

Call Center Dashboard

67.52

Average of Speed of answer in seconds

Agent

All

Resolved

All

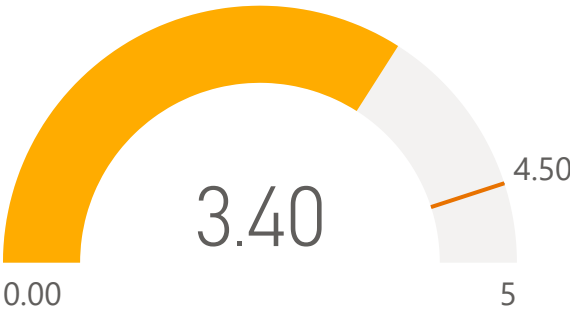
Date

All

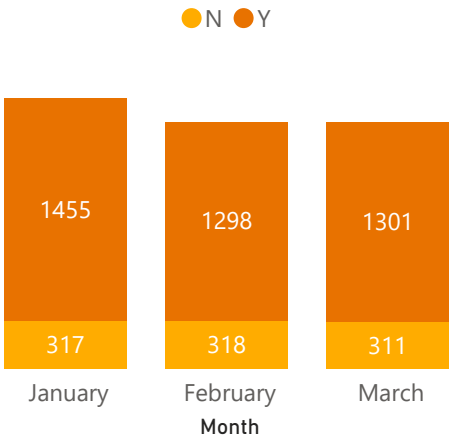
Agent Stats

Agent	Resolved(Y)	Answer(Y)	Average of Satisfaction rating	Average of Speed of answer in seconds
Joe	436	484	3.33	70.99
Martha	461	514	3.47	69.49
Greg	455	502	3.40	68.44
Dan	471	523	3.45	67.28
Jim	485	536	3.39	66.34
Diane	452	501	3.41	66.27
Stewart	424	477	3.40	66.18
Becky	462	517	3.37	65.33
Total	3646	4054	3.40	67.52

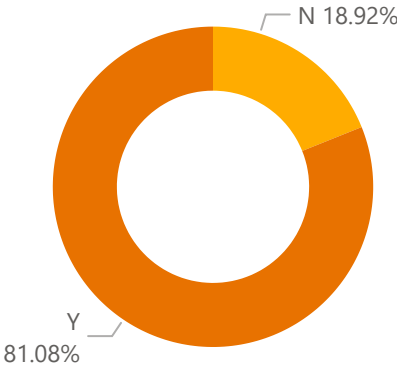
Average of Satisfaction rating



Number of calls Per month



Answered



Resolved

