Microsoft | Power BI

Call center Insights

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Last data refresh:
12/1/2024 5:03:56 PM UTC

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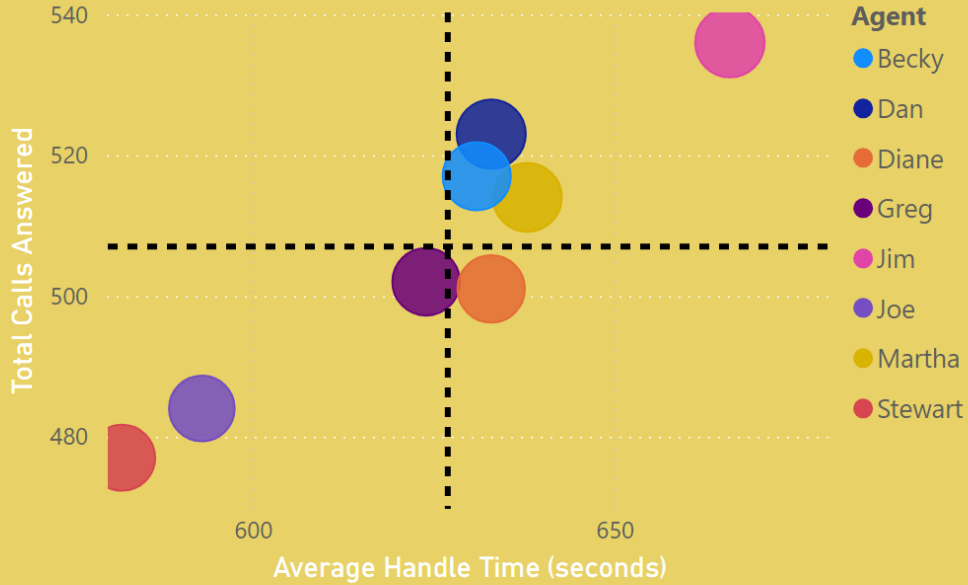
PhoneNow Call Centre Performance Dashboard

Agent's performance quadrant

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

Total Calls Answered (y-axis): 480, 500, 520, 540
Average Handle Time (seconds) (x-axis): 600, 650

Average speed of answer

54.75

Overall customer satisfaction

3.40

Overall calls answered/abandoned

Total_Calls_Answered 81.08%

Total_Calls_Abandoned 18.92%

Calls By Hour

547   529   590   547   594   499   531   566   583   14

Hour: 10   12   14   16   18
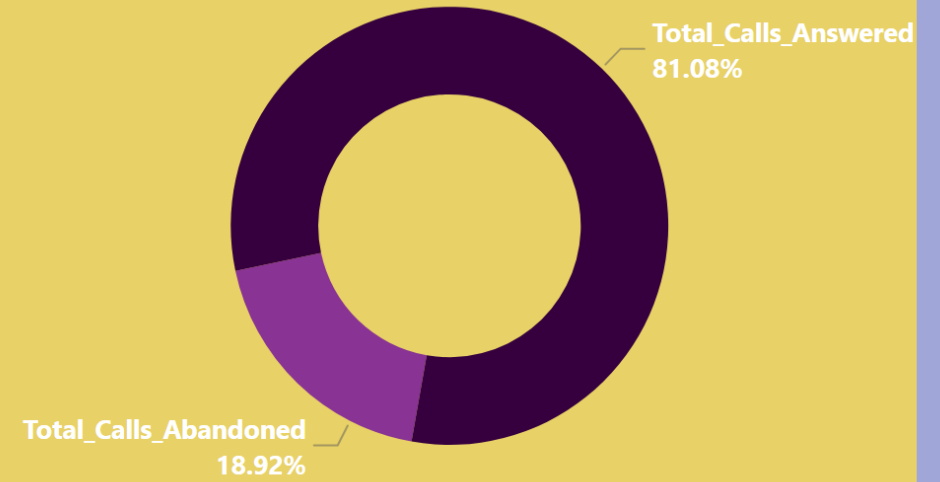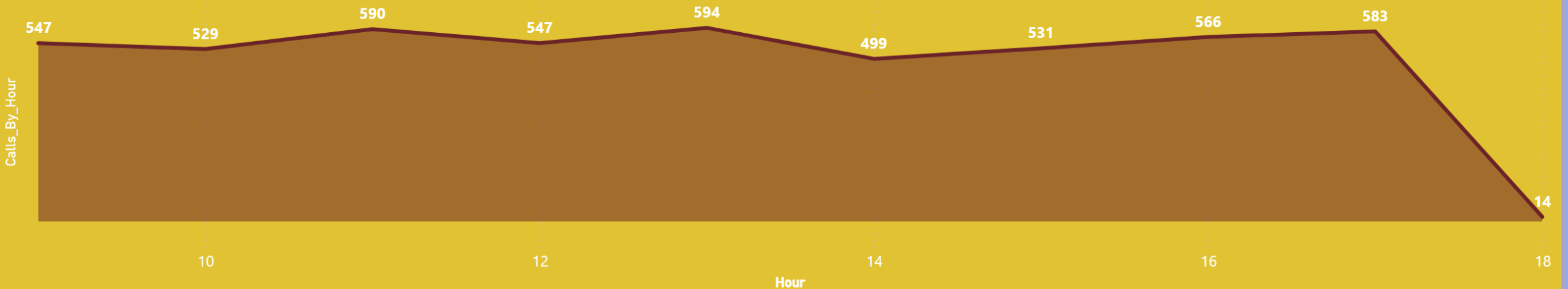
Agent

