CALL CENTER

Agent

- Jim
- Joe
- Martha
- Stewart

Months

- Feb
- Jan
- Mar

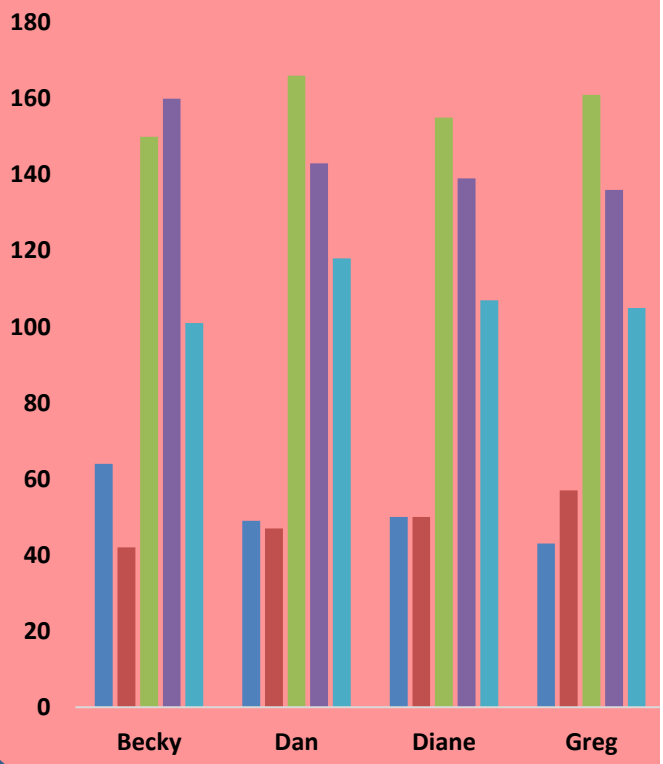
Time (Hour)

