



CALL CENTER DASHBOARD

Topic

Admin Support

Contract related

Payment related

Streaming

Technical Support

Overall Calls

5,000



Overall Answered calls

4,054



Overall Abandoned calls

946



Avg Speed of answer in seconds

67.5sec



Topic

Admin Support

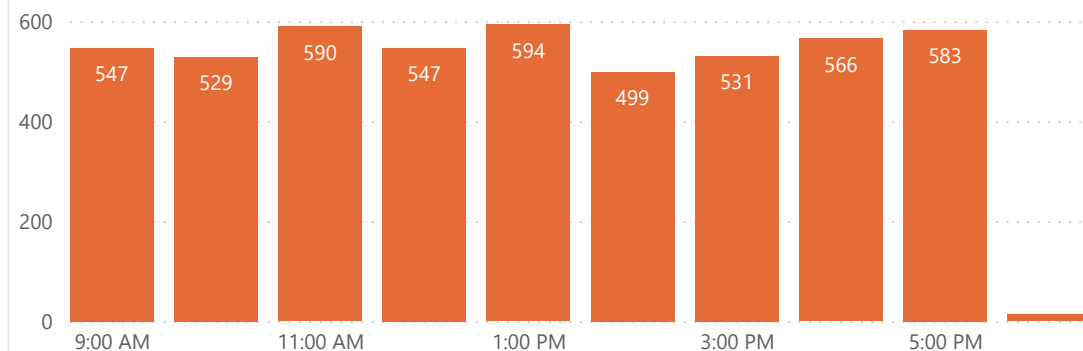
Contract related

Payment related

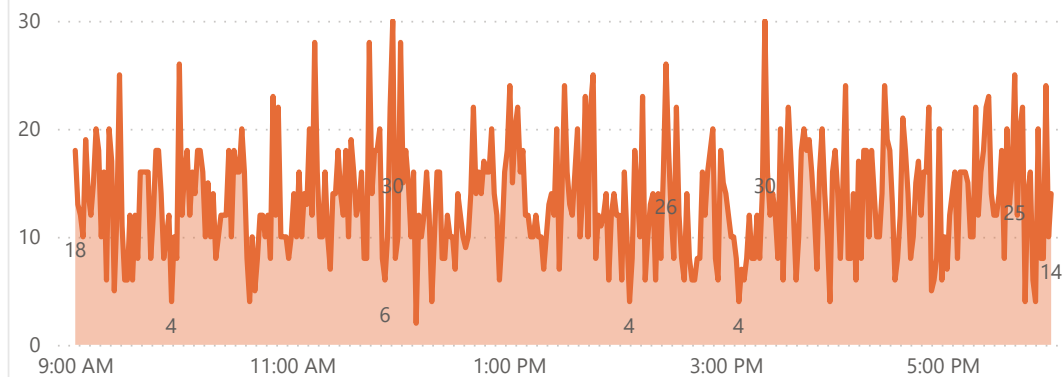
Streaming

Technical
Support

#N of Calls By Hour



#N of Calls By Call Time



Overall Calls

5,000



Overall Answered calls

4,054



Overall Abandoned calls

946



Avg Speed of answer in seconds

67.5 sec



% of Answered calls

81.1%



% of Abandoned calls

18.9%



% of Resolved calls

72.9%



Avg of CallDurationinseconds

224.92 sec



Topic

Admin Support

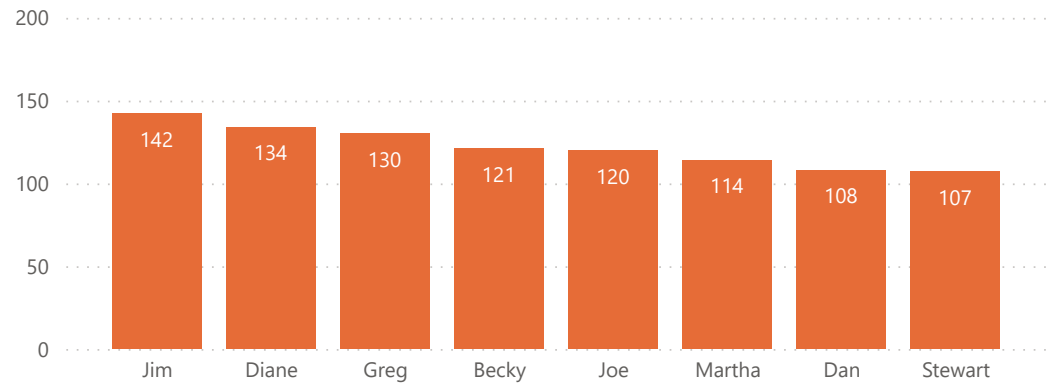
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No. of Calls by Agents



Agent	Sat Customers	Unsat Customers	% of Answered Calls	Avg Speed of answer in secs	AvgCallDur(secs)
Becky	54	67	82.6%	63.0	212.4
Dan	43	65	80.6%	66.5	234.5
Diane	50	84	80.6%	61.5	213.9
Greg	49	81	80.8%	69.2	232.8
Jim	55	87	81.7%	69.3	242.8
Joe	43	77	77.5%	69.1	260.3
Martha	49	65	80.7%	70.8	238.8
Stewart	45	62	87.9%	69.2	235.0

