



Call Center Dashboard

Total calls
1772

Total calls
Answered
1455

AveSpeedofAnwerIn
Seconds
67.22

CallsOfLessThan
180 seconds
879

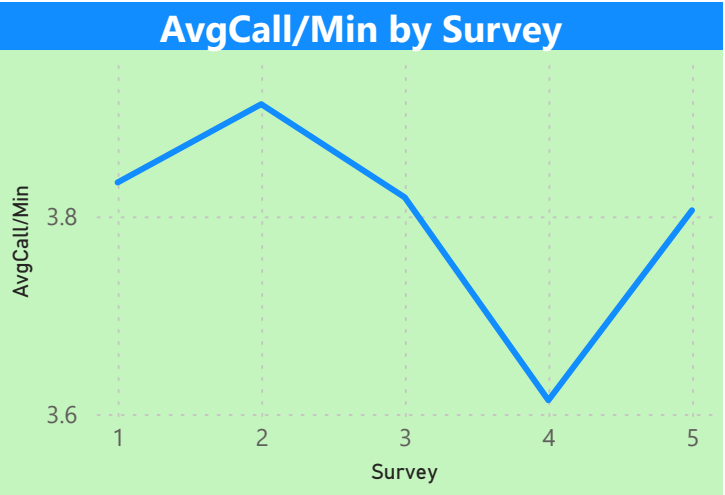
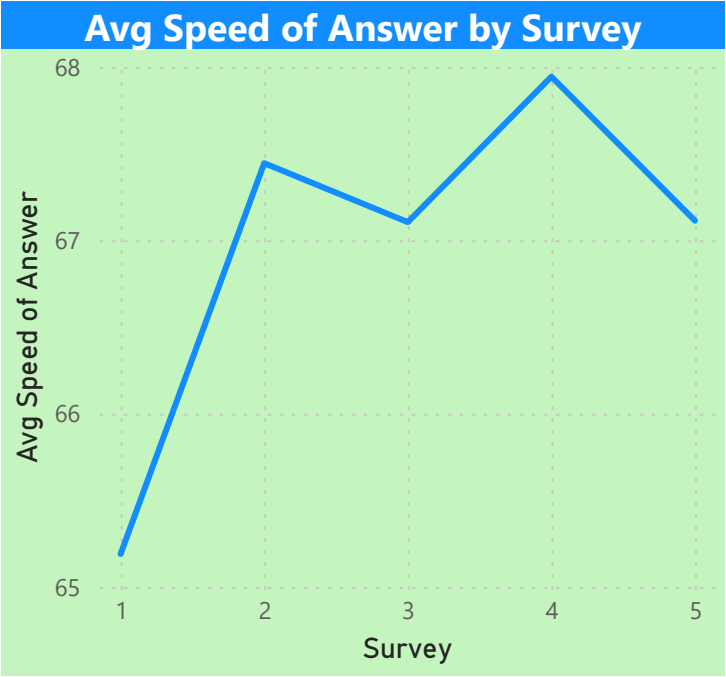
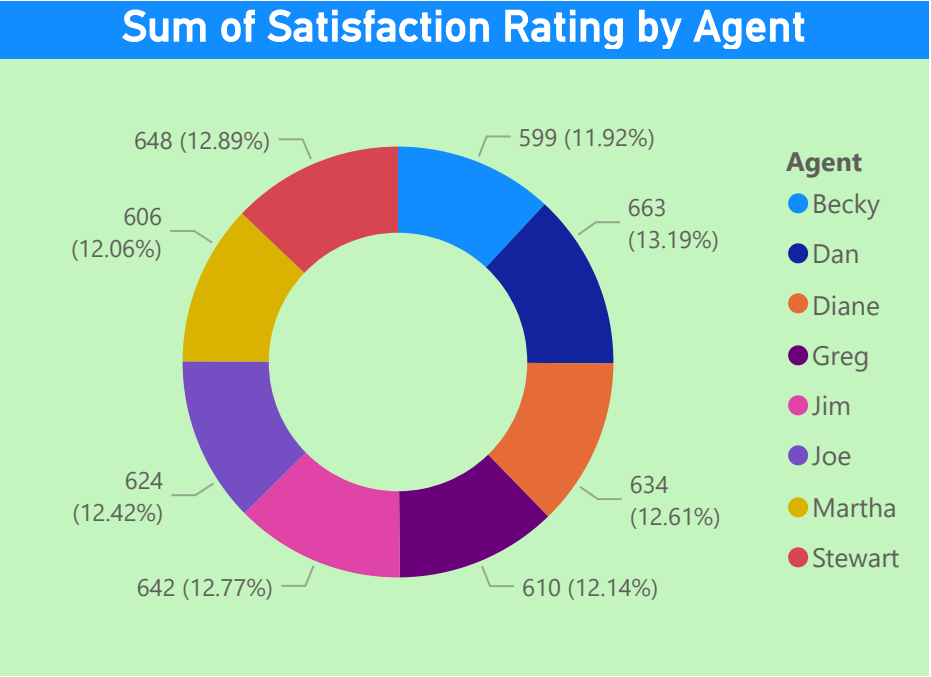
Avg Call/Min
3

