

Call Center Date Time EDA with Filter Pane

Resolved or Not

☐ 0

☐ 1

Week Day

- ☐ Select all
- ☐ Friday
- ☐ Monday
- ☐ Saturday
- ☐ Sunday
- ☐ Thursday
- ☐ Tuesday
- ☐ Wednesday

Month

- ☐ Select all
- ☐ February
- ☐ January
- ☐ March

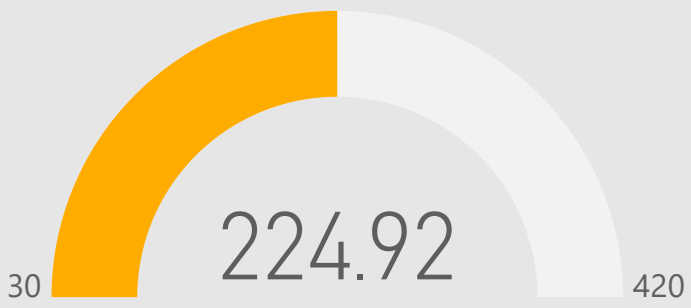
Topic of Concern

- ☐ Select all
- ☐ Admin Support
- ☐ Contract related
- ☐ Payment related
- ☐ Streaming
- ☐ Technical Support

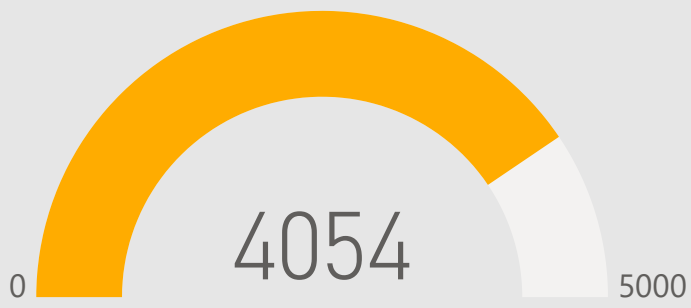
Average Satisfaction Rating



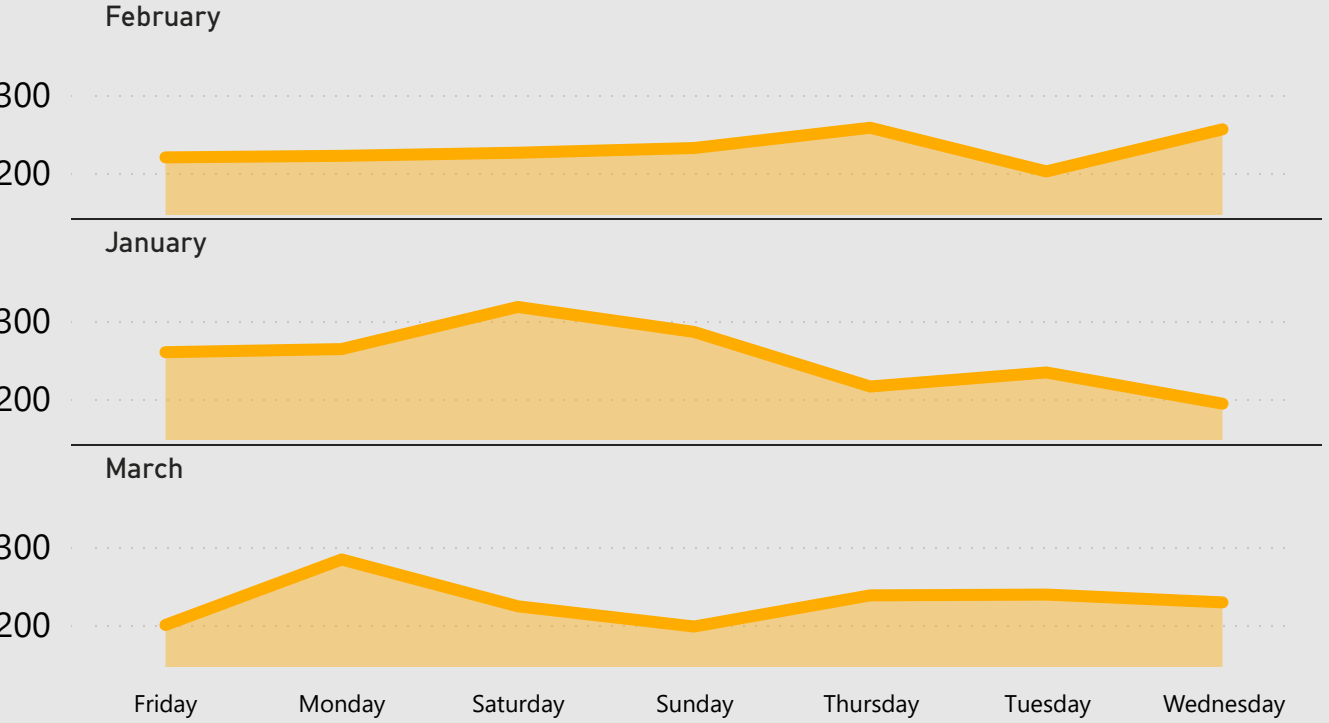
Average Call Duration



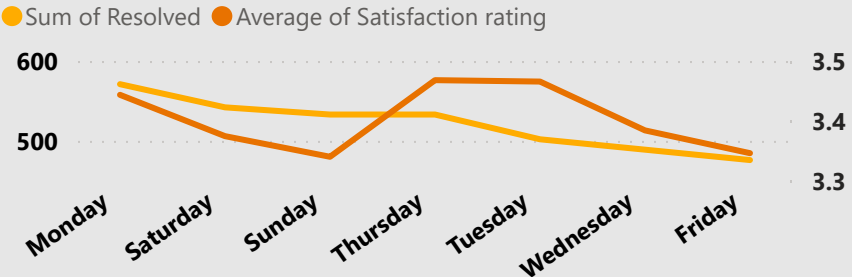
Average Number of Answered Calls



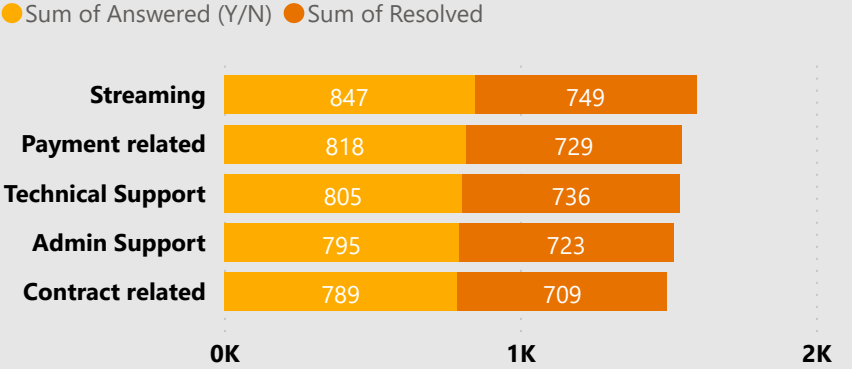
Count of Calls by Months and Week Days



Average Number of Resolved Calls



