



## Call Center Analysis Dashboard

Agent

Becky

Dan

Diane

Greg

Jim

Joe

Martha

Stewart

Total Calls

5000

Call Answered

4054

Unanswered

946

Resolved Case

3646

Unresolved Case

1354

Avg Speed of Answer in 1 Sec

67.52

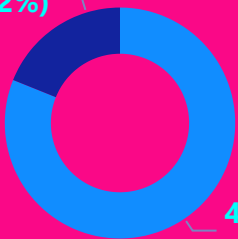
Agent

8

### Call Answered Vs Unanswered

● Call Answered ● Call Unanswered

1K (18.92%)



4K (81.08%)

### AvgSatisRat by Agent



### AvgSatisRat



Topic

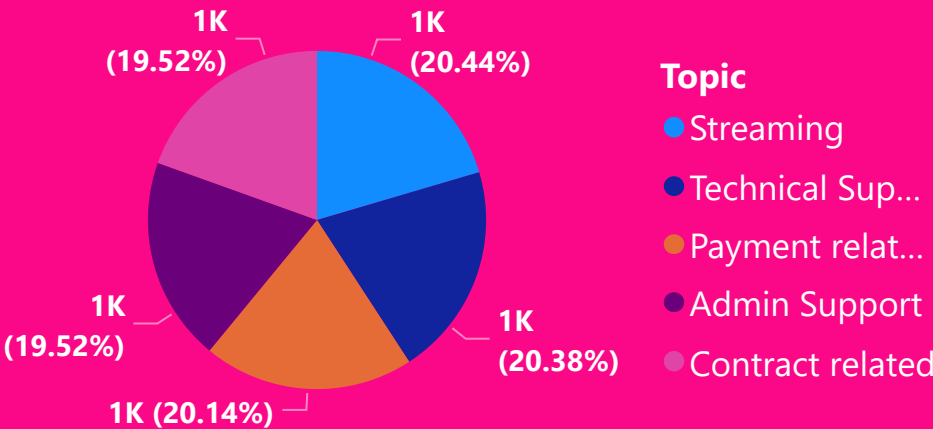
All

Agent

All

Agent	Total Call	Call Answered	Call Unanswered	AvgSatisRat
Stewart	582	477	105	3.40
Joe	593	484	109	3.33
Dan	633	523	110	3.45
Becky	631	517	114	3.37
Greg	624	502	122	3.40
Martha	638	514	124	3.47
Jim	666	536	130	3.39
Diane	633	501	132	3.41
Total	5000	4054	946	3.40

### Total Call by Topic



### Total Call Resolved

