



5000

Call Volume



Agent Analysis



Last call received

3/31/2021 17:39:50

Agent

Tout

Topic

Tout

Month

Tout

Week Day

Tout



Clear Filters

Call Center Trends - Overview



68.07%

CSAT



89.94%

Call Resolved %



18.92%

Call Abandoned %



(in sec)

67,52

Speed of Answer



(in sec)

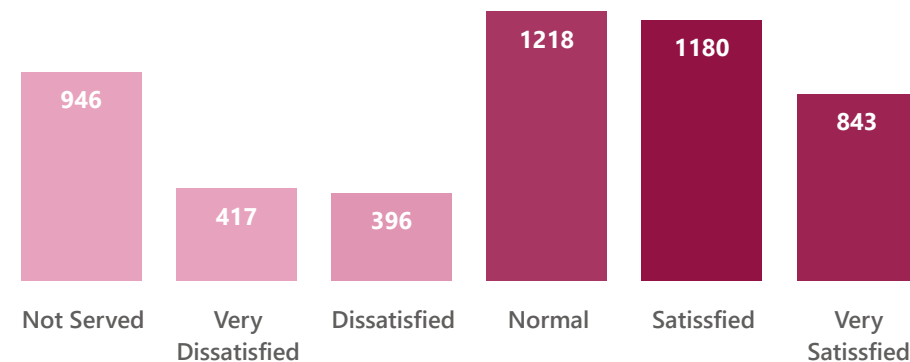
224,92

Avg Call Handling Time

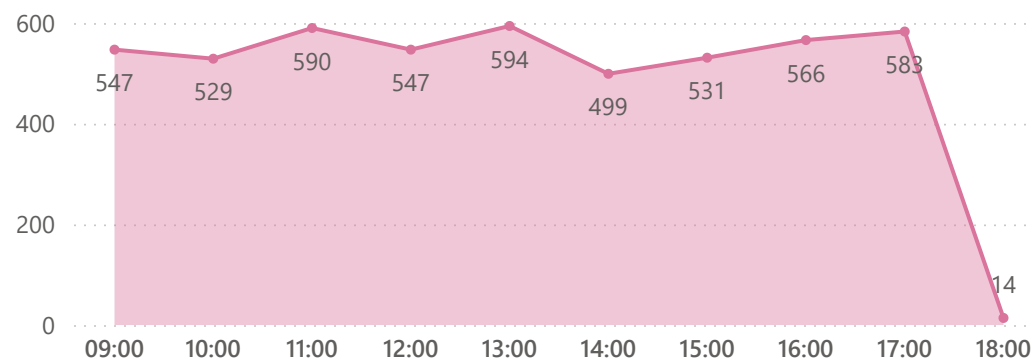
Agent Performance

agent	Total Calls	Call Abandoned %	Speed of Answer	Call Resolved %	CSAT
Dan	633	17.38%	67,28	90.06%	68.95%
Stewart	582	18.04%	66,18	88.89%	68.01%
Becky	631	18.07%	65,33	89.36%	67.43%
Joe	593	18.38%	70,99	90.08%	66.61%
Martha	638	19.44%	69,49	89.69%	69.42%
Jim	666	19.52%	66,34	90.49%	67.87%
Greg	624	19.55%	68,44	90.64%	68.09%
Diane	633	20.85%	66,27	90.22%	68.10%

Count of calls by Satisfaction Levels



Call Volume by Hour



Call Volume by Days

