



# Call Centre Dashboard

[Go To Agent Analysis](#)



5000

Total Calls

4054

Answered

3646

Resolved

408

Not Resolved

946

Abandoned

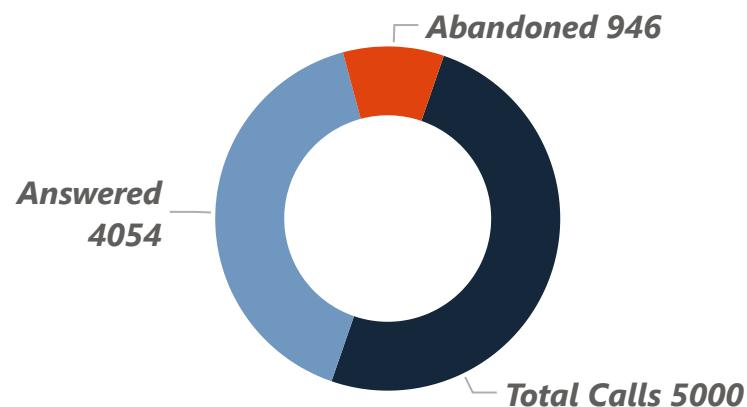
54.75

Avg Speed Of Answer

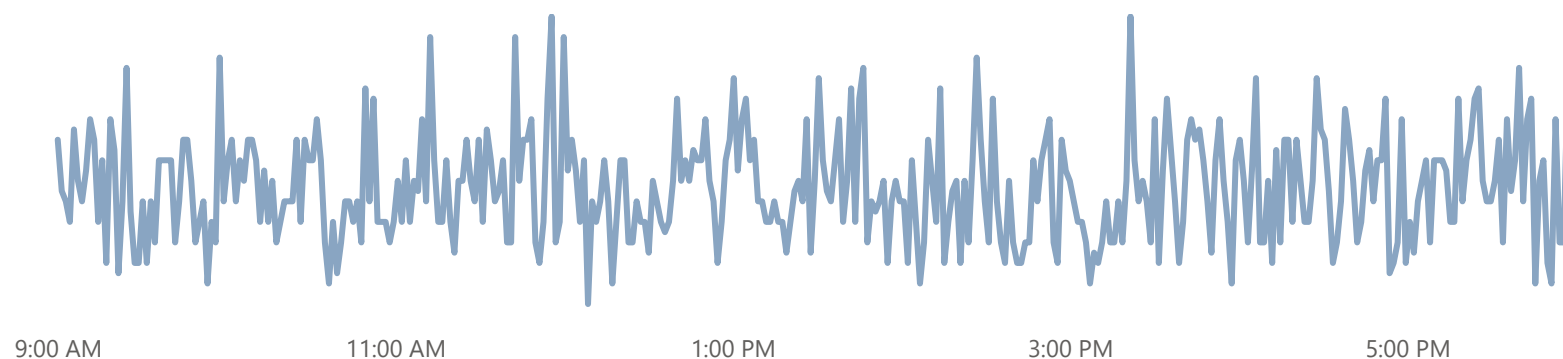
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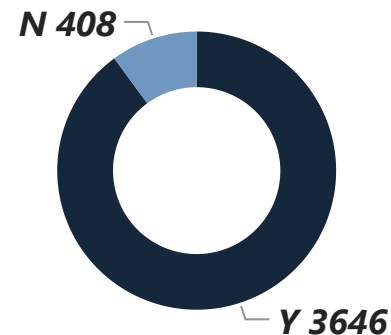
Calls Status