- 10
- 11
- 12
- 13
- 14

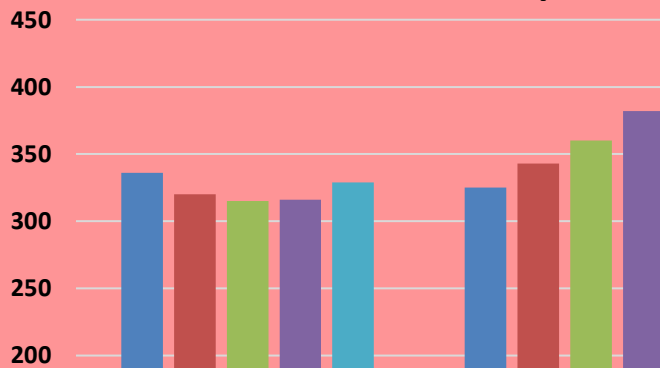
Total numer of agent

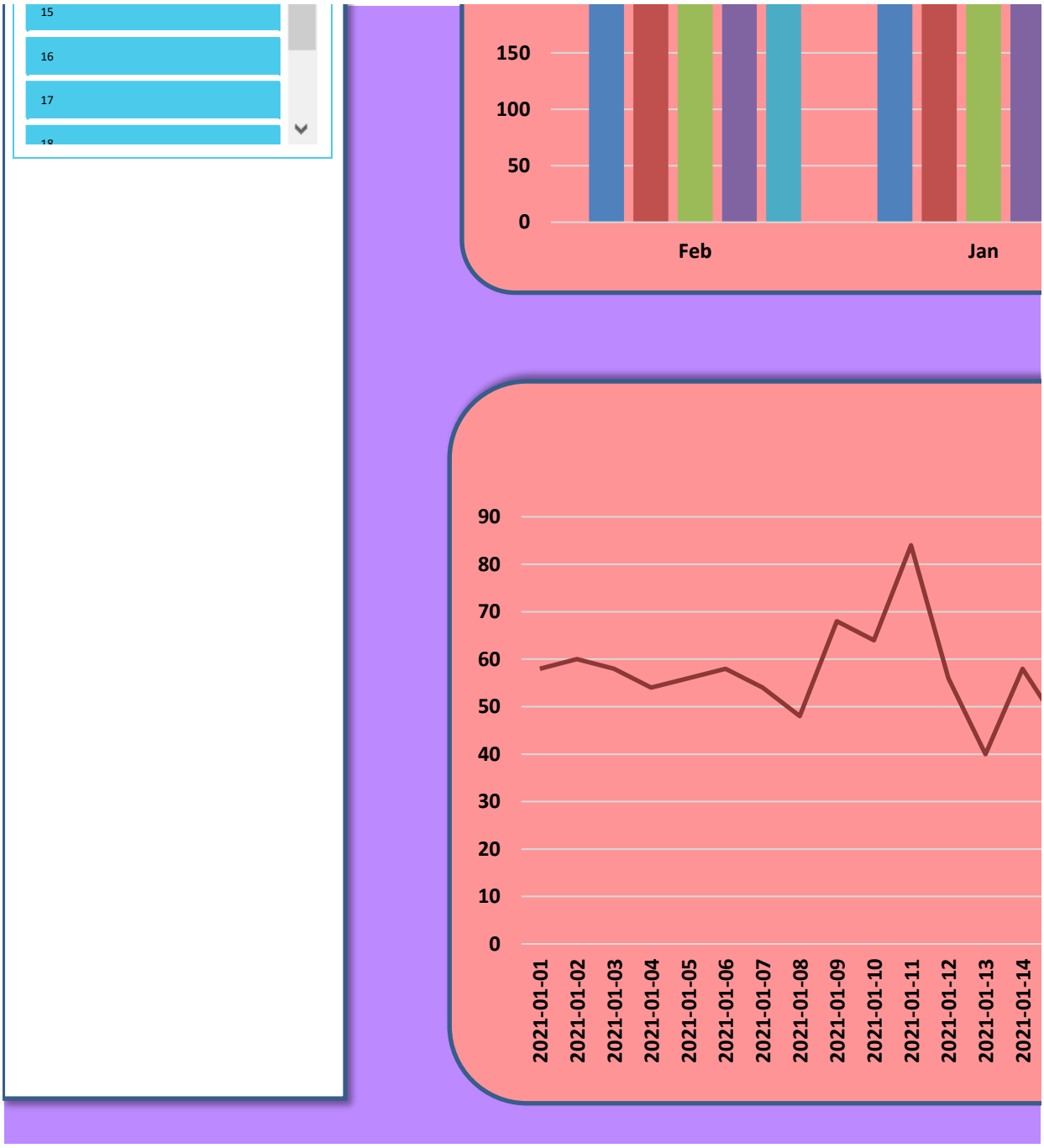
8

Satisfactory Rat



Topic Per



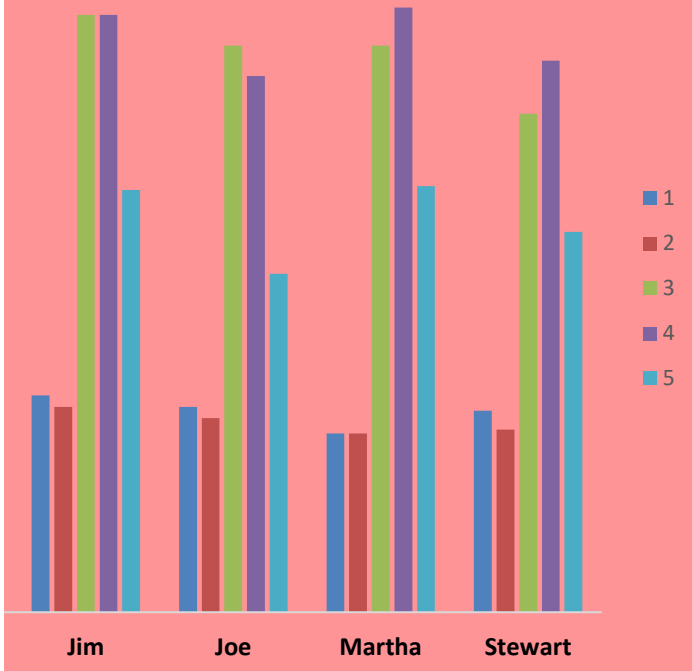

15
16
17
150
100
50
0
Feb
Jan
90
80
70
60
50
40
30
20
10
0
2021-01-01
2021-01-02
2021-01-03
2021-01-04
2021-01-05
2021-01-06
2021-01-07
2021-01-08
2021-01-09
2021-01-10
2021-01-11
2021-01-12
2021-01-13
2021-01-14

