



Call Center Overview Dashboard

Date

01-01-2021

31-03-2021



Total Agent

8

Total Call ID

5000

Average Ratings

3.40

Average speed of answer

67.52

Topic

Admin Support

Contract related

Payment related

Streaming

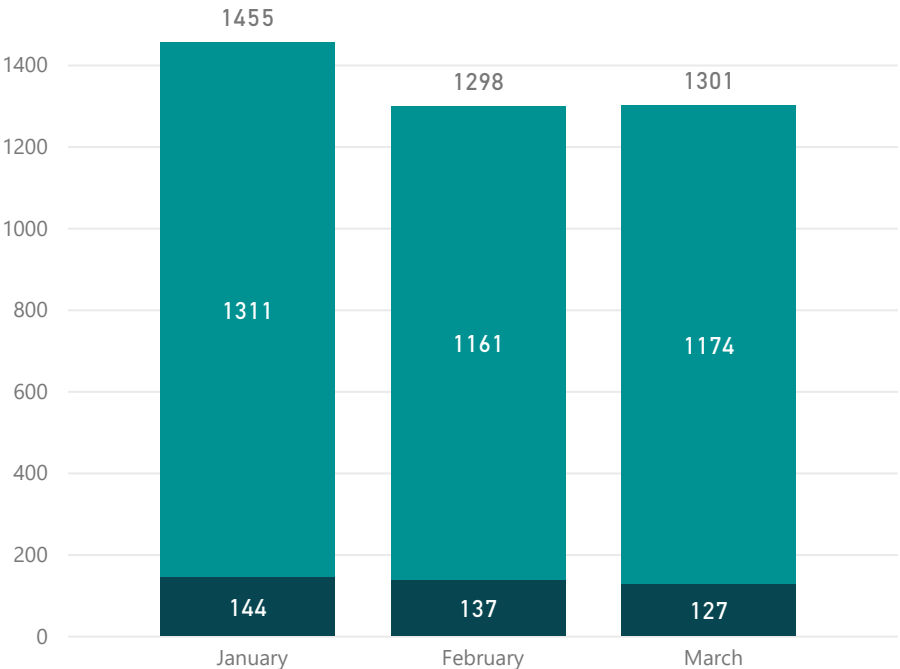
Technical Support

Average Rating



Answered by Month and Resolved

Resolved ● N ● Y



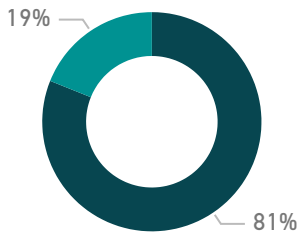
Resolved (Y/N)

Resolved ● Y ● N



Answered (Y/N)

Answered (Y/N) ● Y ● N



Agent Statistics

Topic	1	2	3	4	5	Total	
Admin Support	181	72	76	259	217	171	976
Contract related	187	89	79	224	239	158	976
Payment related	189	89	85	227	247	170	1007
Streaming	175	81	84	265	247	170	1022
Total	946	417	396	1218	1180	843	5000