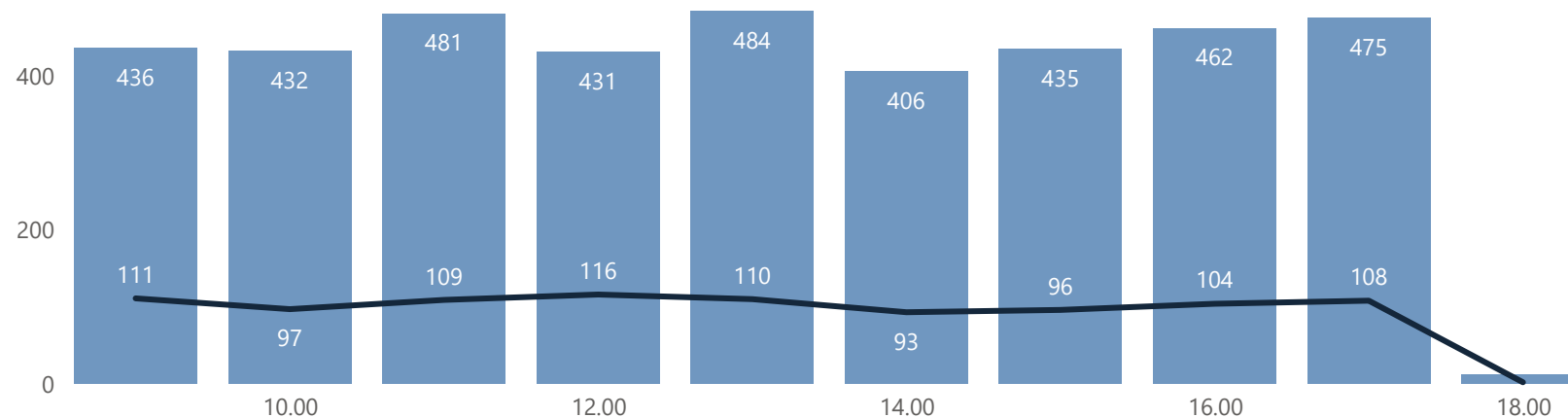
Total Calls by Time



Resolved (Y/N)



