



Call Center Trends Analysis

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Call Center Dashboard

Agent

Becky	Diane	Jim	Martha
Dan	Greg	Joe	Stewart

Topic

Admin Support	Contract related	Payment related	Streaming	Technical Support
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Overall Calls

5000



Overall Answerd Calls

4054



Overall Abandoned Calls

946



Avg Answering Speed

67.52





Call Center Trends Analysis

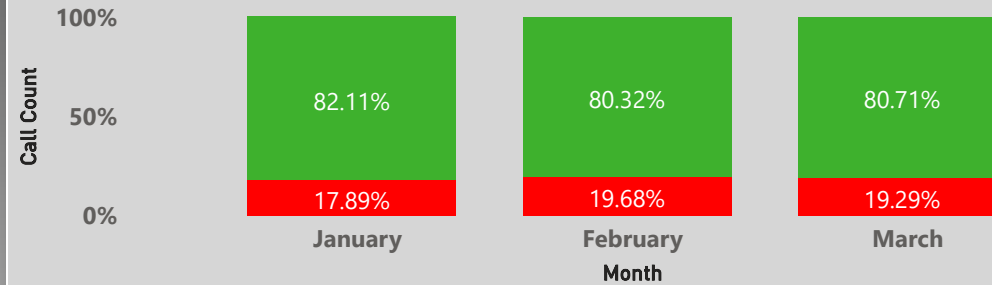
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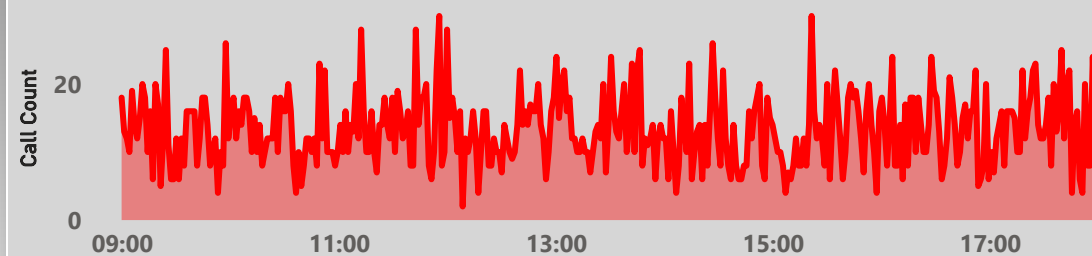
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Count of Answered (Y/N) by Month and Answered (Y/N)

Answered (Y/N) ● N ● Y



Count of Call Id by Time



Overall Calls

5000



Avg Answering Speed

67.52



Overall Answerd Calls

4054



Overall Abondoned Calls

946



Overall Call Resolved

3646



Overall Call Unresolved

1354



Avg Satisfaction Score

3.43



Avg Call Duration

224.92





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Agent	Total Calls Received	Average of Speed of answer in seconds	Call Answer	Call Answer %	Call Abandoned	Call Abandoned %	Resolved Issue Calls %	Avg Call Duration Time (sec)	Average of Satisfaction rating
Jim	666	66.34	536	0.80	130	0.20	0.73	228.11	3.39
Martha	638	69.49	514	0.81	124	0.19	0.72	223.73	3.47
Dan	633	67.28	523	0.83	110	0.17	0.74	231.19	3.45
Diane	633	66.27	501	0.79	132	0.21	0.71	218.95	3.41
Becky	631	65.33	517	0.82	114	0.18	0.73	220.01	3.37
Greg	624	68.44	502	0.80	122	0.20	0.73	226.80	3.40
Joe	593	70.99	484	0.82	109	0.18	0.74	224.10	3.33
Stewart	582	66.18	477	0.82	105	0.18	0.73	226.21	3.40

Overall Calls

5000



Avg Answering Speed

67.52



Avg Call Duration

224.92



Avg Satisfaction Score

3.43





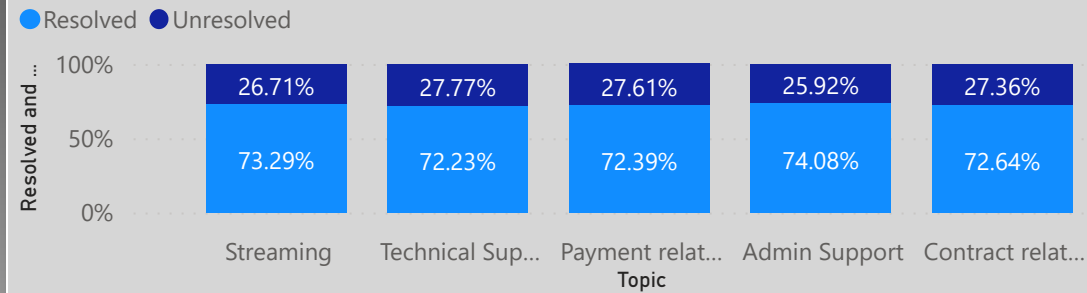
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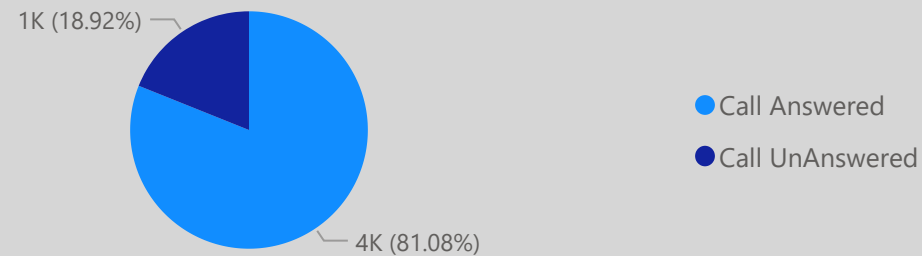
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Resolved and Unresolved by Topic



Call Answered and Call UnAnswered



Overall Calls

5000



Avg Answering Speed

67.52



Overall Answerd Calls

4054



Overall Abondoned Calls

946



Overall Call Resolved

3646



Overall Call Unresolved

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Avg Satisfaction Score

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Avg Call Duration

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Agent

[Becky](#)[Diane](#)[Jim](#)[Martha](#)[Dan](#)[Greg](#)[Joe](#)[Stewart](#)

Overall Calls

5000



Avg Answering Speed

67.52



Overall Answerd Calls

4054



Overall Abandoned Calls

946



Overall Call Resolved

3646



Overall Call Unresolved

1354



Unsatisfied Users

1354



Unsatisfied Users %

0.27



Avg Satisfaction Score

3.43



Avg Call Duration

224.92



Satisfied Users

3646



Satisfied Users %

0.73

