

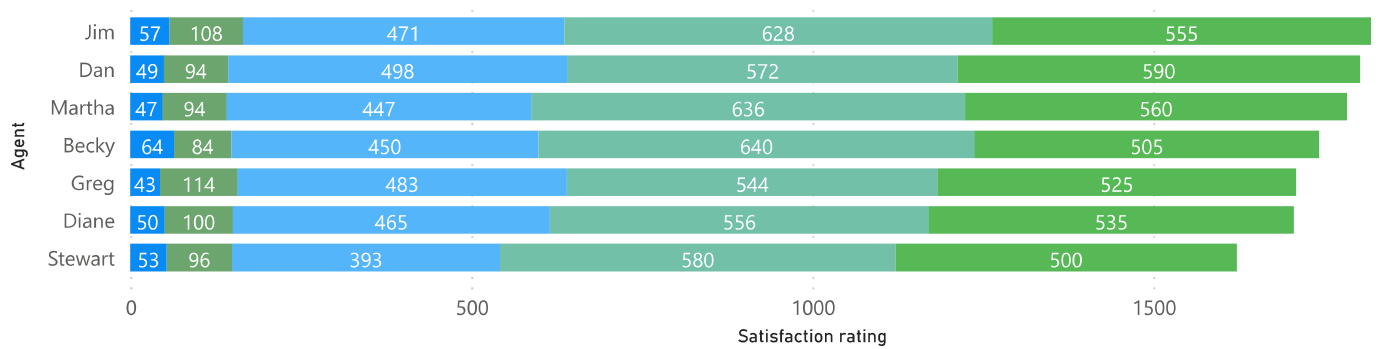
Agent Individual Performance (Select from Dropdown)

All

Telecom Dashboard

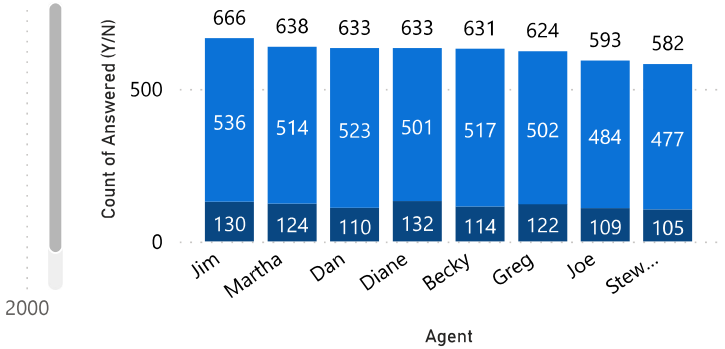
Overall Customer Satisfaction rating by Agents

Satisfaction rating 1 2 3 4 5

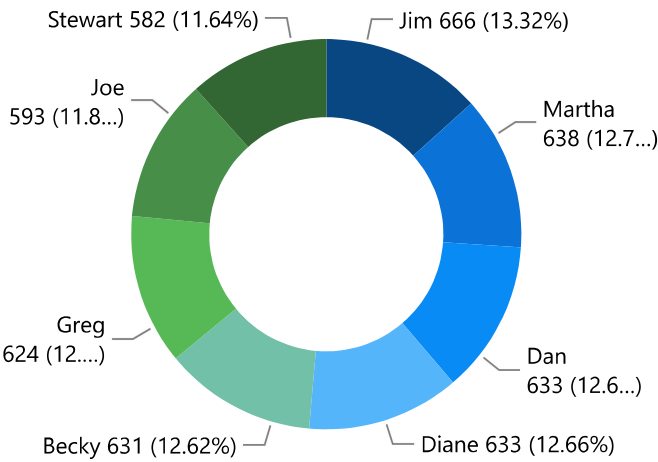


Overall calls answered/abandoned by Agents

Answered (Y/N) N Y

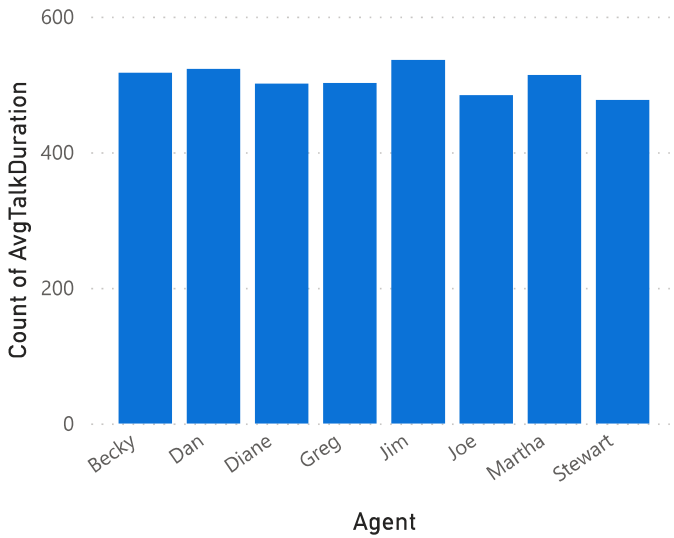


Agentwise Calls by Time

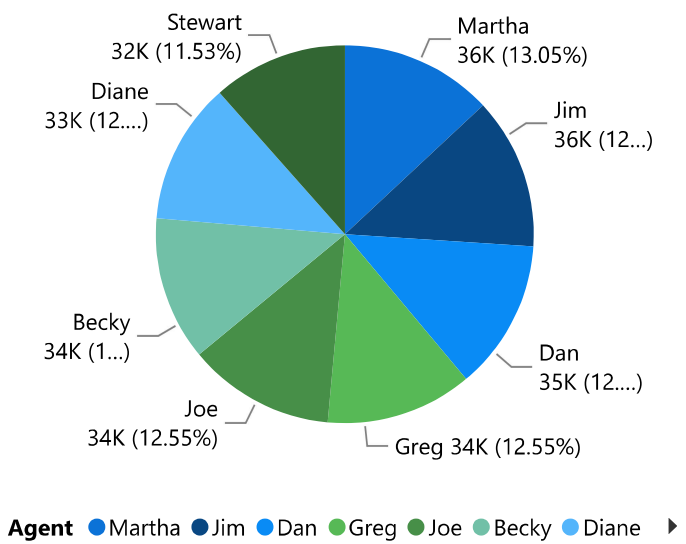


Agent's performance quadrant

Answered (Y/... Y



Speed of answer in seconds by Agent



Agent Jim Martha Dan Diane Becky Greg Joe Stewart

Agent

Agent Martha Jim Dan Greg Joe Becky Diane