

5000

Total\_Call

3646

Total\_Resolved

## CALL CENTER DASHBOARD

4054

Total\_Answered

224.9

Average\_Call\_Duration

67.52

Average\_answer\_speed

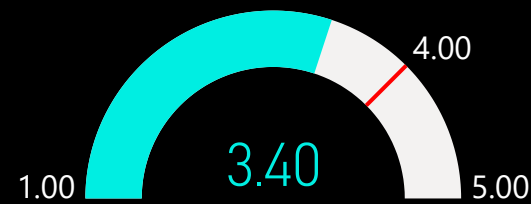
Most Missed Call

Diane

132

Total\_Missed

Overall Customer Certification



8

Total\_Employee

5

Count\_of\_Topic

Most Rated Employee

Martha

3.47

Satisfaction rating

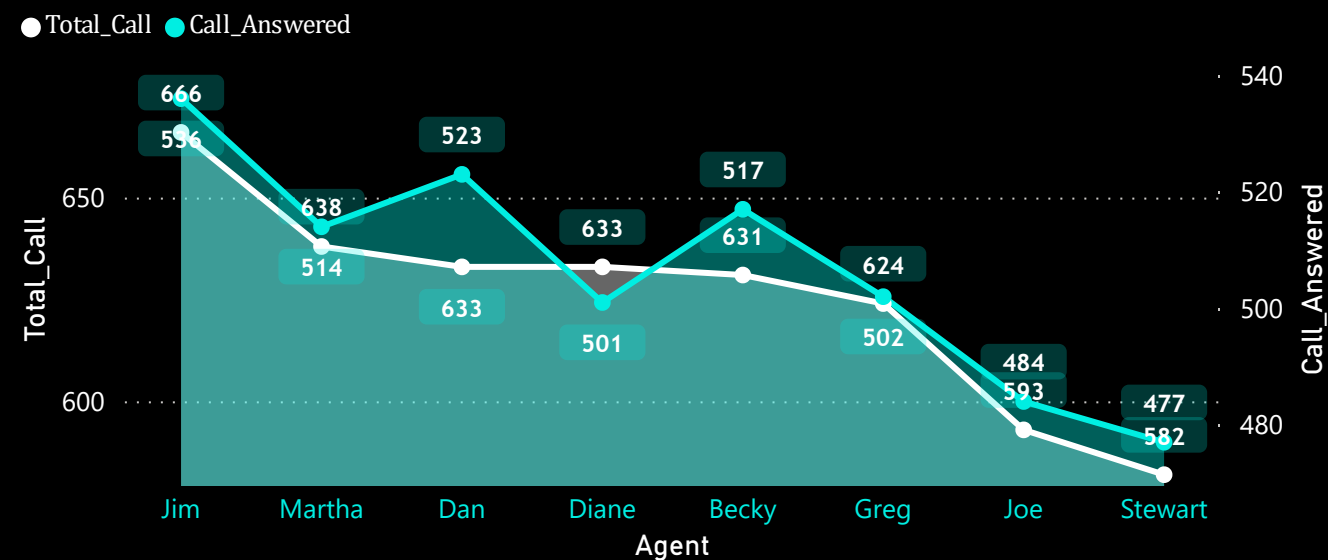
Most Issue Resolved

Jim

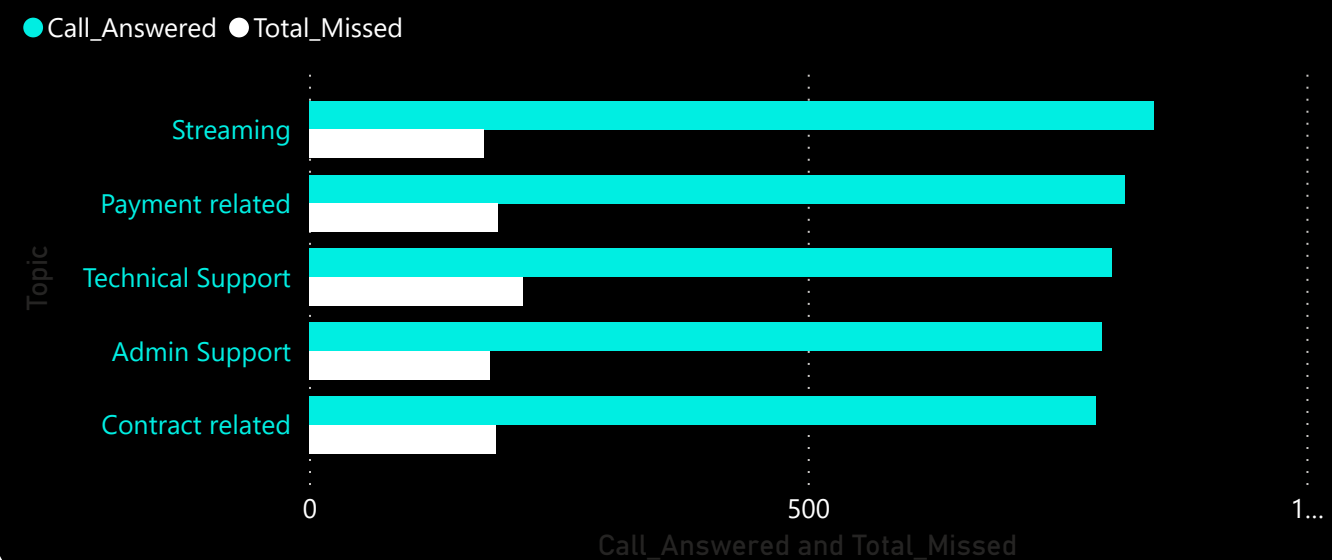
485

Total\_Resolved

Total\_Call and Call\_Answered by Agent