Sum of Answered (Y/N) and Sum of Resolved by Topic



Topic Slicer

- ☒ Select all
- ☒ Admin Support
- ☒ Contract related
- ☒ Payment related
- ☒ Streaming
- ☒ Technical Support

Number of Calls Answered

4054

Sum of Answered (Y/N) and Average of AvgDuration by Topic and Agent

Agent Name Slicer

Select all	Diane	Joe
Becky	Greg	Martha
Dan	Jim	Stewart

Number of Calls Answered

3646

Agent Specific HR Dashboard

Fastest Answering Agent

Becky

Agent Resolved Least Calls

Stewart

Least Answered Agent

Stewart

Most Rated Agent

Fastest Answering Agent

Joe

Agent Resolved Most Calls

Jim

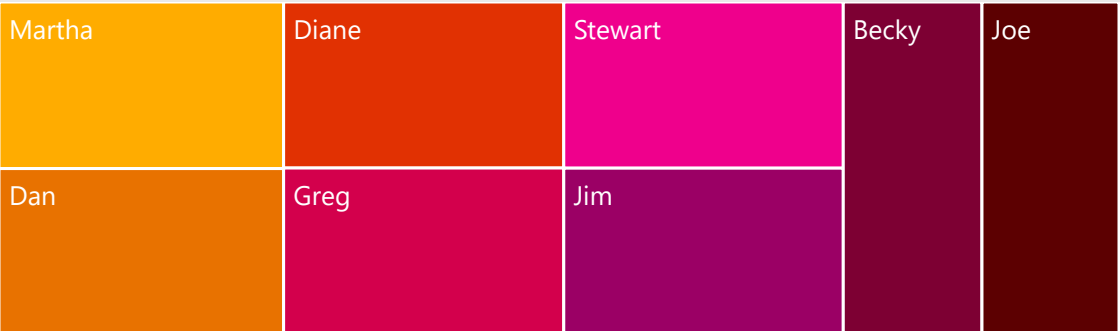
Most Answered Agent

Jim

Most Rated Agent

Martha

Average Satisfaction by Agents



● Sum of Answered (Y/N) ● Average of AvgDuration