Total Calls Recieved

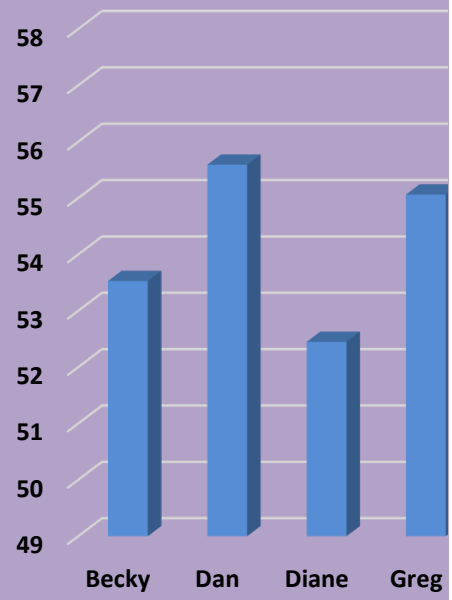
5000

Most

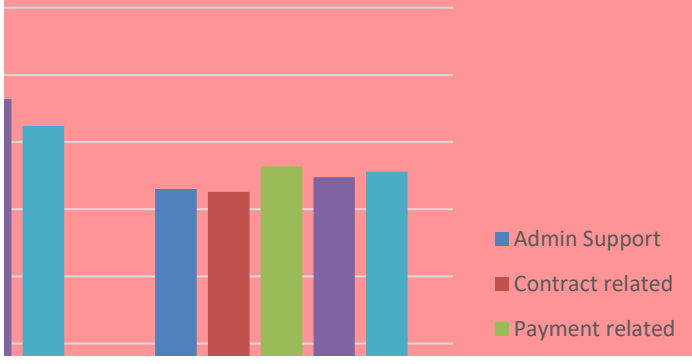
ting Per Agent



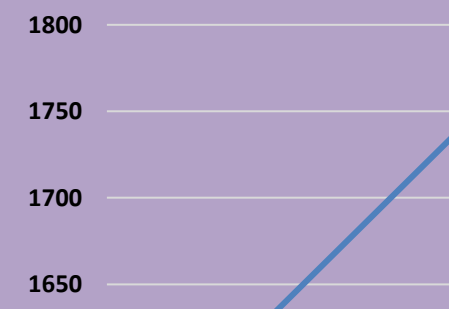
Average Spee

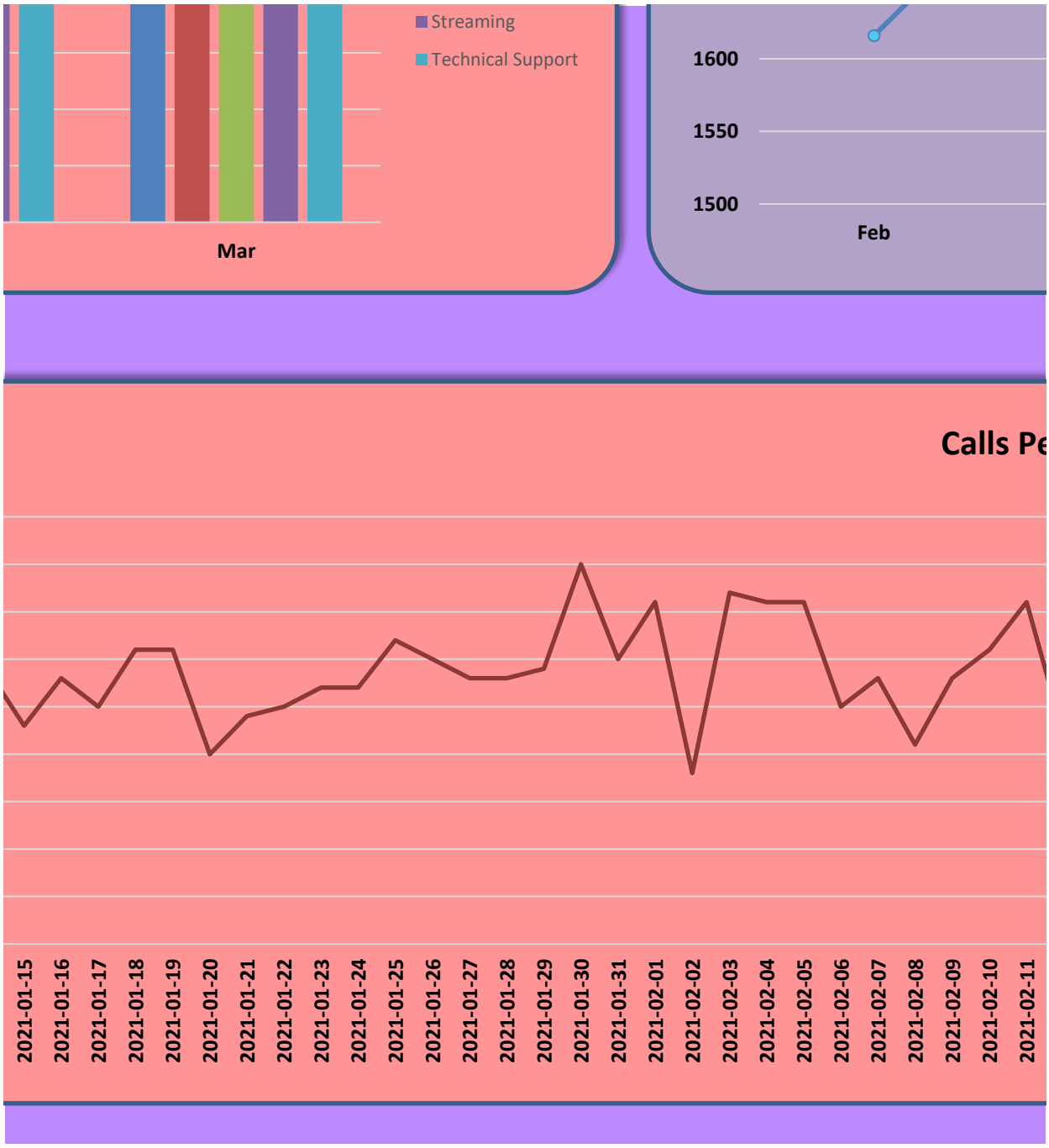


Month

