

Call Center Analysis

5000

Total Calls

Clear all slicers

Agent

All

Resolved

All

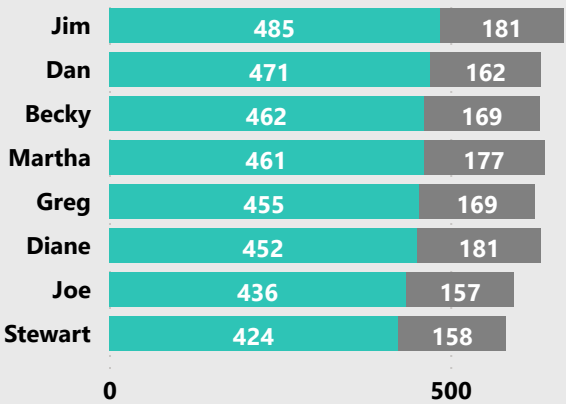
Answered (Y/N)

All

Topic

All

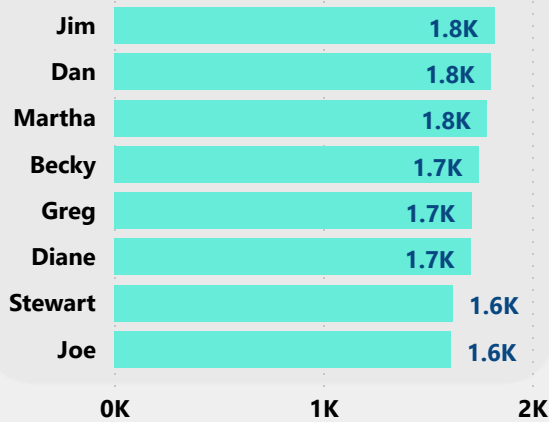
Resolved cases and Not Resolved cases by Agent



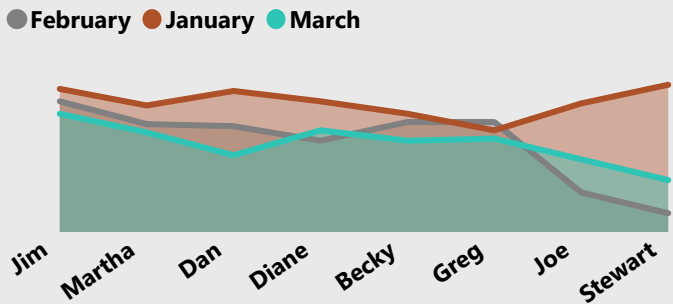
Call Answered and Call Not Answered by Agent



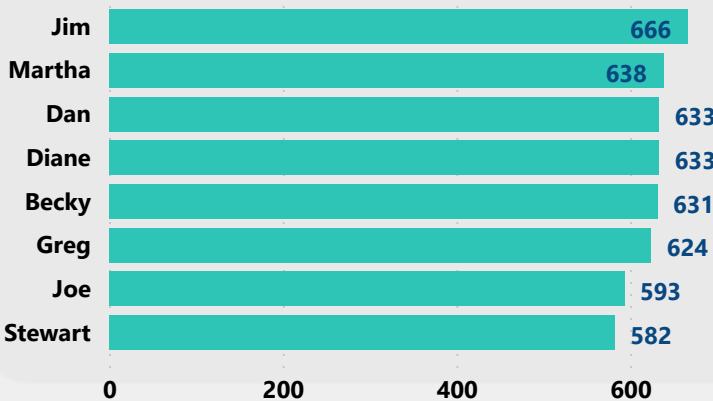
Sum of Satisfaction rating by Agent



Total Calls by Agent and Monthly Analysis



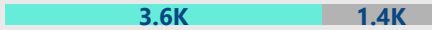
Total Calls by Agent



Call Answered (Teal) Call Not Answered (Grey)



Resolved cases (Teal) Not Resolved cases (Grey)



Call Answered and Call Not Answered by Time

