

PHONENOW : CALL CENTER ANALYSIS DASHBOARD

Number of Agents

8

Number of Calls

5000

Average Speed of Answer

68

Average Satisfaction Rating

3

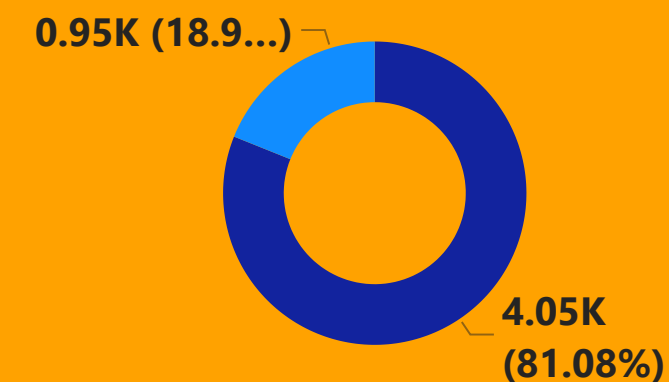
Number of Call Topics

5

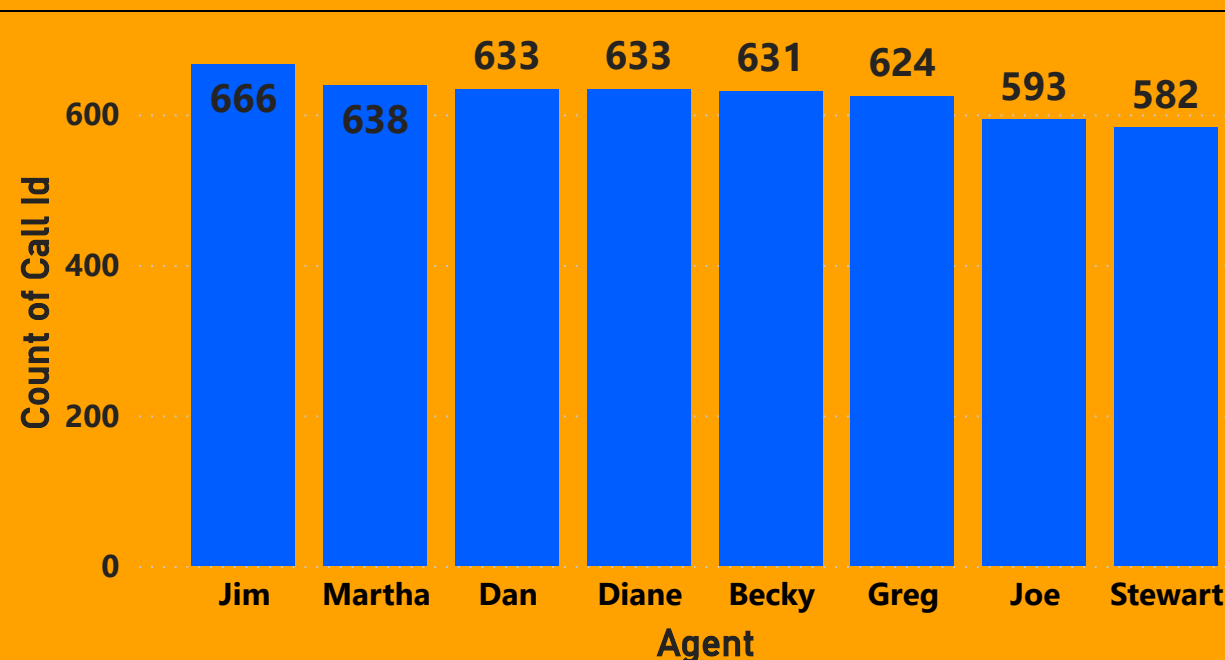
