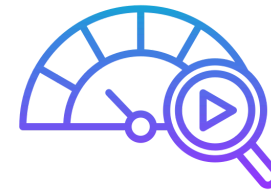




Over View



Track performance





# Call center Dashboard

Select to Compare



Vs LM

Vs LQ

Vs LY

Total calls

68K

Vs LM No Selection



Total calls Reached

22K

Vs LM No Selection



No Deals closed

1K

Vs LM No Selection



Total Deals

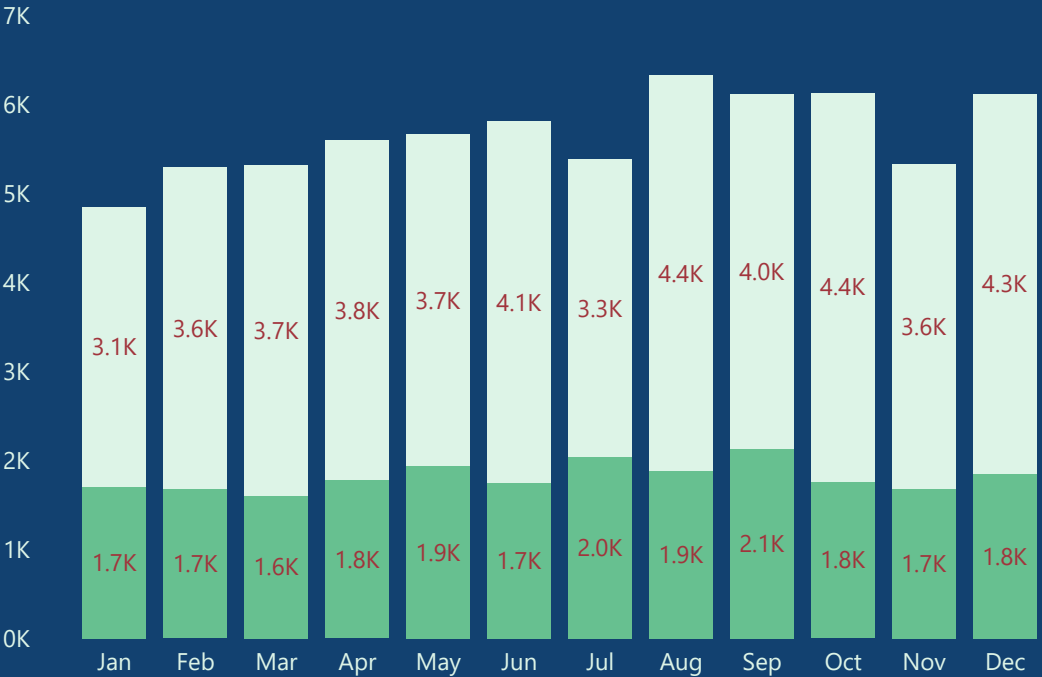
\$2.79M

Vs LM No Selection



Reached Calls vs closed Deals

● Total calls Reached ● Total Dropped calls



Full Name	Total calls	Total calls Reached	Conversion Rate	No Deals closed	Total Deals
Jake Smith	1104	318	5.66%	18	\$51,797.38
Evan Davis	1193	647	2.63%	17	\$57,437.98
Evan Rodriguez	1045	261	5.36%	14	\$36,262.81
Alice Brown	930	265	4.91%	13	\$29,928.52
Evan Garcia	789	234	5.56%	13	\$35,583.36
Alice Davis	874	275	4.36%	12	\$37,674.55
Alice Garcia	687	234	5.13%	12	\$40,017.70
Alice Martinez	743	265	4.53%	12	\$38,779.28
Alice Smith	842	379	3.17%	12	\$36,280.71
Alice Williams	848	371	3.23%	12	\$34,894.03
Diana Jones	604	155	7.74%	12	\$32,504.73
Liam Jones	836	146	8.22%	12	\$22,719.30
Evan Martinez	642	263	4.18%	11	\$26,580.33
Jake Davis	724	187	5.88%	11	\$27,628.98



