



Call Center Trends Analysis - For Call Center Manager



Dashboard

Presented by Nghia Nguyen

Call Center Trends

1/1/2021



3/31/2021



Total Calls

5000

Call Ans. Rate

81.08%

Avg Call Time

3.75

Avg Answer Speed

67.52

Topic



All



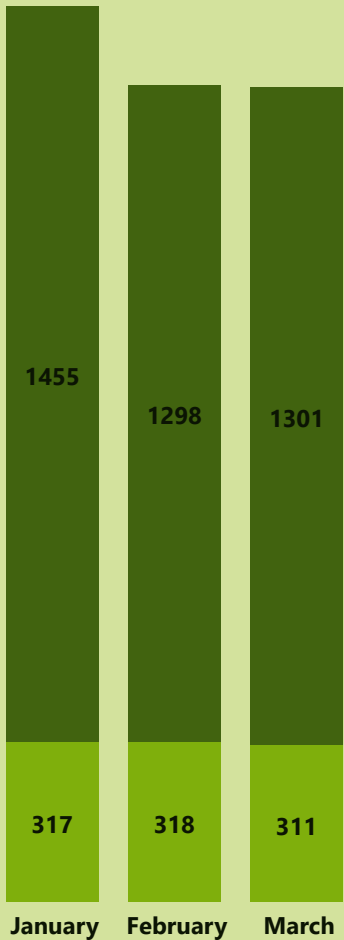
Agent



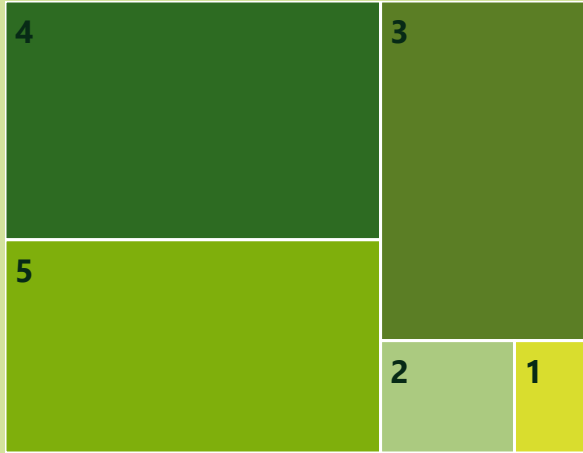
All



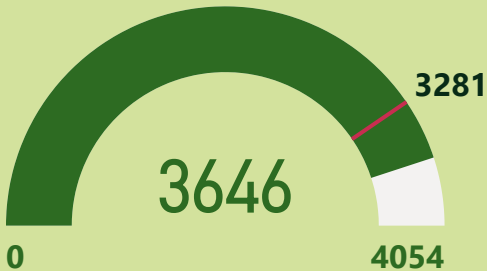
Number of calls by month



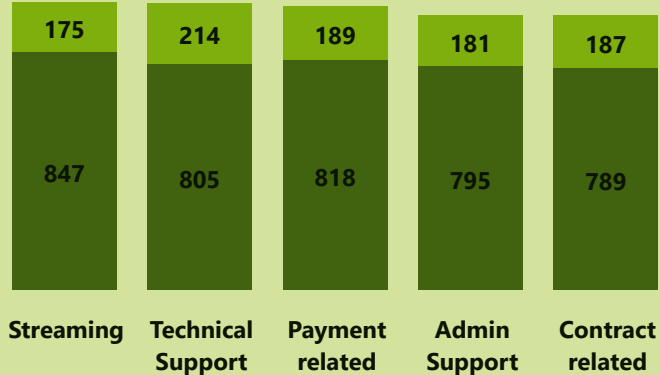
Overall Customer Satisfaction



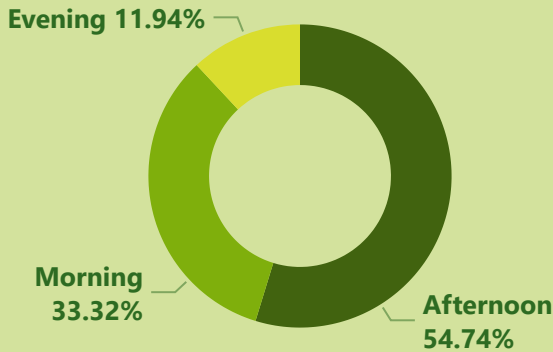
Resolved Queries w.r.t Calls Answered



Calls by Topic and Answered Call



Calls by Time



Agent	# of answered	# of resolved	Avg speed of answer in sec	Star Rating
Jim	536	485	66.34	★★★★☆
Dan	523	471	67.28	★★★★☆
Becky	517	462	65.33	★★★★☆
Martha	514	461	69.49	★★★★☆
Greg	502	455	68.44	★★★★☆
Diane	501	452	66.27	★★★★☆
Joe	484	436	70.99	★★★★☆
Stewart	477	424	66.18	★★★★☆