Average Talk Duration

00:03:45

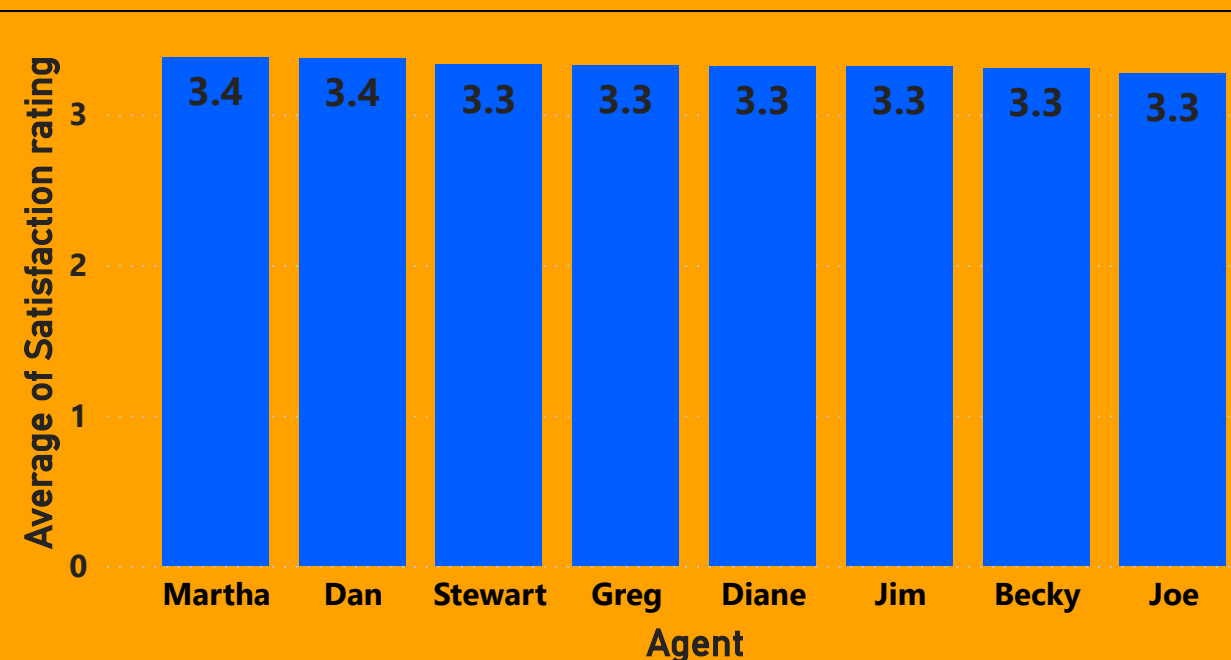
Distribution of calls Y/N



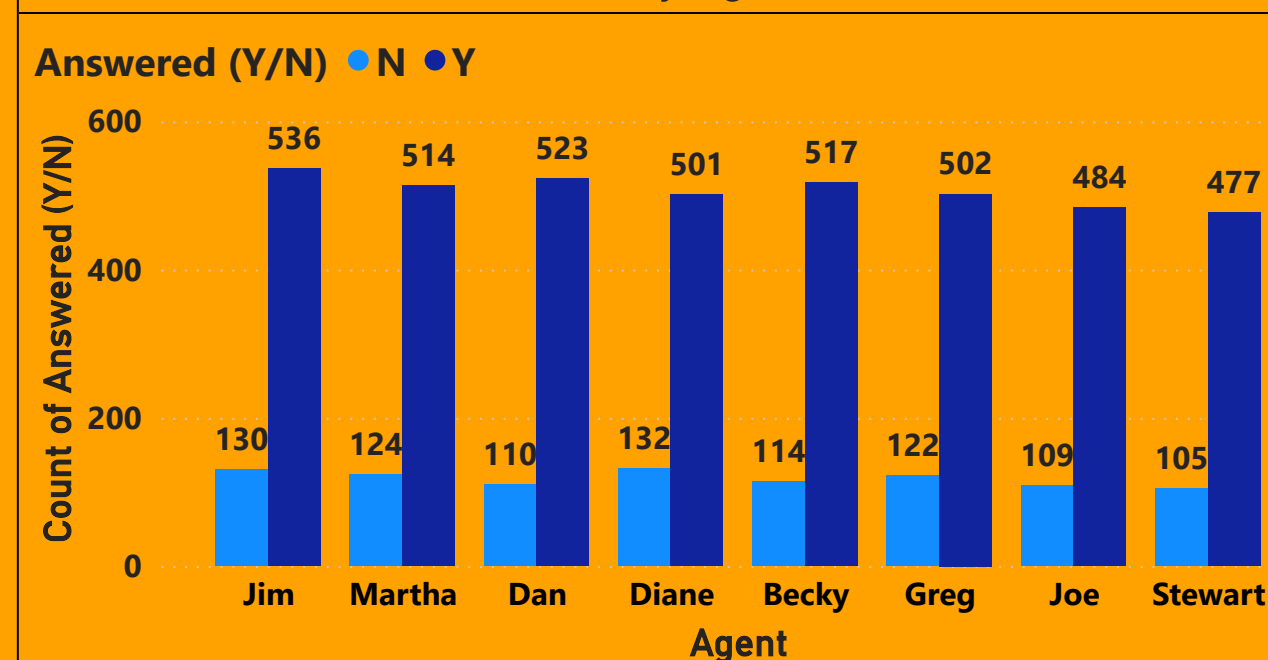
Number of Calls Handle by Each Agent



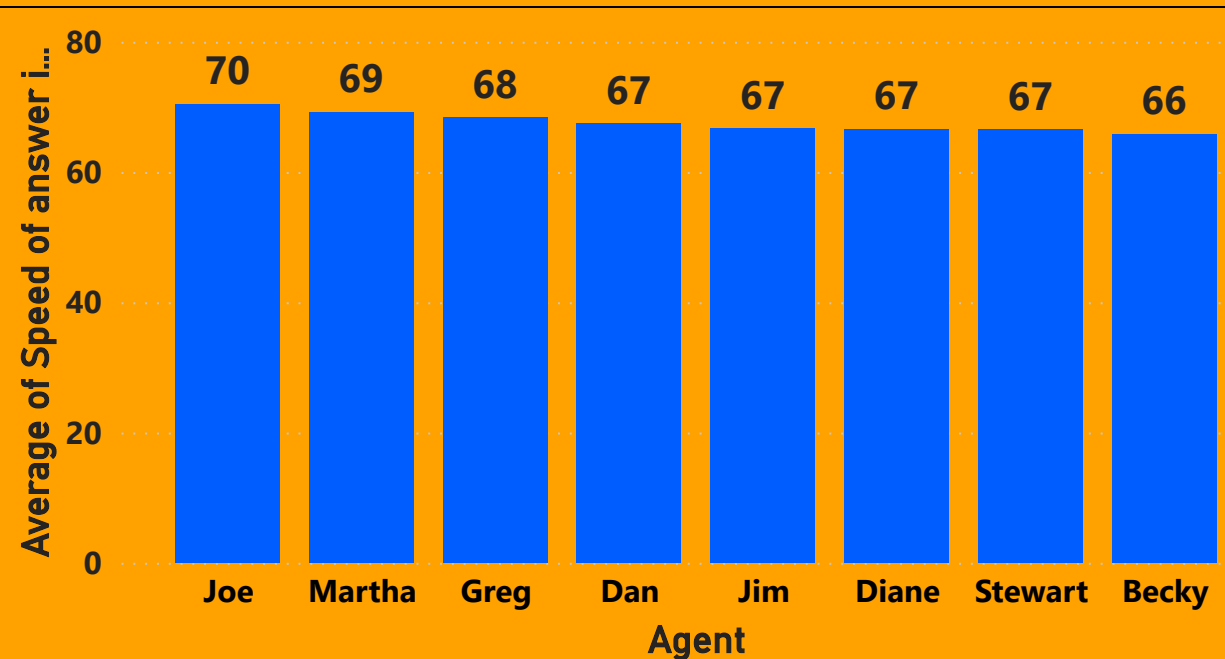
