



Call Centre Trends @ PhoneNow

Designed by: Chidinma Nwankwo Visualization tool used: Power Bi

PHONENOW CALL CENTER DASHBOARD Full Insights from January 2022- March 2022



Answered Calls
4054

Abadoned Calls

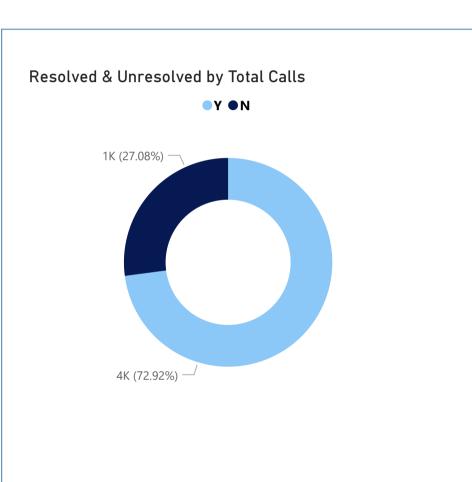
946

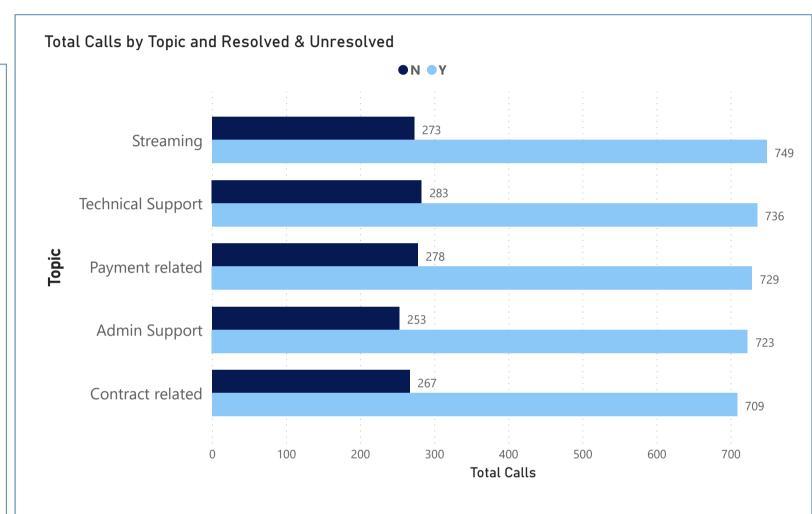
Average Speed in Seconds

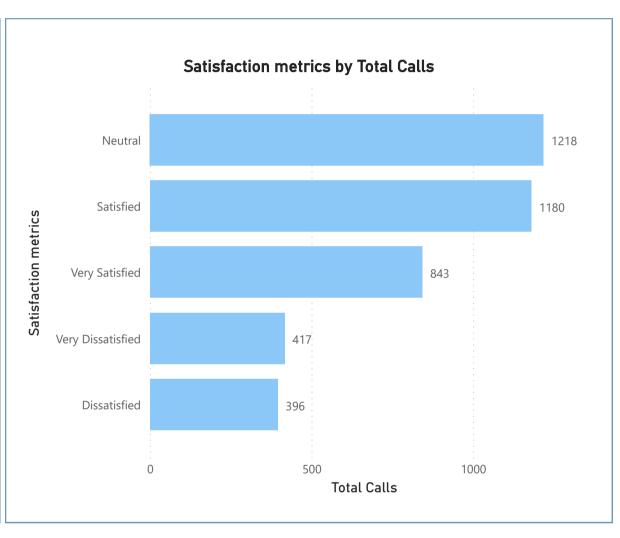
67.52

Average ratings

3.40







AGENTS PERFORMANCE

Agent	Total Calls	Answered Calls	Unanswered Calls	Average speed in seconds	Sum of Satisfaction rating	^
Joe	593	484	109	70.99	1612	
Martha	638	514	124	69.49	1784	
Greg	624	502	122	68.44	1709	
Dan	633	523	110	67.28	1803	
Jim	666	536	130	66.34	1819	
Diane	633	501	132	66.27	1706	
Stewart	582	477	105	66.18	1622	
- · Total	5000	4054	946	67.52	13798	~