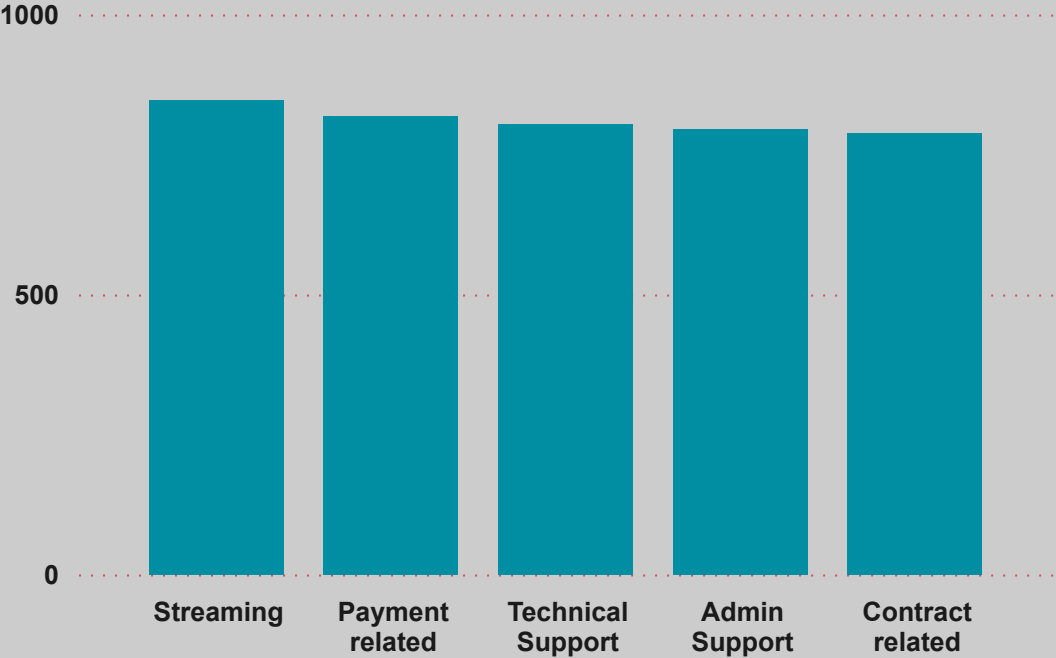
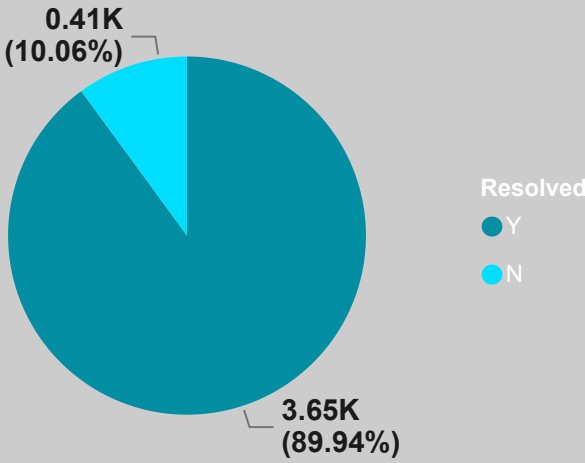


# Call Centre Trends

Reason For Call



Resolved Calls %



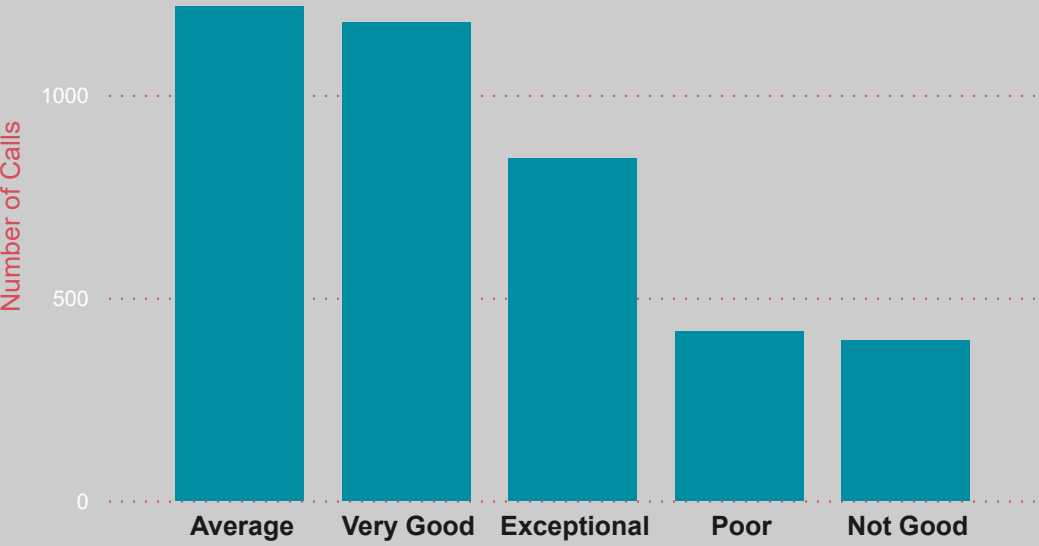
Answered (Y/N)

Y

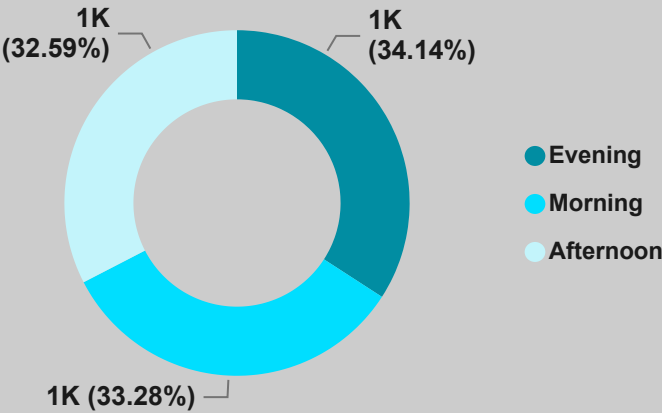
67.52

Total Number of Calls  
5000

Call Ratings



Calls by Time of Day



% of Answered Calls

81.08%

Total Abandoned Calls

946

Total Answered Calls

4054

Call Duration vs Calls Answered

| Agent   | Average Duration of A Call | No. of Calls Answered |
|---------|----------------------------|-----------------------|
| Stewart | 226.21                     | 477                   |
| Joe     | 224.10                     | 484                   |
| Diane   | 218.95                     | 501                   |
| Greg    | 226.80                     | 502                   |
| Martha  | 223.73                     | 514                   |
| Becky   | 220.01                     | 517                   |
| Dan     | 231.19                     | 523                   |
| Jim     | 228.11                     | 536                   |

Call Volume by Weekday