Average of Satisfaction rating by Agent



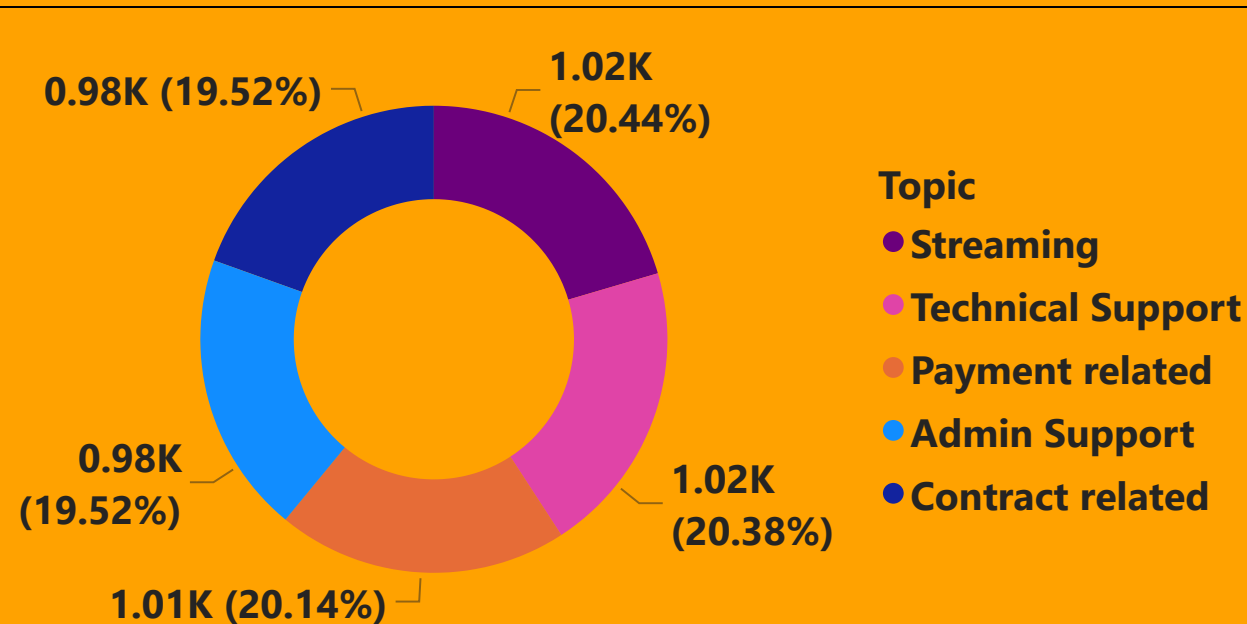
Count of Answered (Y/N) by Agent and Answered (Y/N)



Average of Speed of answer in seconds by Agent



Distribution of Topic by Agents



Calls by Time

