



CALL CENTER INSIGHTS

Review the Call Center Performance

01.03.2020

24.03.2020

Overview

Agents Performance



Calls Received

1.388



Avg. Answer Speed (in sec)

54,94



Abandon Rate

%17,1



Resolved Calls

1.042



Satisfaction Score

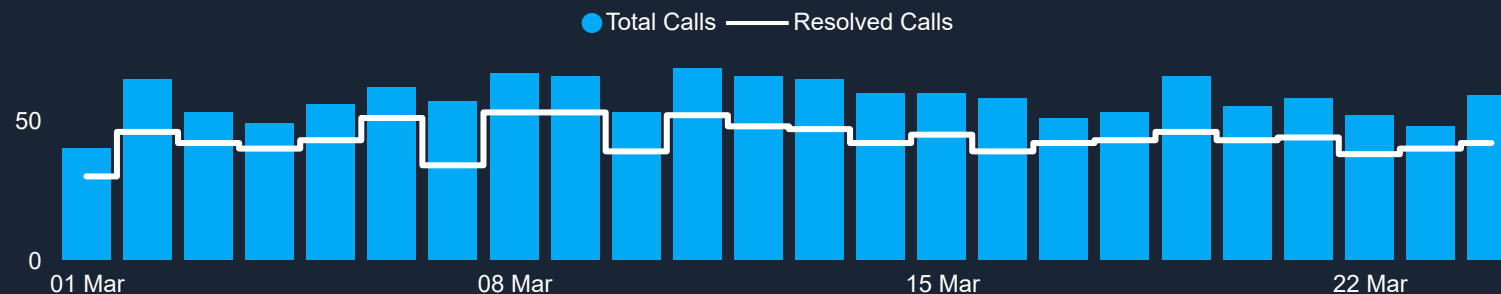
3,42



SLA (Target 75%)

%75,1

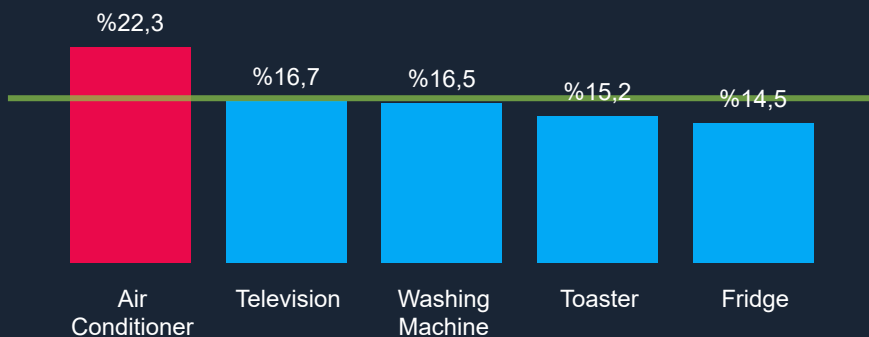
Total Calls v/s Resolved Calls



How are we trending daily?



Call Abandon Rate - By Department



Agent	Total Calls	Answered Calls	Avg. Answer Speed (in sec)	Call Resolution (%)	Satisfaction Score
James Castillo	154	133	57,16	%87,22	3,35
Steve Díaz	152	127	55,35	%95,28	3,46
Dennis Ruiz	144	117	51,56	%87,18	3,60
Joe Hanson	140	115	58,77	%93,91	3,33
Raymond Alexander	140	113	54,58	%92,04	3,29
Benjamin Kim	139	117	59,58	%93,16	3,26
Paul Larson	138	117	55,53	%89,74	3,51
Phillip Peters	131	107	50,94	%87,85	3,44
Shawn Long	131	110	57,27	%89,09	3,43
Jason Duncan	119	94	47,24	%90,43	3,54



