



CALL CENTRE KPI DASHBOARD

8

Count of Agent

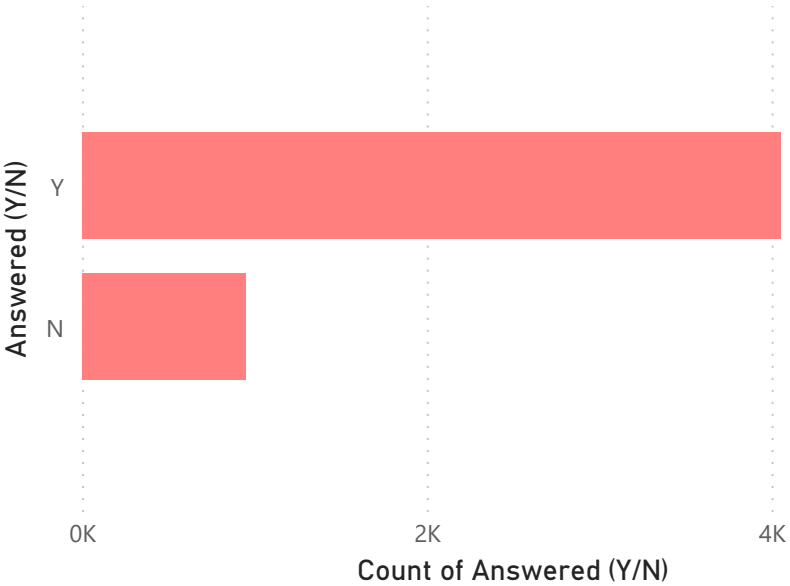
67.52

Avg. speed of answer in seconds

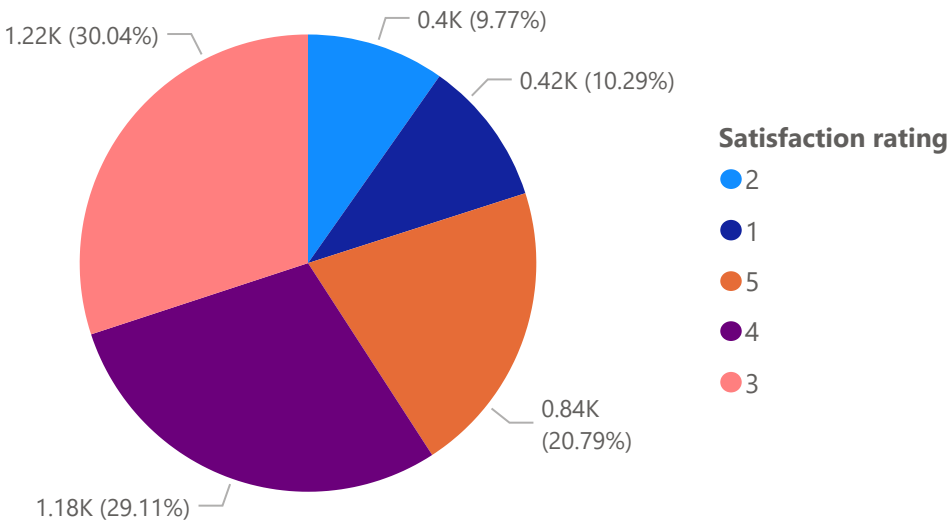
1.00

Actual Avg Talk Duration

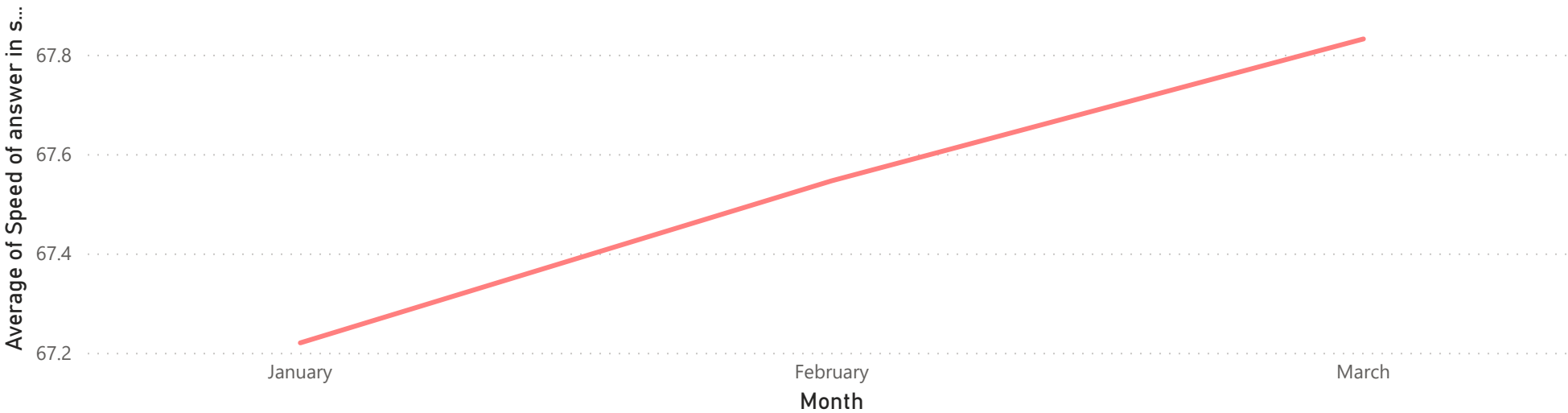
Total No. of Calls Answered and Abandoned