Overall Calls

976



Overall Answered calls

795




Overall Abandoned calls

181



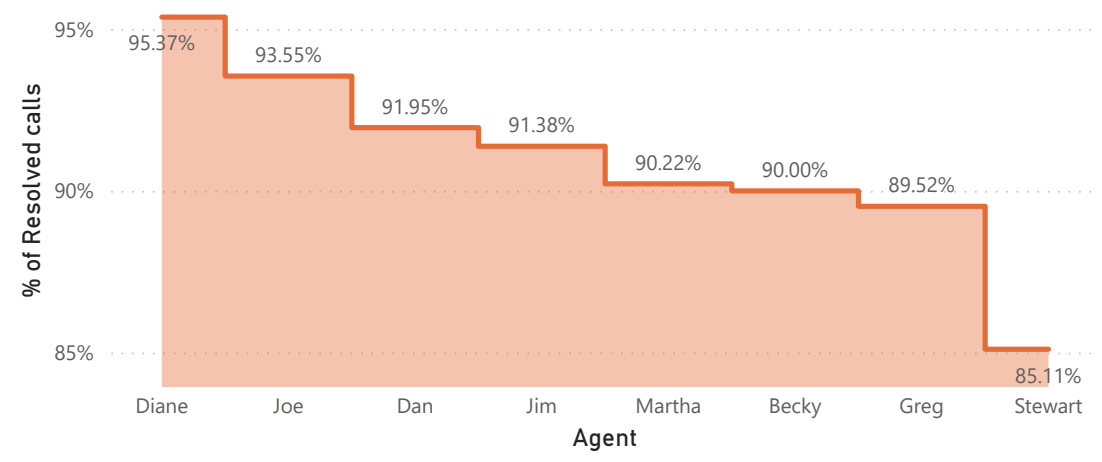
Avg Speed of answer in seconds

67.3sec



% of Resolved calls by Agent and Answered (Y/N)

Answered (Y/N) ● Y



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Overall Abandoned calls

946



Issue Resolved Calls

3,646



Not Issue Resolved Calls

408



Satisfied Calls

2,023



Not Satisfied Calls

2,977



Resolved Issue%

89.9%



Overall Calls

5,000



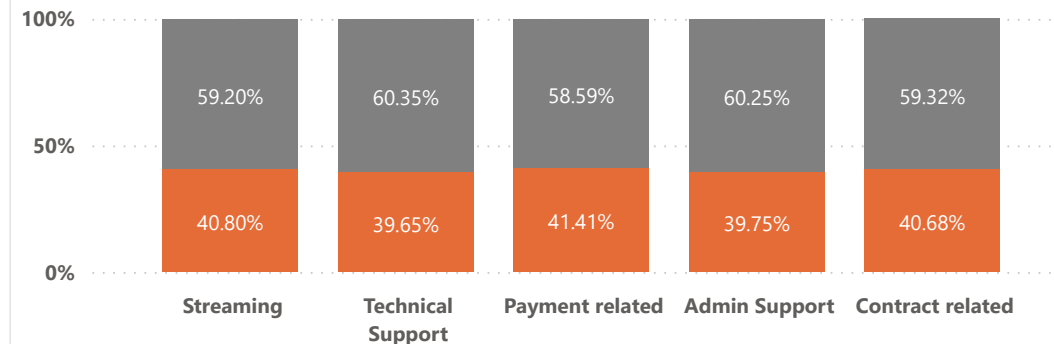
Overall Answered calls

4,054

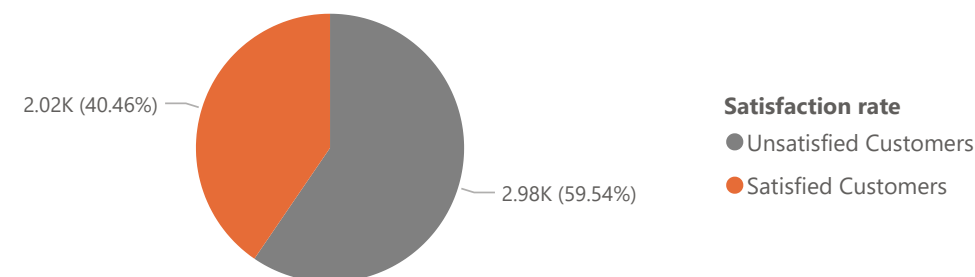


% of Satisfied and Unsatisfied Customers by Topic

Satisfaction rate ● Satisfied Customers ● Unsatisfied Customers



Satisfied and Unsatisfied Customers by Topic



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related

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Support**Overall Calls****1,007****Overall Answered calls****818****Overall Abandoned calls****189****Issue Resolved Calls****729****Agent Performance Quadrant****26.39%****Avg Speed of answer in seconds****68.2sec****Not Issue Resolved Calls****89****Satisfied Calls****417****% of Answered calls****81.2%****% of Abandoned calls****18.8%****Not Satisfied Calls****590****Resolved Issue%****89.1%****% of UnResolved calls****10.9%****Avg of CallDurationinseconds****215.86sec**