

Call Center Trends

Date

1/1/2021

3/31/2021

Topic

All

Agent

All

50005000Calls

40%40%Customer Satisfaction

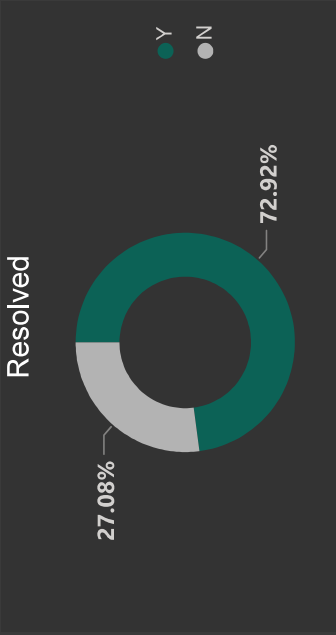
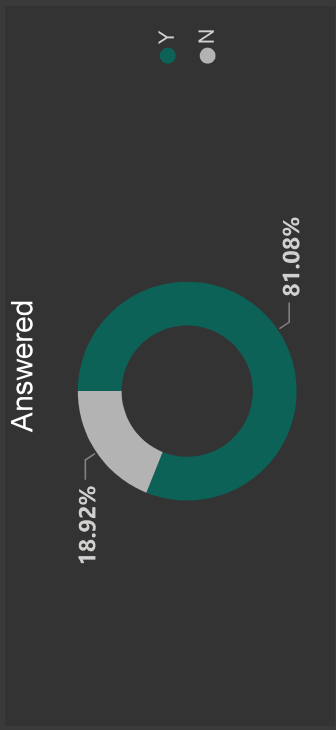
40544054Calls Answered

946946Calls Abandoned

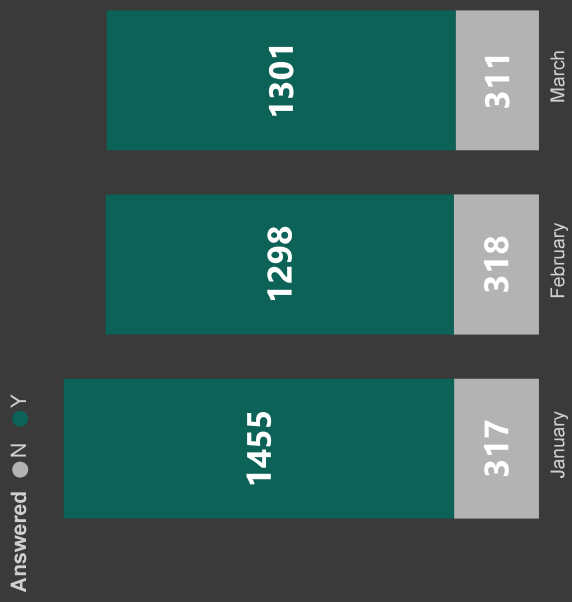
36463646Queries Resolved

13541354Queries Unresolved

67.5267.52Speed Of Answer(Secs)



Calls Per Month



Agent	# Of Answered	# Of Resolved	Satisfaction Rating	Avg Speed Of Ans in Sec
Stewart	477	424	42%	66.18
Joe	484	436	39%	70.99
Diane	501	452	39%	66.27
Greg	502	455	39%	68.44
Martha	514	461	42%	69.49
Becky	517	462	41%	65.33
Dan	523	471	41%	67.28
Jim	536	485	40%	66.34