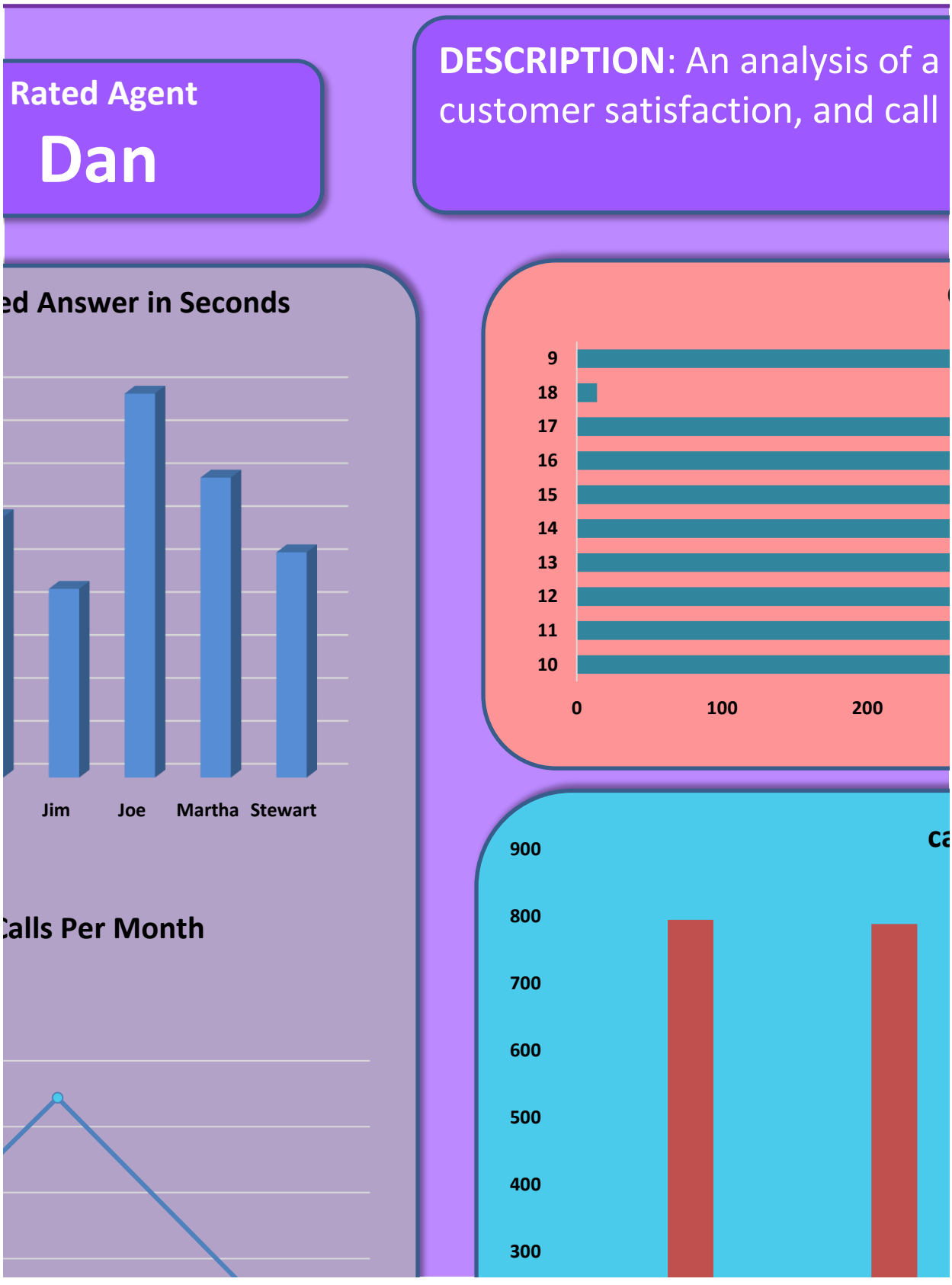


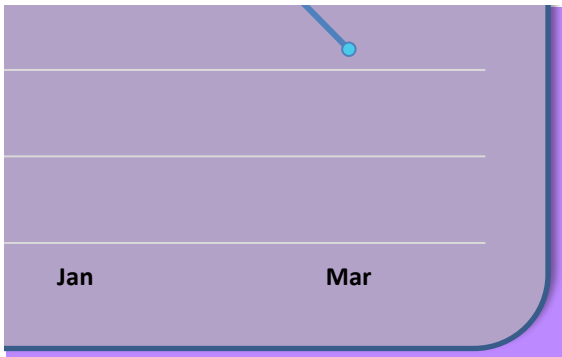
Number of C

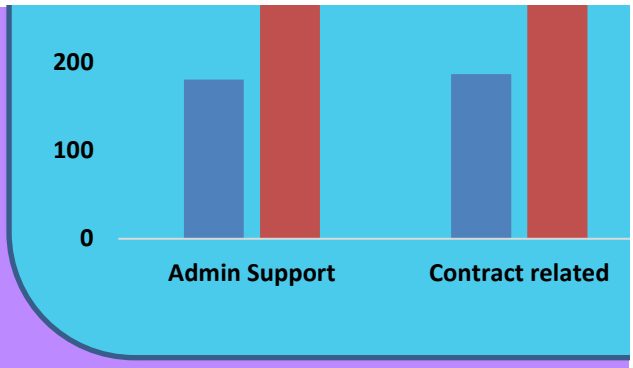



Streaming
Technical Support
Mar
1600
1550
1500
Feb
Calls Pe
2021-01-15
2021-01-16
2021-01-17
2021-01-18
2021-01-19
2021-01-20
2021-01-21
2021-01-22
2021-01-23
2021-01-24
2021-01-25
2021-01-26
2021-01-27
2021-01-28
2021-01-29
2021-01-30
2021-01-31
2021-02-01
2021-02-02
2021-02-03
2021-02-04
2021-02-05
2021-02-06
2021-02-07
2021-02-08
2021-02-09
2021-02-10
2021-02-11

