

Customer Interaction Dashboard

Unresolved Cases

1354

Agent Name

All

Support Type

All

Agent Name

All

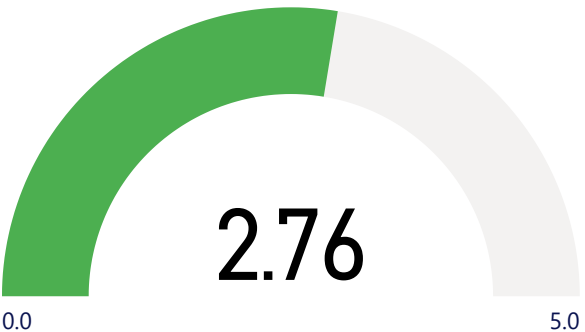
Total customer

5000

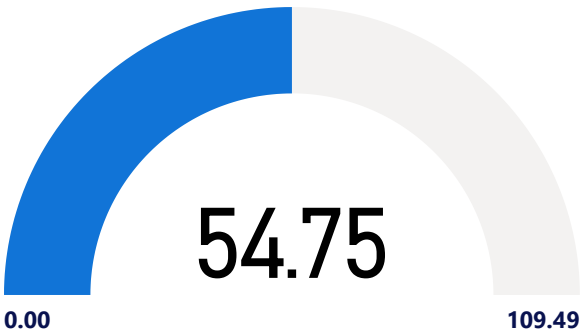
Solved Cases

3646

Average Satisfaction Rating

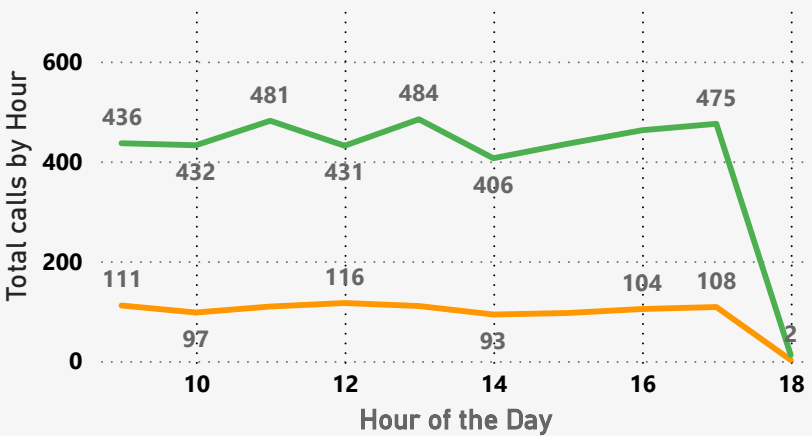


Average of Speed of answer in seconds



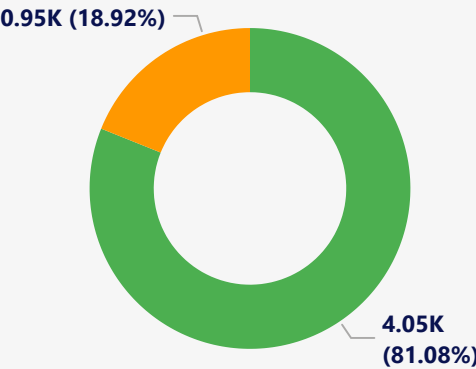
Total Calls by Hour of the Day

Answered (Y/N) ● No ● Yes



Call Handling Performance

Answered ● Yes ● No



Count of CallHour by Agent

