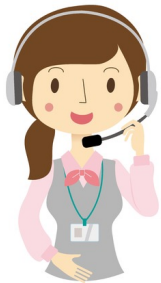




# CALL CENTER DASHBOARD



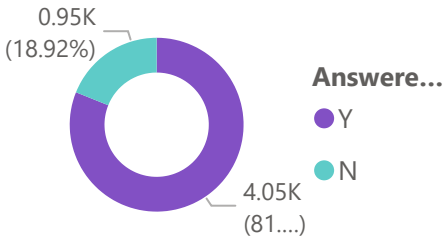
AVERAGE SATISFACTION RATING

3.41

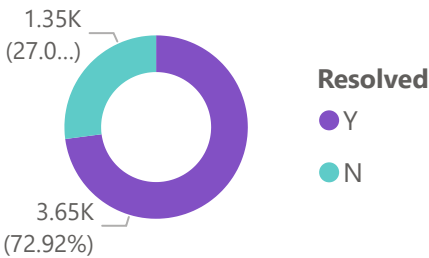
LIST OF AGENTS

- Agent
- ☐ Stewart
- ☐ Martha
- ☐ Joe
- ☐ Jim
- ☐ Greg
- ☐ Diane
- ☐ Dan
- ☐ Becky

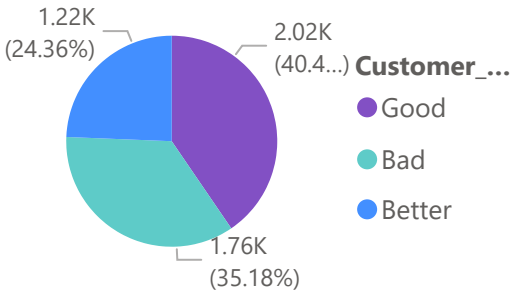
CALLS ANSWERED



CALLS RESOLVED



OVERALL CUSTOMER SATISFACTION

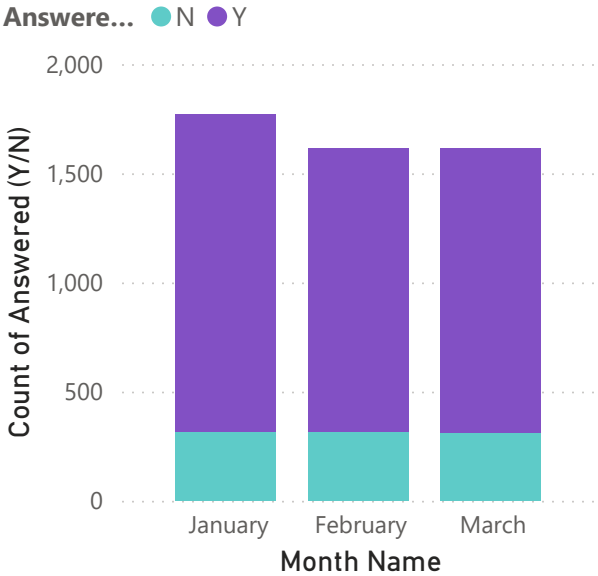


AVERAGE SPEED OF ANSWER

67.85

Avg Speed Of Answer

CALLS BY MONTH



LIST OF TOPICS

- Topic
- ☐ Admin Support
- ☐ Contract related
- ☐ Payment related
- ☐ Streaming
- ☐ Technical Support

AGENT PERFORMANCE

Agent	Calls_Answered	Calls_Resolved	Avg_Satisfaction_Ratio	Avg_Speed_Of_Answer
Dan	523	471	3.49	67.59
Martha	514	461	3.45	69.16
Stewart	477	424	3.42	66.53
Greg	502	455	3.42	68.60
Diane	501	452	3.41	68.14
Jim	536	485	3.40	66.83
Becky	517	462	3.37	65.50
Joe	484	436	3.34	70.58
Total	4054	3646	3.41	67.85