% Abondon rate
17.89

Satsifaction<3
584

Agent

Agent





AvgSpeedOfAnswer

67.22

TotalResolvedCalls

1311

%CalllessThan180seconds

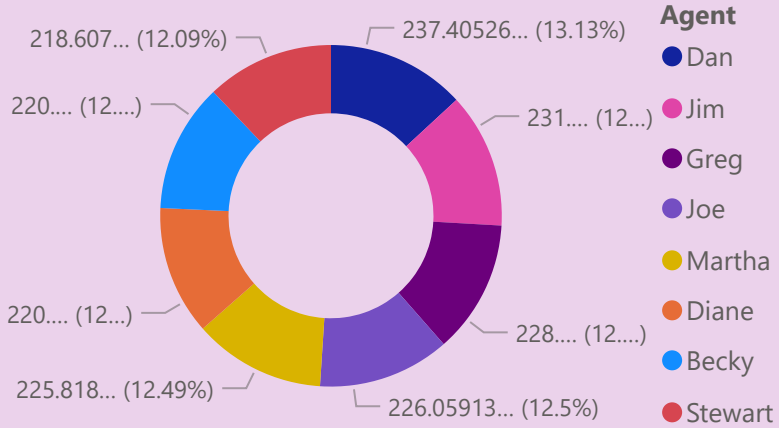
49.60

AvgSatisfactionRating

3.45

Useful Insights & Recommendations

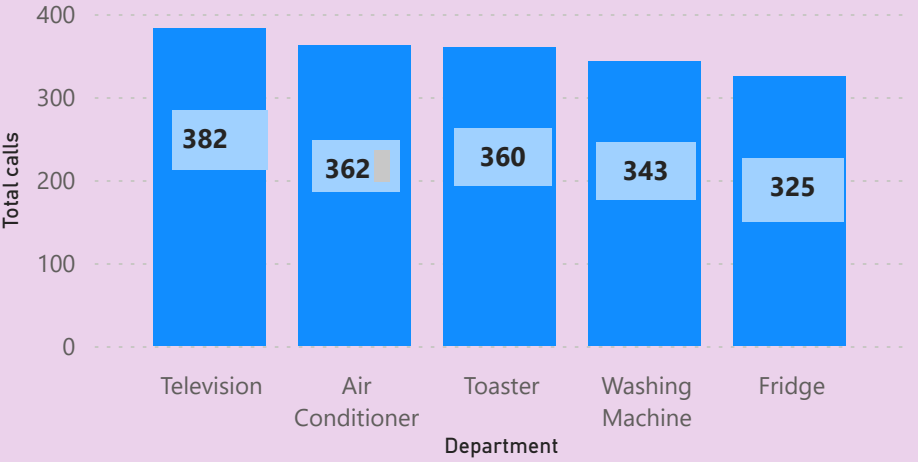
Average Talk duration by Agent



Department

- Depart... ▾
- ☐ Air Cond...
 - ☐ Fridge
 - ☐ Television
 - ☐ Toaster
 - ☐ Washing...

Total calls by Department



Agent data

Agent	Total calls	TotalResolvedCalls	Avg Speed of Answer	Total calls Answered	Avg Satisfaction rating	Average Talk duration
Becky	216	154	64.35	177	3.38	220.33
Dan	227	177	66.95	190	3.49	237.41
Diane	222	168	63.94	185	3.43	220.89
Greg	208	155	67.20	173	3.53	228.14
Jim	228	173	66.66	187	3.43	231.27
Joe	221	169	71.16	186	3.35	226.06
Martha	220	152	71.46	171	3.54	225.82
Stewart	230	163	66.24	186	3.48	218.61
Total	1772	1311	67.22	1455	3.45	226.12

- 1.) Approximately 82 % of calls are answered out on timely manner, while approximately 17.9% calls are not resolved.
- 2.) There is a need to work on query resolution strategy as 72% calls are resolved. Avg speed of answer should be be around 67.11 and call duration 3.32 minutes to achieve a good satisfaction rating of 5.
- 3.) Television department receives the highest number of query, out of which 75% has been resolved.
- 4.) In this given dataset Agent 'Stewart' attended highest calls and resolved 70.86% calls.