CUSTOMER SERVICE DASHBOARD Is It for an Order? Avg CS - Sat of Agents No. of Interactions of Agents No 285 7.3 Contact Date All Periods MONTHS 6.9 6.9 255 254 Adrien Martin Albain Forestier Roch Cousineau Adrien Martin Albain Forestier **Both Cousineau** No. of Interactions for Contact Type Avg CS-Sat for Contact type Comparison on Interactions' for an Order Complaint 9% Request 7.2 Request 53% Query 38% Complaint 40.0 Day wise Avg CS Sat Day wise no.of Interaction 35.0 10.0 9.0 30.0 8.0 25.0 7.0 20.0 5.0 15.0 4.0 3.0 10.0 2.0 5.0 1.0 0.0 19-1un 19-1un 22-1un 22-1un 22-1un 22-1un 02-1ul 08-1ul 11-1ul 11-1ul 12-1ul 23-1ul 13-1ul 13-1ul 13-1ul 23-1ul 23-1ul 23-1ul 23-1ul 23-1ul 23-1ul 23-1ul 23-1ul 23-1ul 23-4ug 22-4ug 23-4ug 22-4ug 22-4ug 23-4ug 23 13-Jun 16-Jun 12-Jun 22-Jun 22-Jun 02-Jul 03-Jul 11-Jul 11-Jul 11-Jul 11-Jul 23-Jul 23



