Call Center Performance Dashboard

foundever

Select date range ▼

Date ▼	Queue ▼	Area ▼

Average_NPS

NPS
42.17%

Service_Level
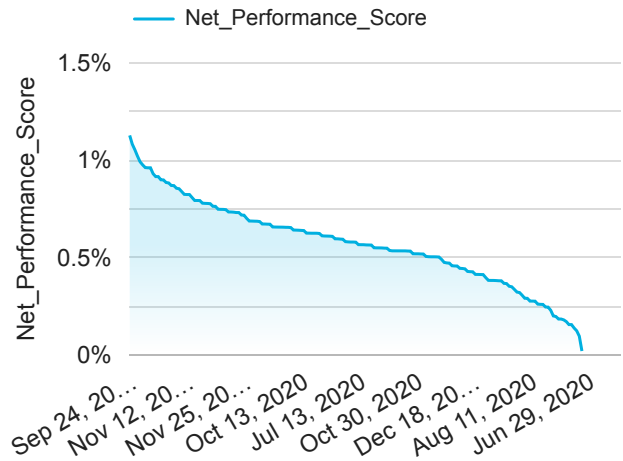
Service_Level
0.74%

Average_AHT

Average_AHT
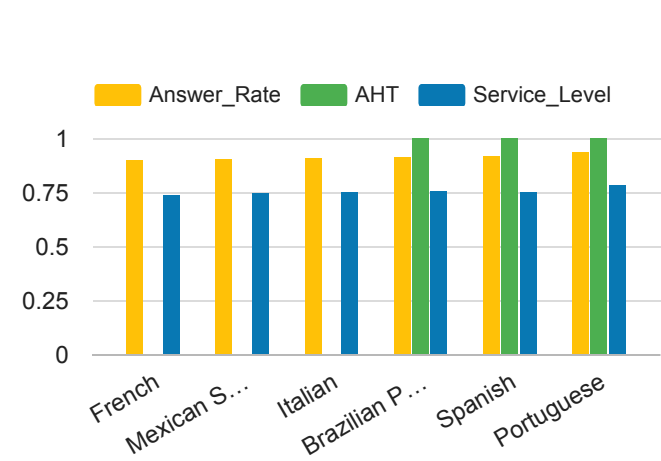**1,250.34**

Answer_Rate

Answer_Rate
0.90%

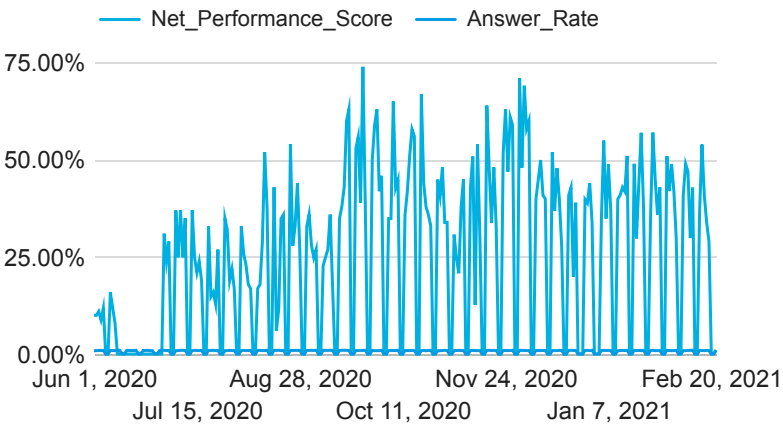## Net_Performance_Score by Date

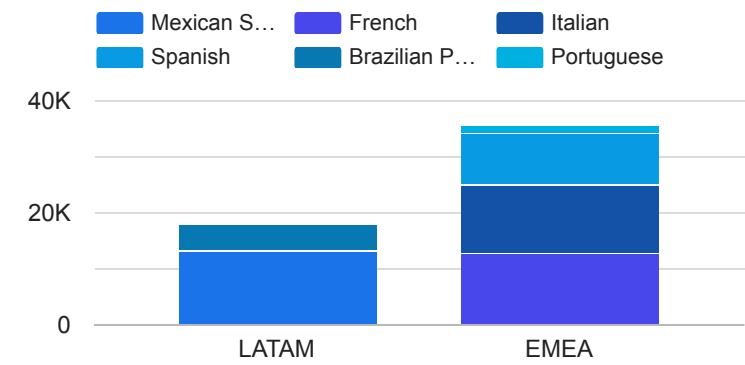## SL, AHT, Answer_Rate By Queue

NPS & Answer_Rate over time
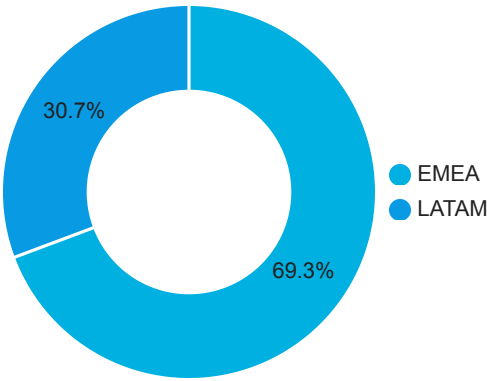