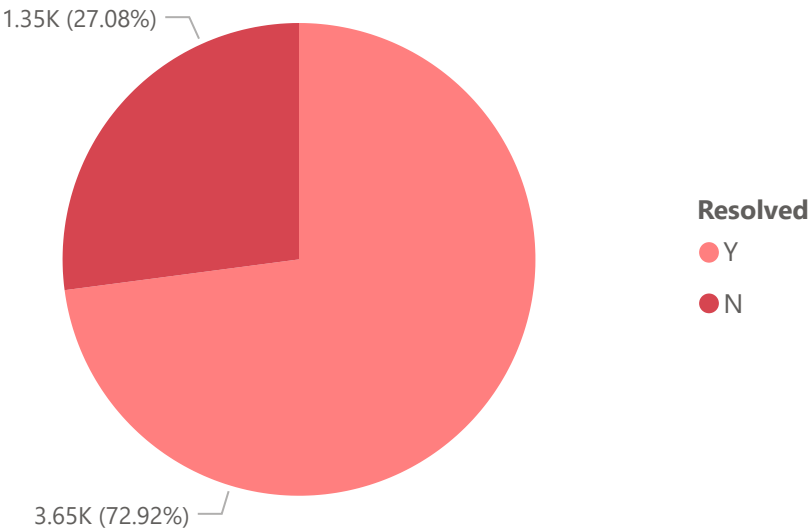
Overall Customer Satisfaction rating



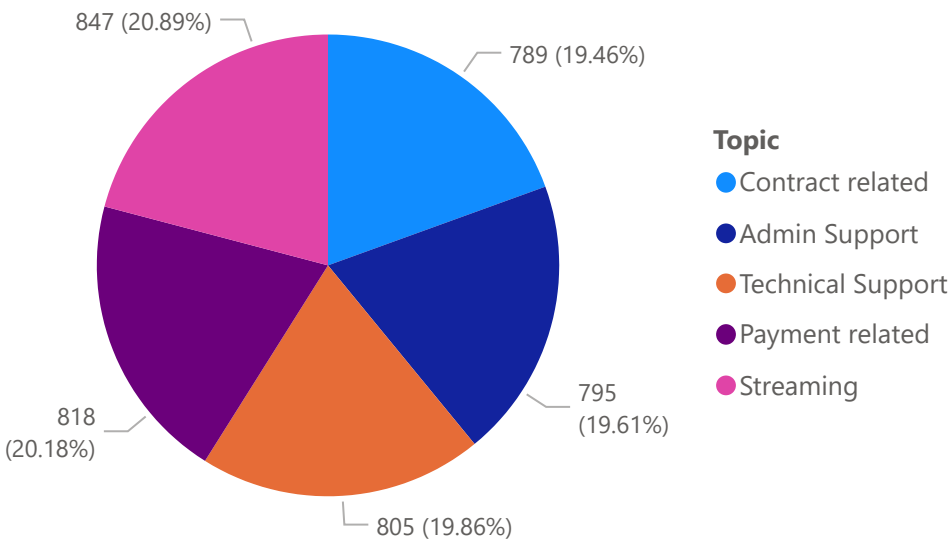
Average Speed of answer in seconds by Month



