

Phone Now Call Dashboard

17056

Satisfaction rating

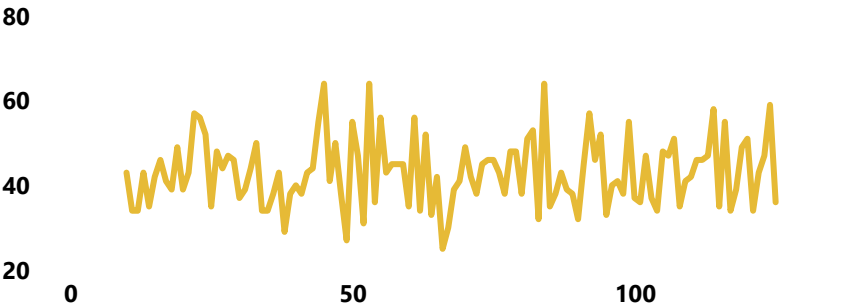
339261

Speed of answer in seconds

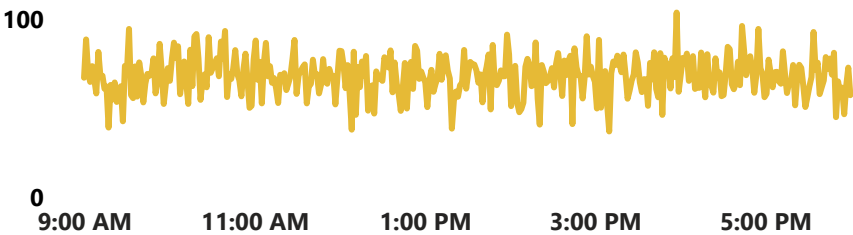
5000

Count of Answered (Y/N)

Avg Talk Duration by Speed of answer in seconds

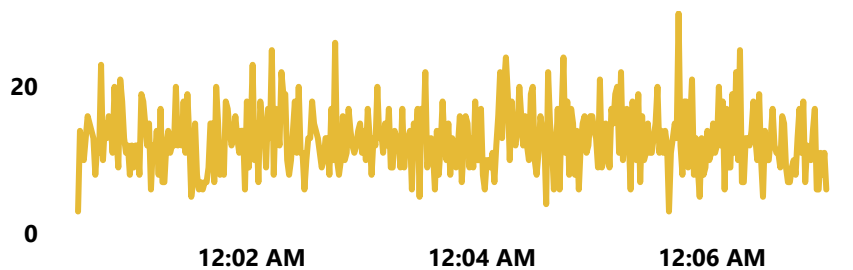


Answer Call Rate Per Seconds Time

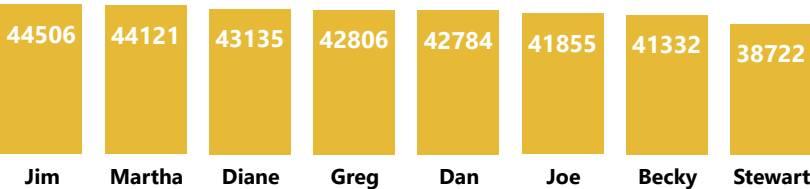


The average phone answer rate was under 103.5 seconds at 3.57 pm during the hours of 9 am and 5 pm.

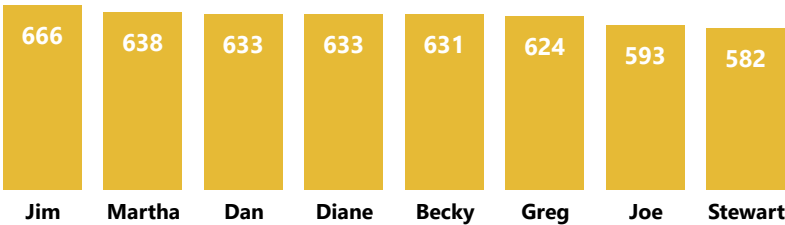
Avg Talk Duration by Answered Calls (Y/N)



Agents Answered Rate in Seconds



Total Number of Agent Resolved Cases

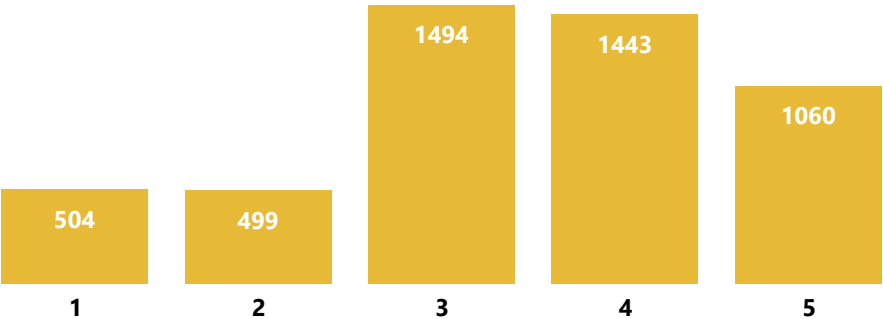


With a total of 666 and 633 resolved call cases, respectively, Jim & Dan has the most cases that have been successfully resolved.

Total Number of Calls Answered by Agents (Y/N)



Agents Customer Satisfaction Ratings



Recommendations on the accurate overview of Long-Term trends in customers and agent Behavior.

Agents are very proactive with resolving cases with customers which keeps the company ahead of its competitors when it comes to customer satisfaction ratings
On a Long-Term agents should work hard in reducing the no answered calls to Zero and alternatively resolve the 946 unanswered calls