# Track agents performance

clear filter



all agents

Total calls

68K



Total Calls Duration

127.44K

average call duration

5.65

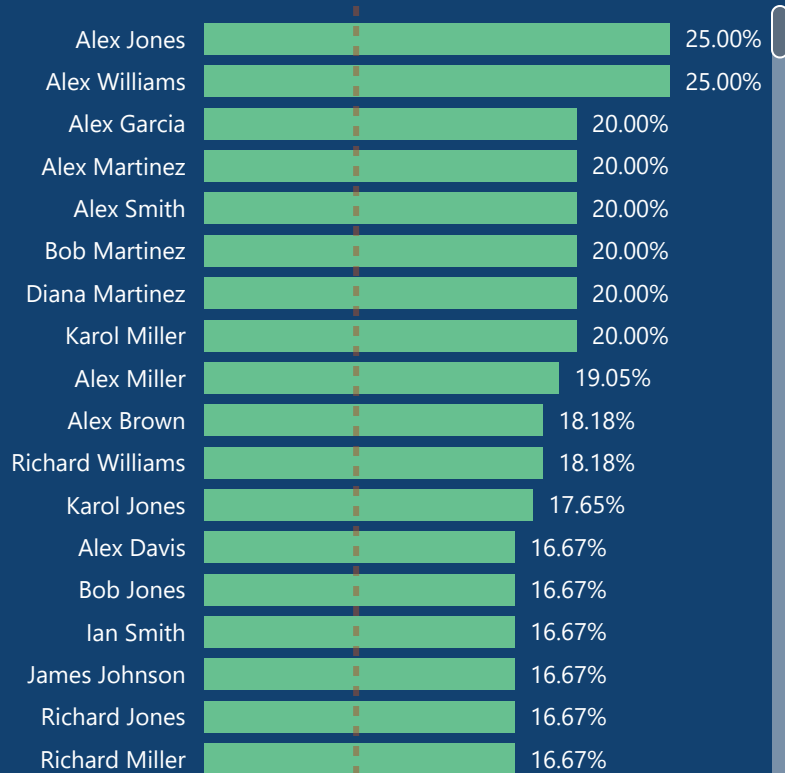
Conversion Rate

4.89%

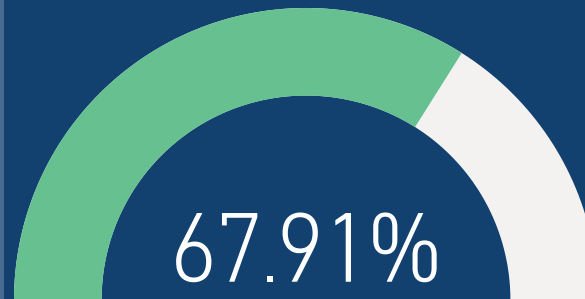
Answer Rate

32.09%

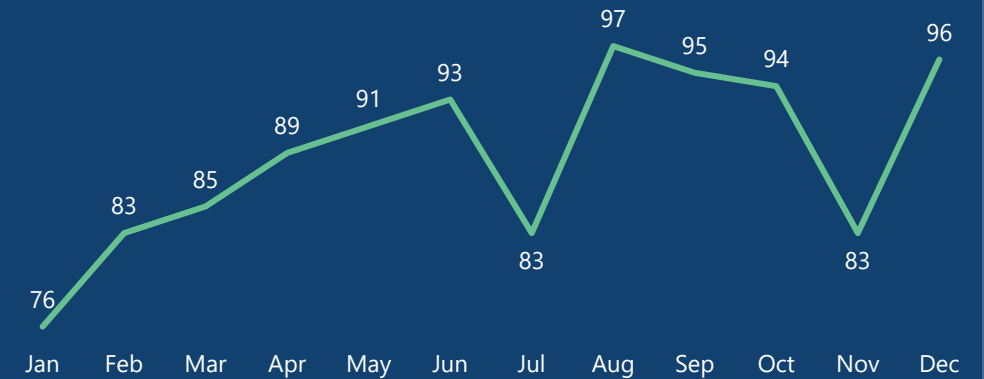
Conversion Rate per Agents



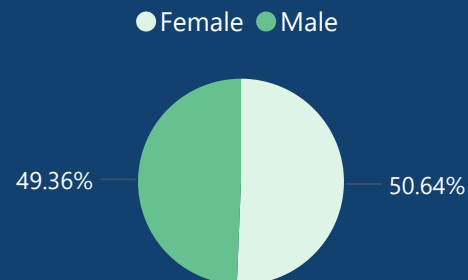
Dropped call ratio



Closed Deals by month



Total Deals by Gender



Avg Duration Vs conversion Rate

