CALL CENTRE PERFORMANCE DASHBOARD

Total Calls	Total Agents	Calls Answered	Total Calls Rejected	% Calls Answered	% Calls Rejected	Most Avg Rated	Highest Calls Answered	Most Missed Calls
5000	8	4054	946	81.1%	18.9%	Martha	Jim	Diane

Month

January

February

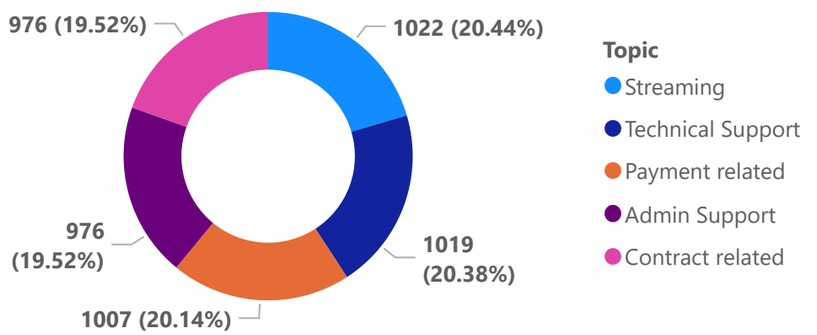
March

1/1/2021 3/31/2021

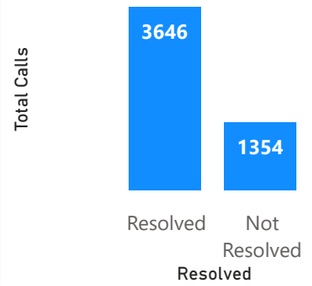
Agent Performance Quadrant

Agent	Total Calls	Calls Answered	Resolved_Calls	Handle Time	ACSR	% Calls Answ
Martha	638	514	461	79.86	3.47	8(
Dan	633	523	471	83.97	3.45	8
Diane	633	501	452	76.18	3.41	7
Greg	624	502	455	79.07	3.40	8(
Stewart	582	477	424	74.93	3.40	8
Jim	666	536	485	84.91	3.39	8(
Becky	631	517	462	78.99	3.37	8
Joe	593	484	436	75.32	3.33	8

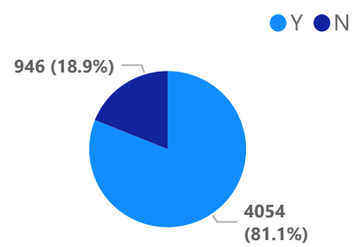
Percentage of Calls by Topic



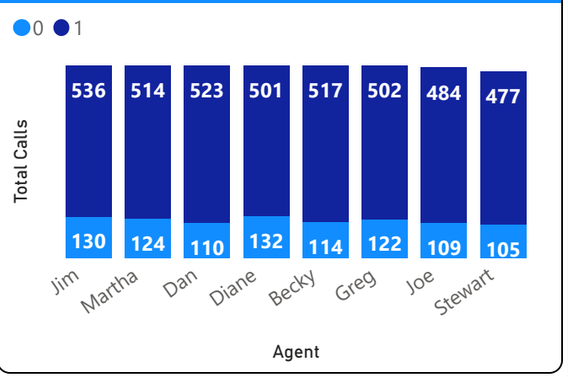
Total Calls by Resolution



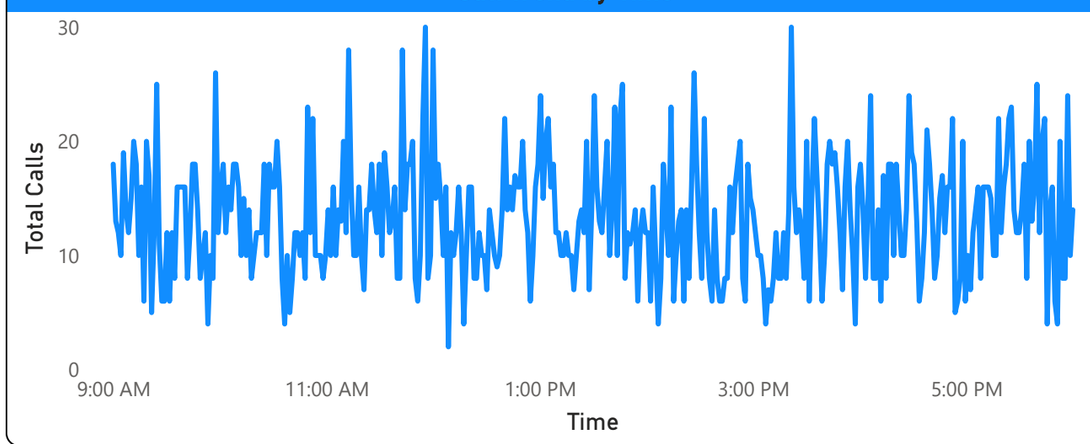
Percentage of Answered (Y/N) Calls



Total Calls by Agent



Call Trend by Time



Overall Customer Satisfaction Rating