



# CALL CENTER DASHBOARD

Total Calls

5,000

Average Speed of  
Answer  
(Seconds)

67.52

Average Call  
Duration  
(Seconds)

182.37

Date Filter

1/1/2021



3/31/2021



Agent

All

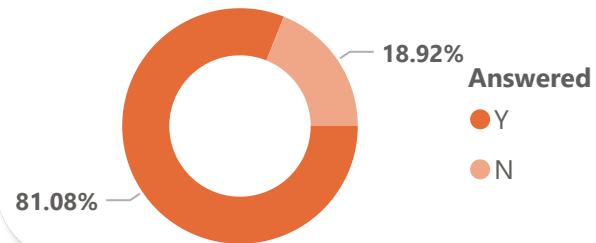


Topic

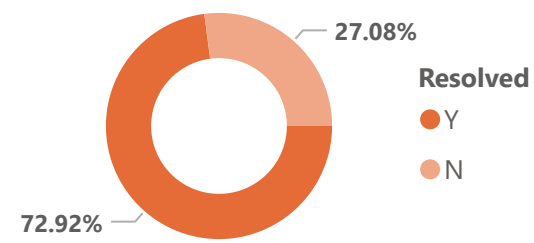
All



Answered



Resolved



Average Satisfaction



Agent Statistics

Agent	Answered	Resolved Calls	Average_Speed_of_Answer	Average of Satisfaction rating
Stewart	477	424	66.18	3.40
Martha	514	461	69.49	3.47
Joe	484	436	70.99	3.33
Jim	536	485	66.34	3.39
Greg	502	455	68.44	3.40
Diane	501	452	66.27	3.41
Dan	523	471	67.28	3.45
Becky	517	462	65.33	3.37

Total Calls By Date

