

Call Center Dashboard

Total Calls

5000

Calls Answered

4054

Issue Resolved

3646

Agent

8

Answer Speed

67.52

Month

All

Agent

All

Most Rated

Martha

Most Issue Resolved

Jim

Most Missed Calls

Diane

Agent Performance Quadrant				
Agent	Total Calls	Calls Answered	Issue Resolved	Satisfaction
Jim	666	536	485	536
Dan	633	523	471	523
Becky	631	517	462	517
Martha	638	514	461	514
Greg	624	502	455	502
Diane	633	501	452	501
Joe	593	484	436	484
Total	5000	4054	3646	4054

