

Call Center Analysis Dashboard



Total Calls
5000

Answered
calls
4054

Abandoned
calls
946

Calls
Resolved
3646

Satisfaction Level

High

40.46%

Medium

32.28%

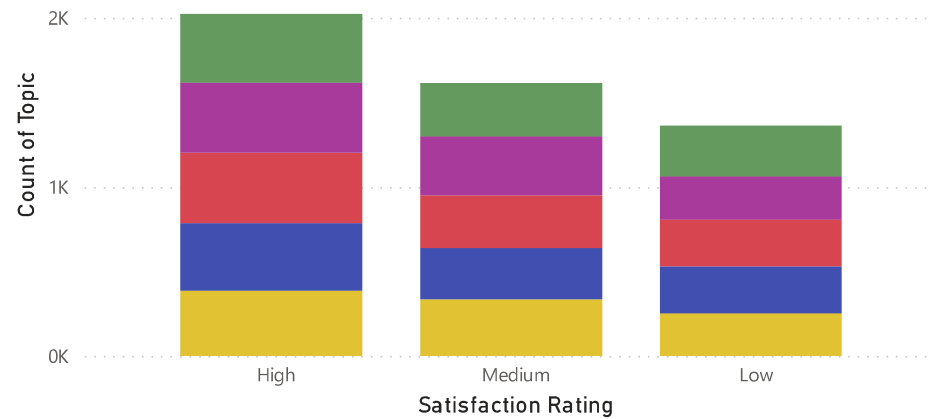
Low

Month(2021)

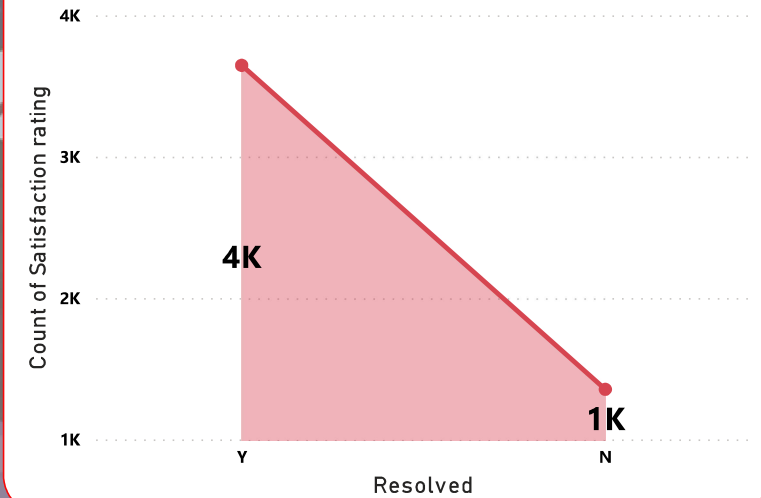
- ☐ January
- ☐ February
- ☐ March
- ☐ April
- ☐ May
- ☐ June
- ☐ July
- ☐ August

Satisfaction Rating by count of Topic

Topic ● Admin Support ● Contract related ● Payment related ● Streaming ● Technical Support



Count of Satisfaction rating by Resolved



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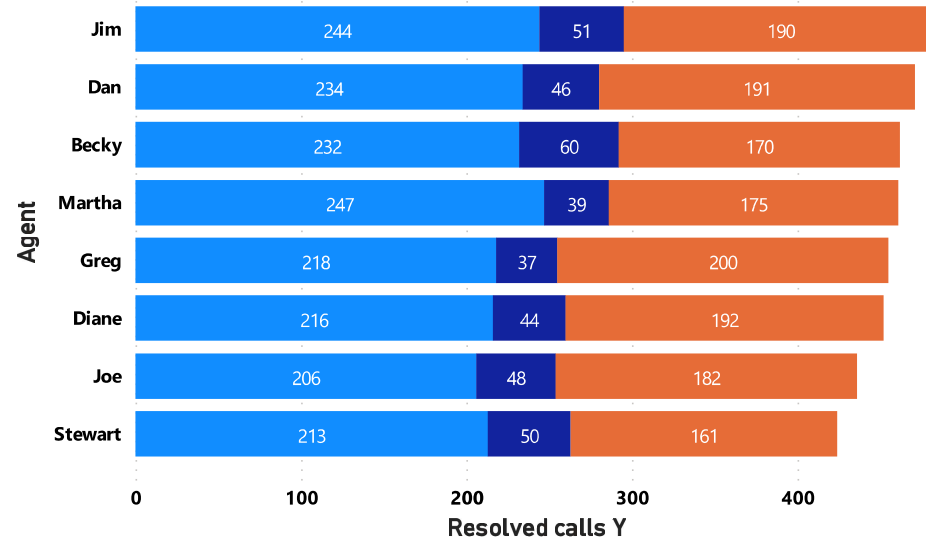
Low

Month(2021)

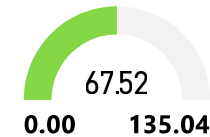
- ☐ January
- ☐ February
- ☐ March
- ☐ April
- ☐ May
- ☐ June
- ☐ July
- ☐ August

Resolved calls by Agent and Satisfaction Level

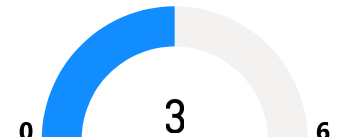
Rating status ● High ● Low ● Medium



Average of Speed of answer in seconds



Average of Satisfaction rating



Agent	Rating status	Topic	Resolved calls Y	Resolved calls X
Becky	High	Admin Support	48	
Becky	High	Contract related	41	
Becky	High	Payment related	51	
Becky	High	Streaming	53	
Becky	High	Technical Support	39	
Dan	High	Admin Support	40	
Dan	High	Contract related	41	
Dan	High	Payment related	44	
Total			3646	

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Month(2021)

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- ☐ May
- ☐ June
- ☐ July
- ☐ August

Agent	Answered calls	Resolved calls Y	Month
Becky	177	154	January
Becky	170	153	February
Becky	170	155	March
Dan	190	177	January
Dan	170	154	February
Dan	163	140	March
Diane	185	168	January
Diane	157	141	February
Diane	159	143	March
Greg	173	155	January
Greg	176	156	February
Greg	153	144	March
Jim	187	173	January
Jim	173	155	February
Jim	173	155	March
Total	4054	3646	

Resolved calls by Topic and Agent

Agent ● Becky ● Dan ● Diane ● Greg ● Jim ● Joe ● Martha ● Stewart