Calls (Answered/Abandoned) by Hours



**Back to Call  
Analysis**



**Total Agents**

8

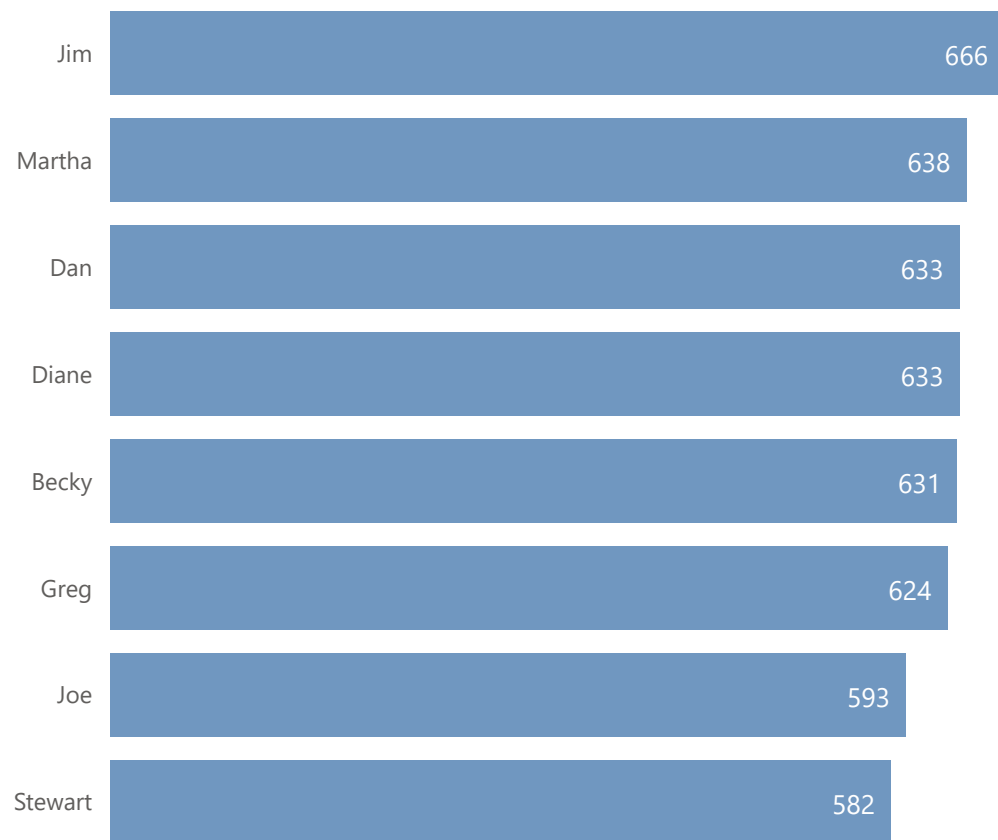
**Go To Rating**



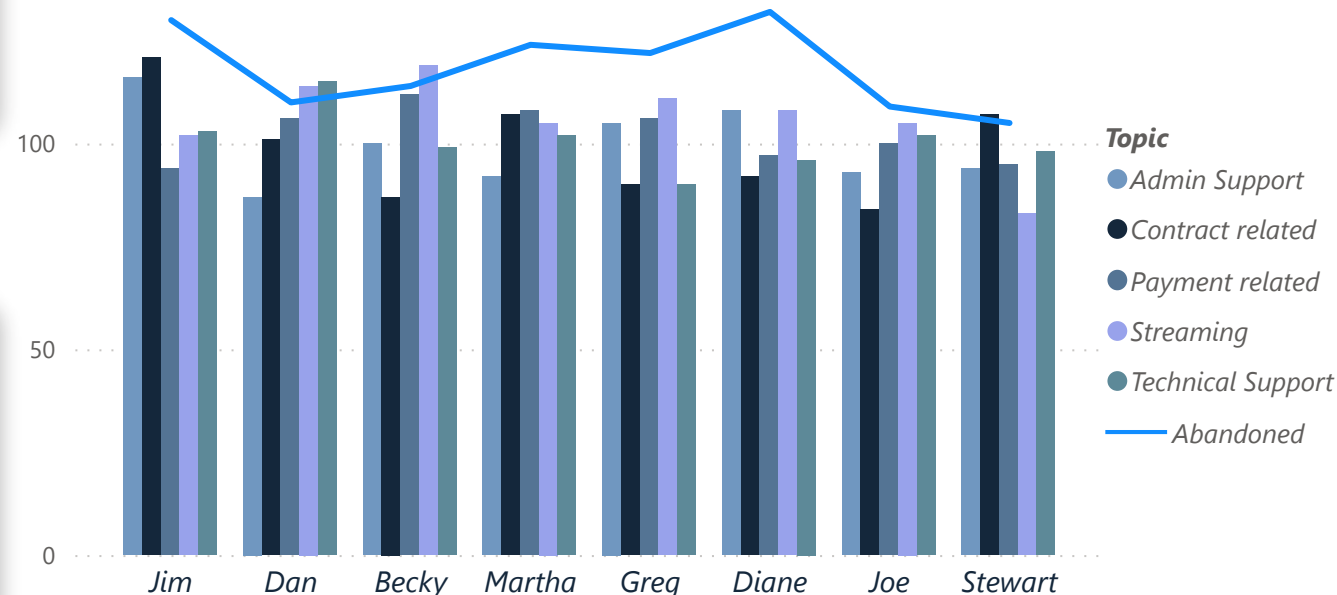
All



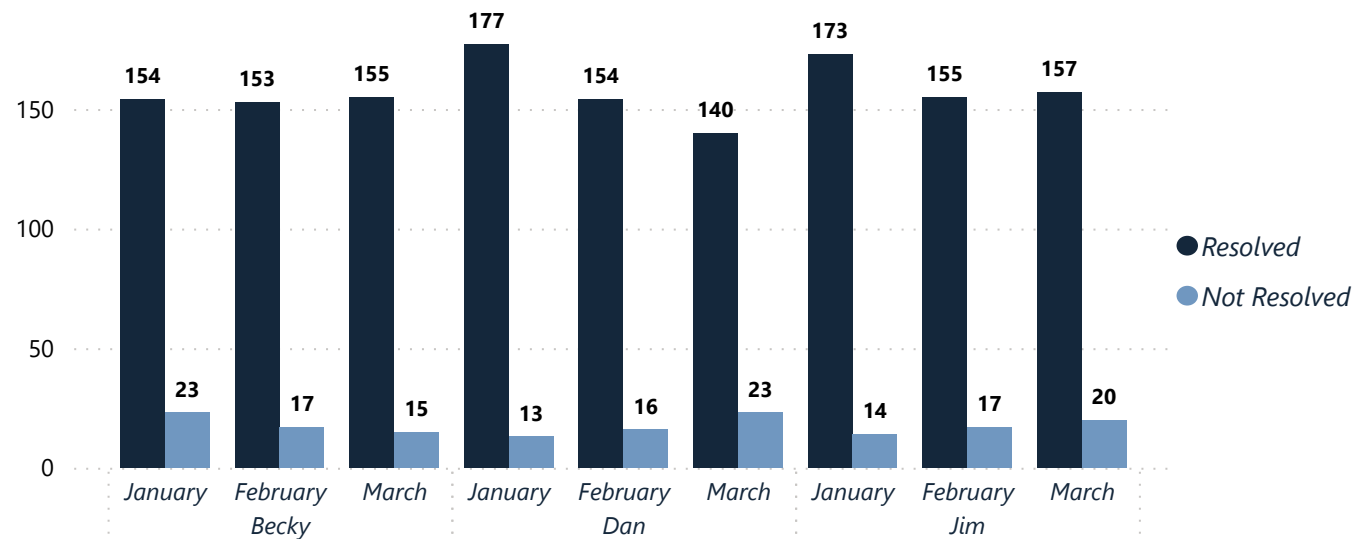
