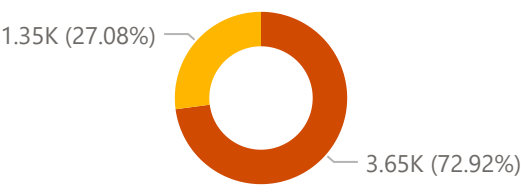
Avg Speed of
Answer (s)

67.52

Call Answered

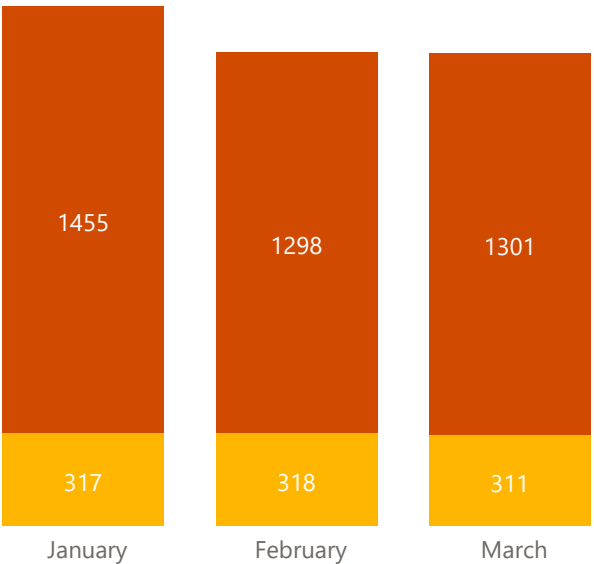


Issue Resolved



Number of Calls per Month

Answered ● N ● Y



Topics

Streaming	Technical Support	Payment related	Admin Support	Contract related
1,022	1,019	1,007	976	976

Agent Performance

Agent	Answered Call	Resolved Call	Average of Talk Duration	Average of Satisfaction rating
Martha	514	461	59.44	3.47
Dan	523	471	62.91	3.45
Diane	501	452	59.47	3.41
Greg	502	455	58.47	3.40
Stewart	477	424	60.71	3.40
Jim	536	485	60.63	3.39
Becky	517	462	59.83	3.37
Joe	484	436	61.92	3.33