

5000

Total Calls

4054

Total Calls Answered

946

Total Calls Unanswered

54.75

Average of speed of answerd

40.46%

Overall Customer Satisfaction



## CALL CENTRE TRENDS

Overview

Agent's  
Performance

Insight's

Month

All

Topic

All

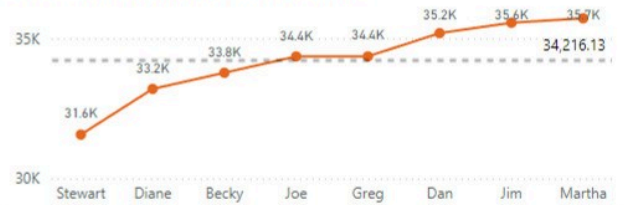
Agent

All

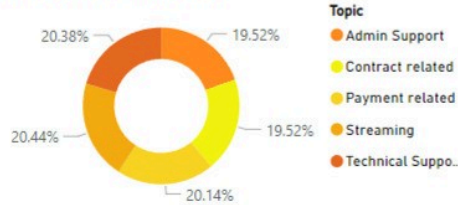
Calls by Satisfaction rating



Speed of answer in seconds by Agent



Calls by Topic of the day



Satisfaction rating and Resolved by Month



4054

Calls Answered

946

Calls Unanswered

3646

Resolved Calls

1354

Unresolved Calls

54.75

Average of speed of answerd



## CALL CENTRE TRENDS

Overview

Agent's  
Performance

Insight's

Month

All

Topic

All

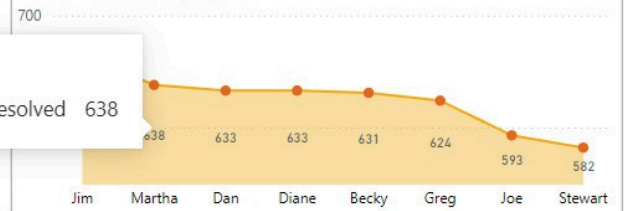
Agent

All

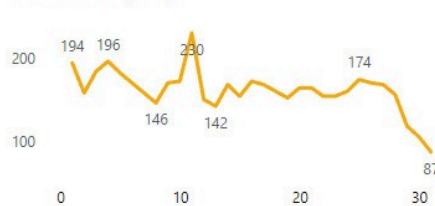
Average of speed of answerd by Agent



Call of Resolved by Agent



Total Calls by Day



Speed of answer in seconds by Agent