*Calls Attended by Agent*



*Answered and Abandoned Calls by Agent*



*Calls Resolved by Top 3 Agent Each Month*



*Back to Call  
Analysis*



*Back to Agent  
Analysis*

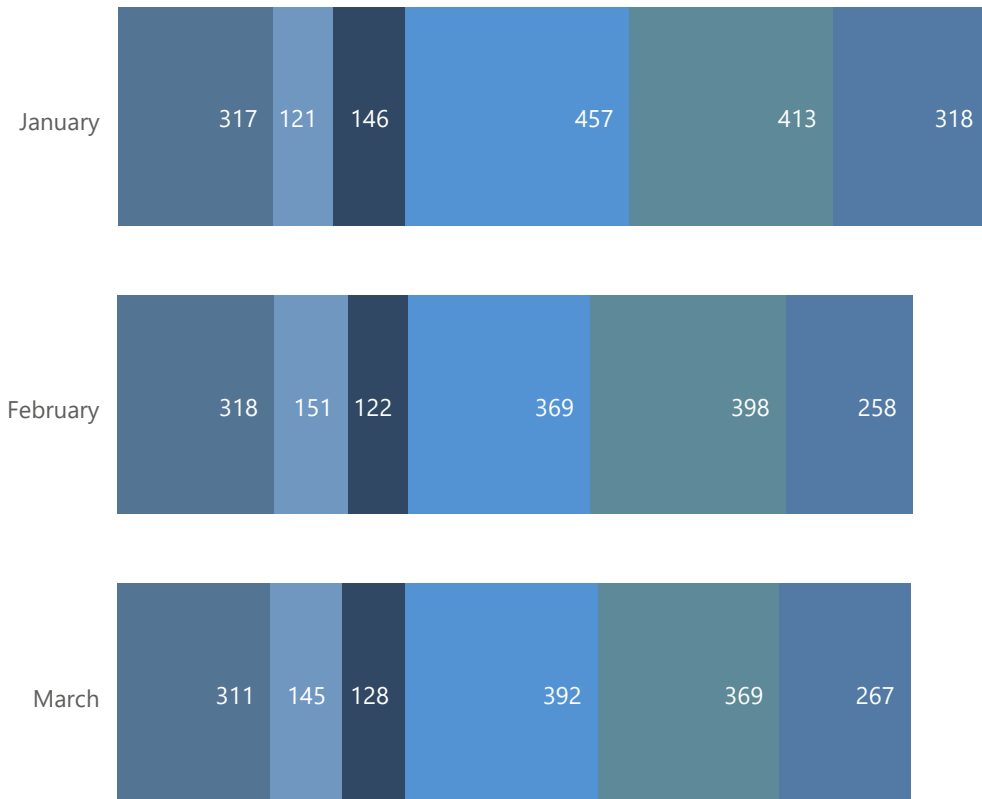