Issues Resolved and Unresolved



Satisfaction rating by Topic

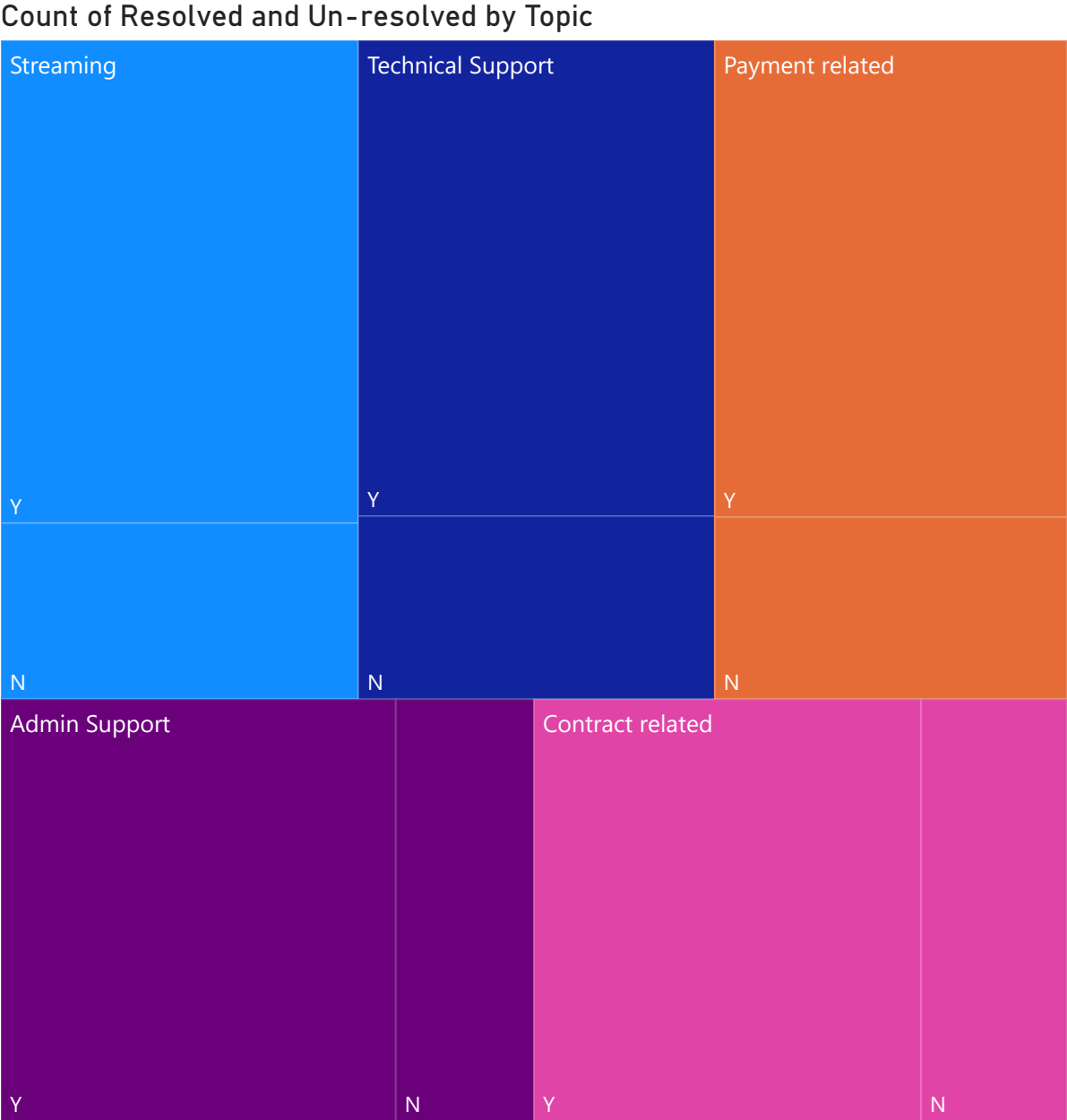