CALL CENTER INSIGHTS

Review the Agent Performance

01.03.2020

16.03.2020

Select Agent

Phillip Peters

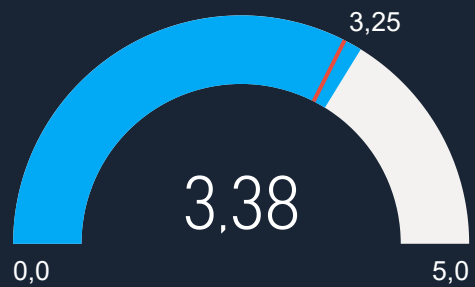
Agents Performance

Overview

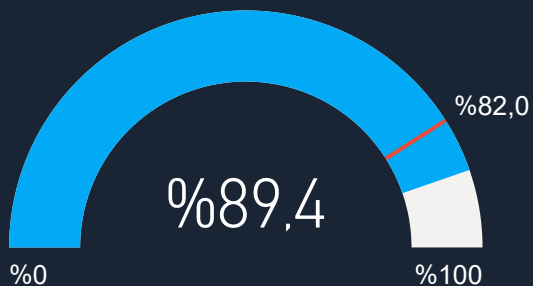
SLA



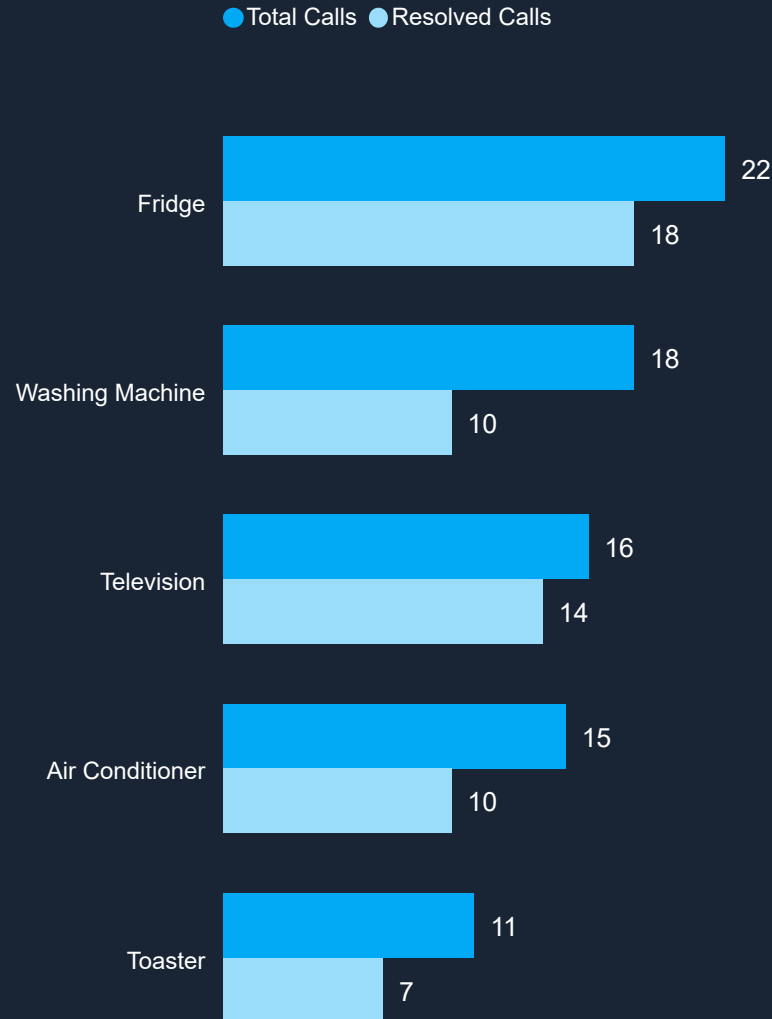
Satisfaction Score



Call Resolution Score



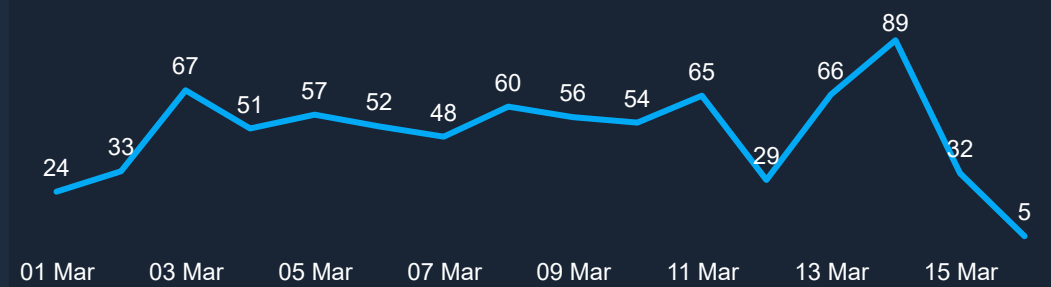
Incoming Calls vs Resolved Calls



Call Abandonment Trend



Avg. Answer Speed (in sec)



Satisfaction Score