*Avg Customer Rating*

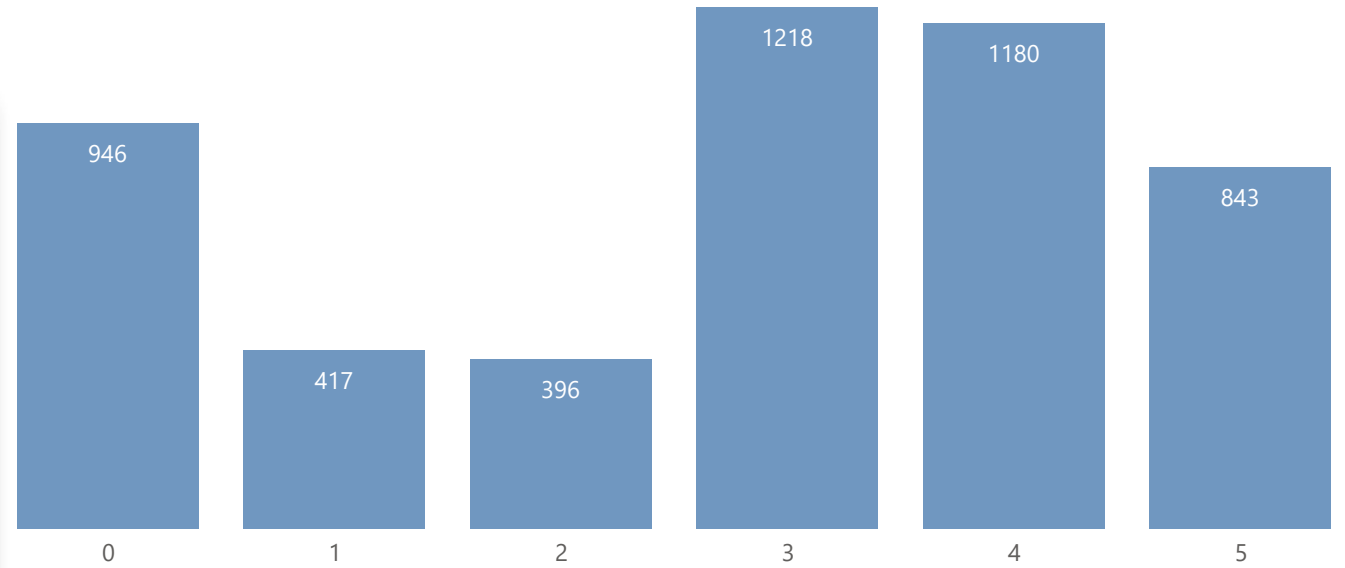
2.76

*Rating of Total Calls per month*

Satisfaction rating ● 0 ● 1 ● 2 ● 3 ● 4 ● 5



*Rating of Total Calls*



*Rating of Calls Resolved by Agent*