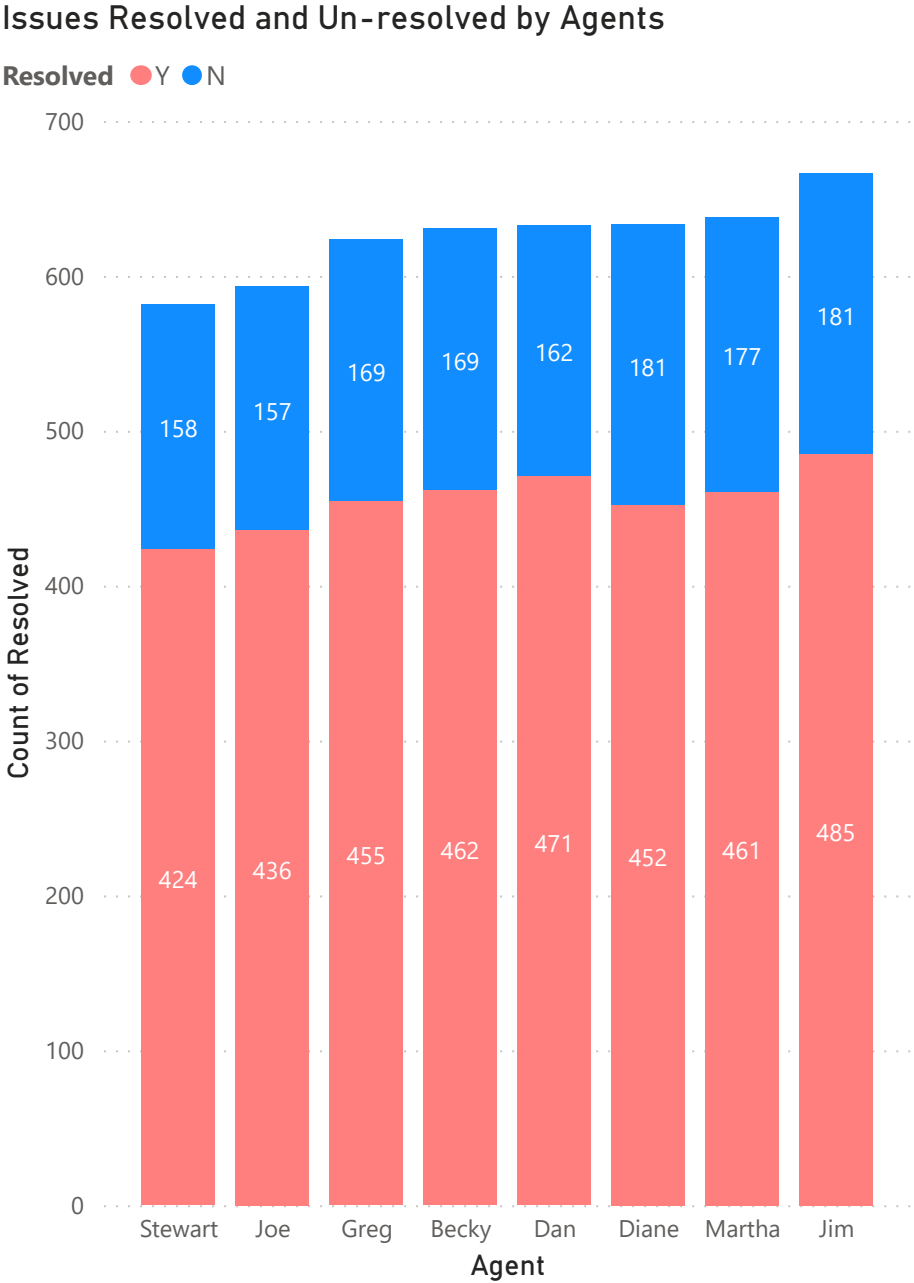
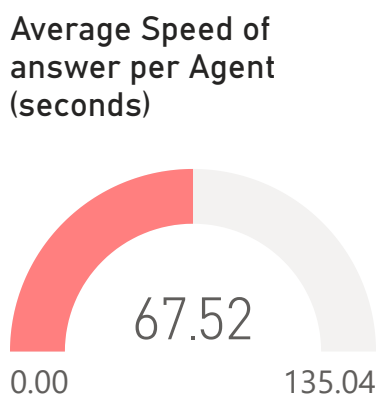