Operational KPIs by Area & Queue

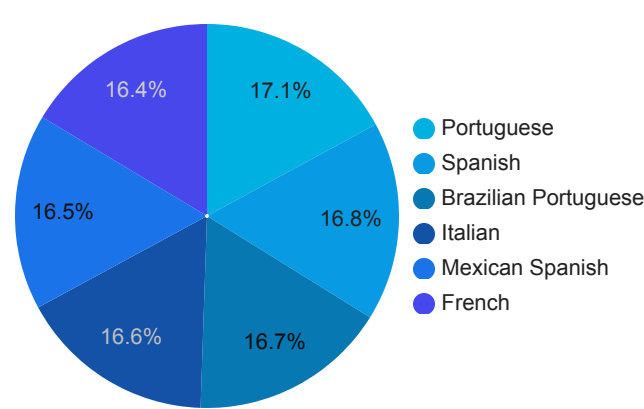|	Area ▼	Queue	AHT	SL	Answer_Rate	NPS
1.	LATAM	Mexican Spanish	11,971,357.22	0.74%	0.90%	21.71%
2.	LATAM	Brazilian Portug...	4,313,659.48	0.75%	0.91%	60.99%
3.	EMEA	Spanish	9,380,056.88	0.75%	0.92%	46.93%
4.	EMEA	Italian	12,274,944.06	0.75%	0.90%	55.53%
5.	EMEA	French	12,583,493.1	0.73%	0.89%	29.32%

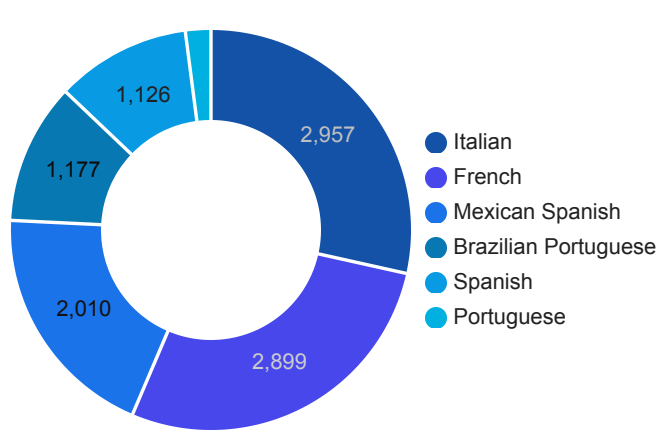1 - 6 / 6 ‹ ›

Total Answered Call by Area and Queue

Survey_count By Area

Answer_Rate By Queue

Survey_count By Queue

sitel

Portugal