Call\_Answered and Total\_Missed by Topic



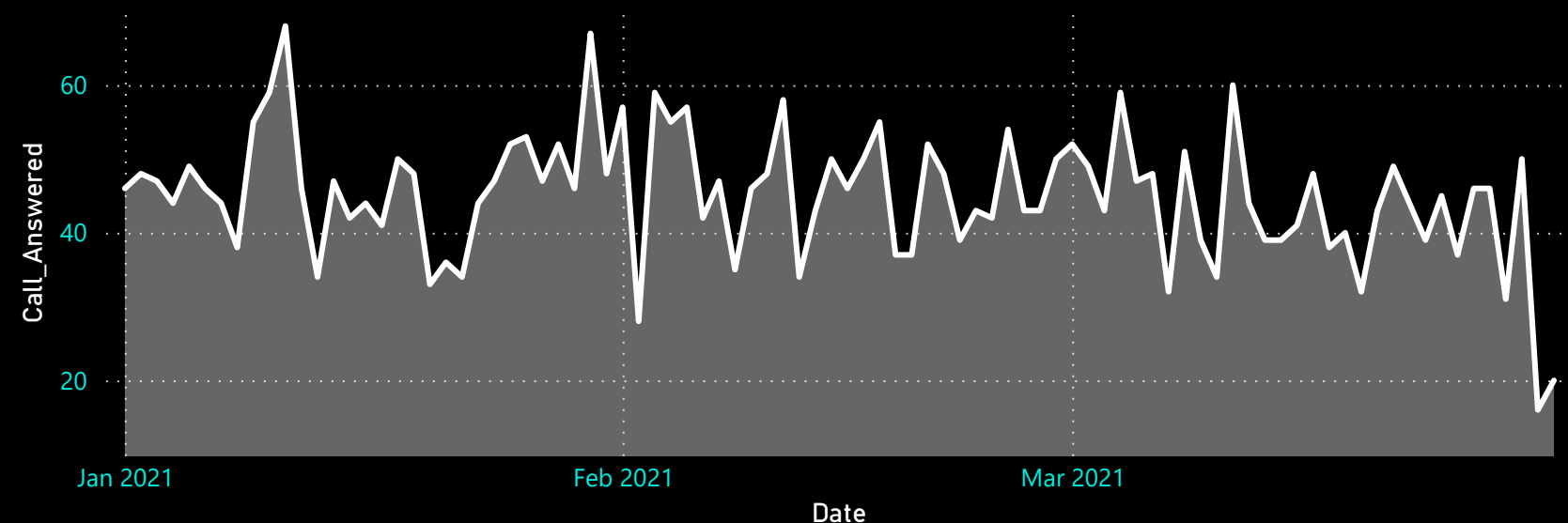
Topic

All

Agent

All

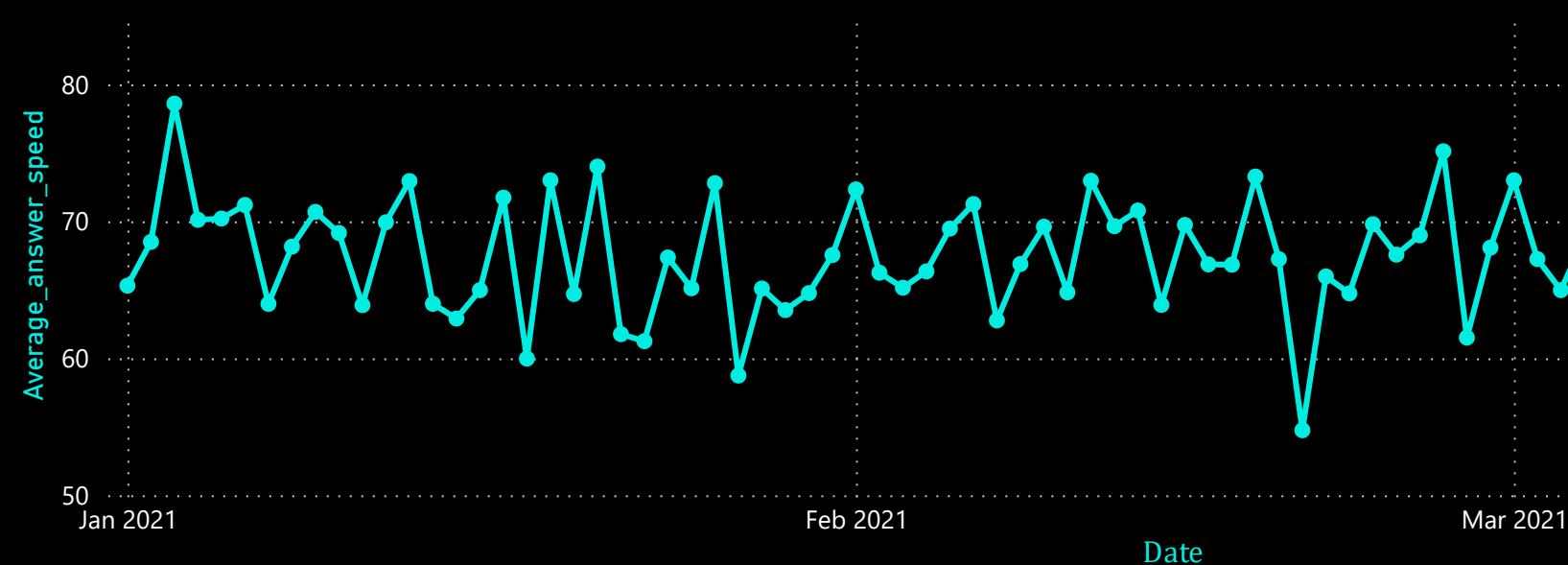
Call\_Answered by Date



Total\_Resolved by Agent



Average\_answer\_speed by Date



Total\_Call by Answered