Agent

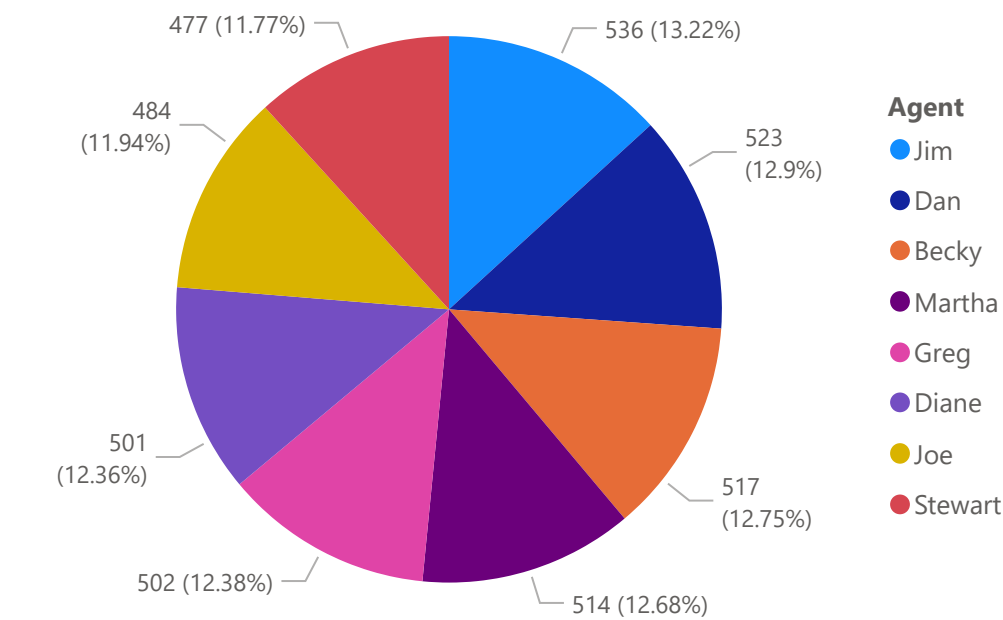
- Becky
- Dan
- Diane
- Greg
- Jim
- Joe
- Martha
- Stewart

Agent

All



Satisfaction Rating per Agent



Total No. of Answered and Abandoned Calls per Agent

