

Total Calls

356

Avg. Answer Speed (in sec)

55.3

Abandon rate

17.4%

Avg Calls/Minute

0.094

Click to Sort

Agent Name	Total Calls	Calls Answered	Avg. Speed of Answer	Call Resolution (%)	CR Trend
Jim	41	37	68.2	80.5%	
Stewart	42	37	67.6	78.6%	
Dan	50	46	61.1	78.0%	
Becky	45	37	62.5	73.3%	
Joe	49	39	63.5	71.4%	
Martha	48	38	75.4	70.8%	
Diane	54	26	66.2	70.6%	
Greg	47	34	75.5	68.1%	

Call Abandon Rate - By Department



Overall Satisfaction Score

Satisfaction Score - By Agent



Satisfaction Score: 3.33



## SLA LIMITS

Calls answered in less than 180 Seconds:

40.8%

Calls with satisfaction score less than 3:

125

# Sample Call Centre Excel Metrics Templates

**E Durkheim**



**Sample Call Centre Excel Metrics Templates:**

## Reviewing **Sample Call Centre Excel Metrics Templates**: Unlocking the Spellbinding Force of Linguistics

In a fast-paced world fueled by information and interconnectivity, the spellbinding force of linguistics has acquired newfound prominence. Its capacity to evoke emotions, stimulate contemplation, and stimulate metamorphosis is truly astonishing. Within the pages of "**Sample Call Centre Excel Metrics Templates**," an enthralling opus penned by a very acclaimed wordsmith, readers attempt an immersive expedition to unravel the intricate significance of language and its indelible imprint on our lives. Throughout this assessment, we shall delve to the book is central motifs, appraise its distinctive narrative style, and gauge its overarching influence on the minds of its readers.

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