

Call Centre Trends Analysis Dashboard

Total Answered Calls

5000

Overall Customer Satisfaction Score

3.40

Average Speed of Answer (in seconds)

67.52

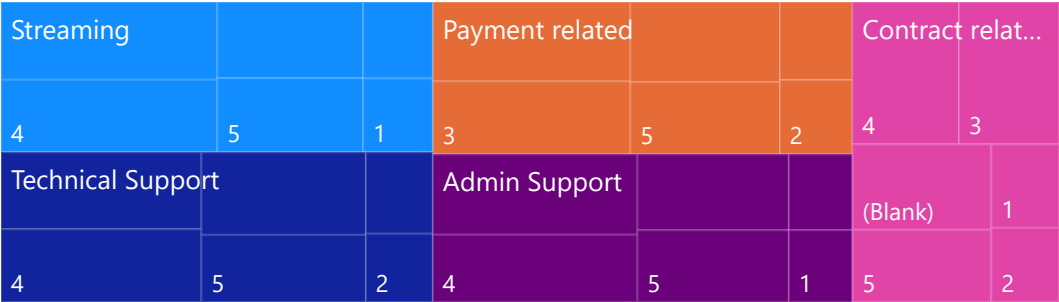
Topic

All

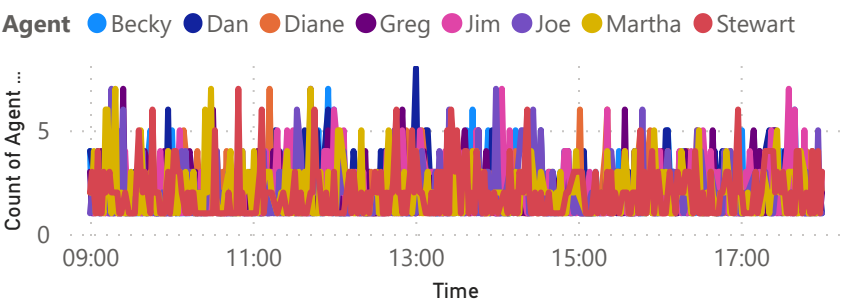
Date

All

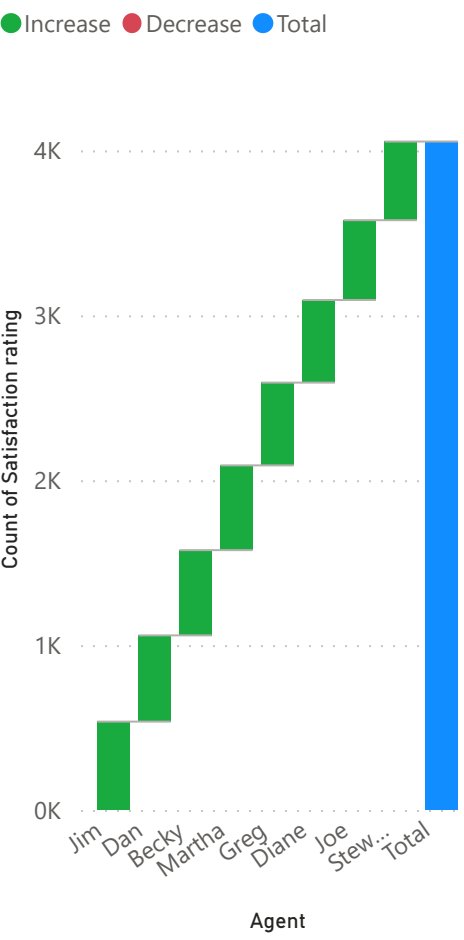
Satisfaction Rating by Topics



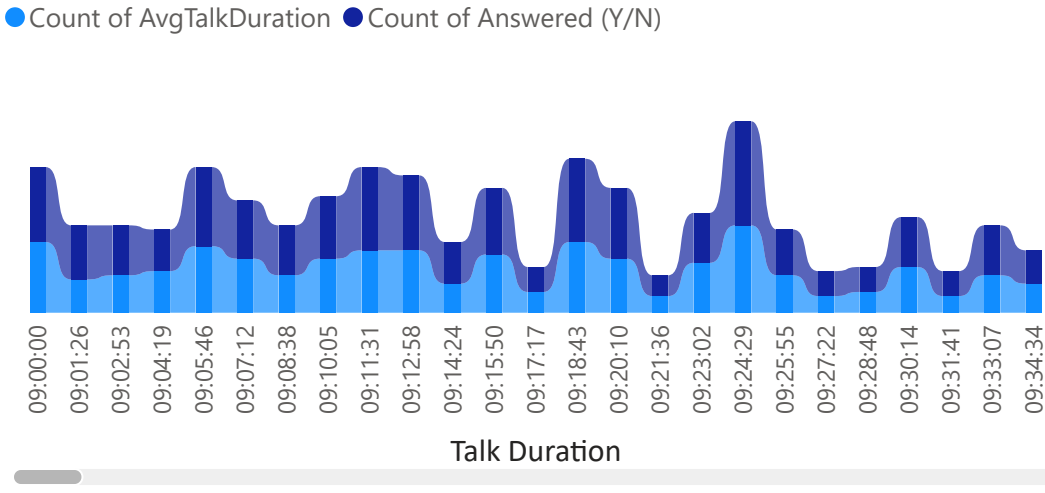
Total Calls Handled by Agent by Times



Satisfaction Rating by Agent



Agent's Performance Quadrant



Total Calls Resolved by Agents

