



Call Center Dashboard Report

Total Calls

5000

Calls Answered

4054

Issue Resolved

3646

Issue Not Resolved

1354

Avg Ans Speed

67.52

Avg Call Duration

224.92

Most Issue Resolved

Jim

Most Calls Missed

Diane

Most Rated

Martha

Agent Counts

8

Agent

Agent

All

Day

Date

All

Ajent Performance Quadrent

Call Id	Agent	%TotalCallAnswerd	IssueResolved	Sum of AvgCallDuration(s)	Sum of Satisfac
ID0002	Becky	1.00		242	
ID0005	Becky	1.00	1	60	
ID0015	Becky	1.00	1	227	
ID0016	Becky	1.00	1	326	
ID0035	Becky	1.00	1	91	
ID0044	Becky	1.00	1	194	
ID0055	Becky	1.00	1	79	
ID0074	Becky	1.00	1	293	
ID0079	Becky	1.00	1	208	
ID0085	Becky	1.00	1	262	
ID0094	Becky	1.00	1	53	
ID0105	Becky	1.00	1	205	
ID0106	Becky	1.00	1	297	
ID0108	Becky	1.00		152	
Total		0.81	3646	911837	

Agent Call Counts

Agent	N	Y
Jim	130	536
Martha	124	514
Dan	110	523
Diane	132	501
Becky	114	517
Greg	122	502
Joe	109	484
Stewart	105	477

Call by Time

Over all Coustomer Satisfaction rating

Calls by Topic

Topic	N	Y
Streaming	175	847
Technical Support	214	805
Payment related	189	818
Admin Support	181	795
Contract related	187	789

Count by Calls Answered (Y/N)

Answered (Y/N)	Percentage
Y	81.08%
N	18.92%