All ▾

Date

1/1/2021 📅   3/31/2021 📅

Call Topics Distribution

- Admin Support 19.52%
- Contract related 19.52%
- Streaming 20.44%
- Technical Support 20.38%
- Payment related 20.14%

Total Calls by Agent

Agent

Jim	666
Martha	638
Dan	633
Diane	633
Becky	631
Greg	624
Joe	593
Stewart	582
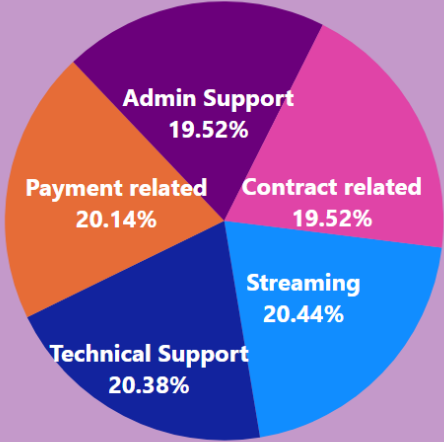
Customer Satisfaction by Time

Total Calls (labels): 1542, 1496, 1648, 1453, 1642, 1326, 1465, 1583, 1600, 43

Total Calls (bar values): 547, 529, 590, 547, 594, 499, 531, 566, 583

Hour axis: 10, 12, 14, 16, 18

Legend: ● Total Calls   ● Sum of Satisfaction rating
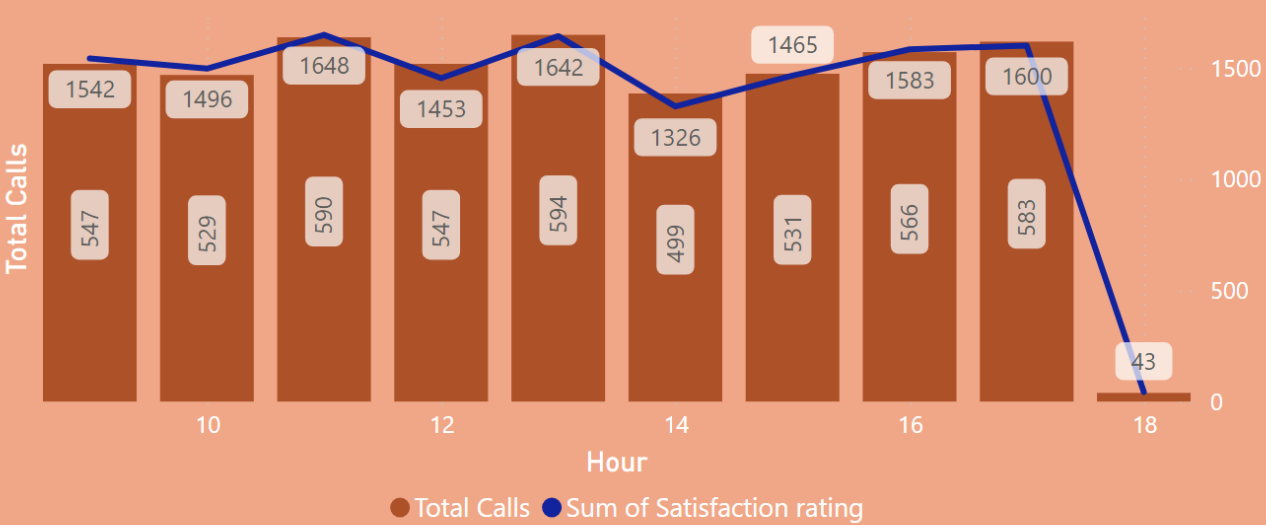
Call Resolution Analysis

Y

N

3646

1354