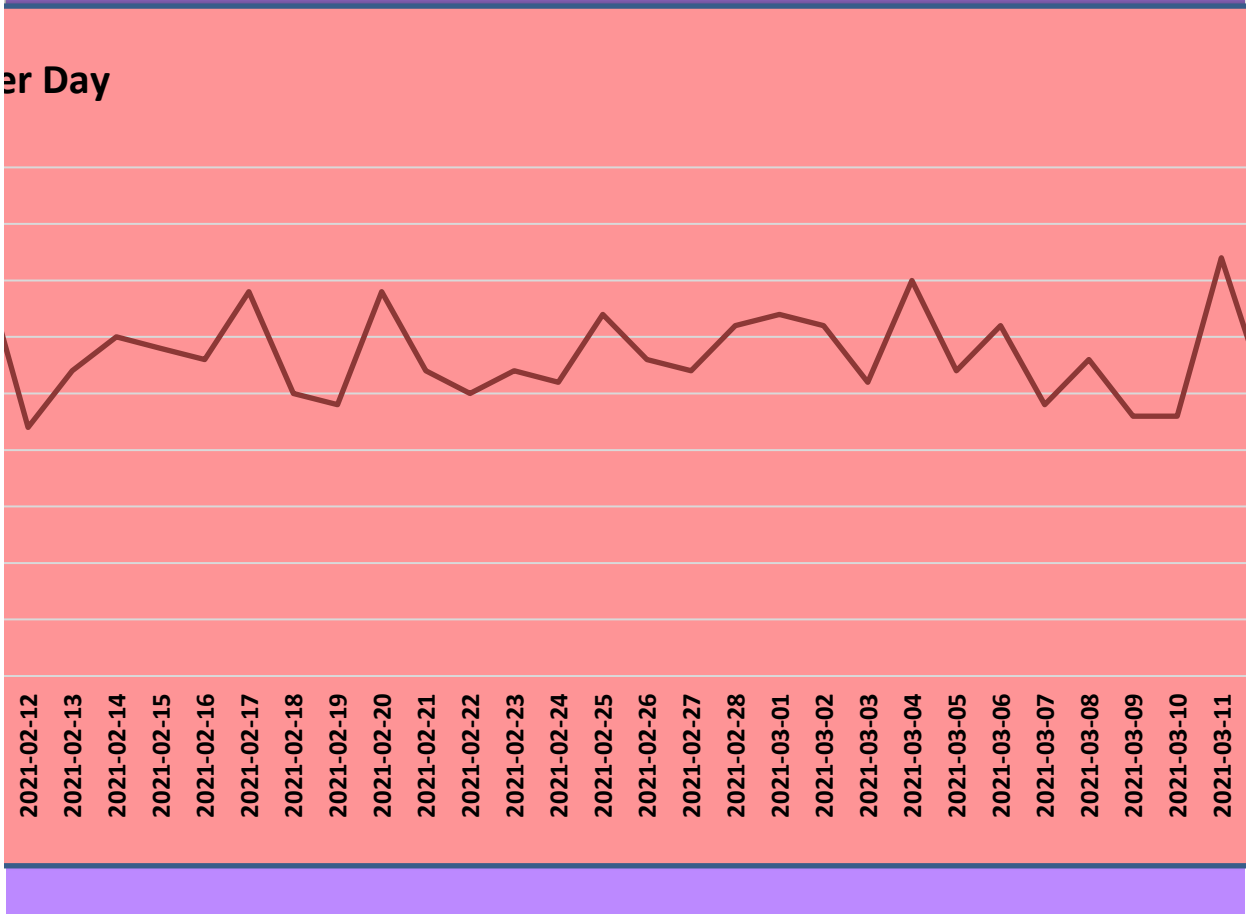
DASHBOARD


Rated Agent
Dan
DESCRIPTION: An analysis of a customer satisfaction, and call
ed Answer in Seconds
Jim
Joe
Martha
Stewart
9
18
17
16
15
14
13
12
11
10
0
100
200
alls Per Month
900
800
700
600
500
400
300

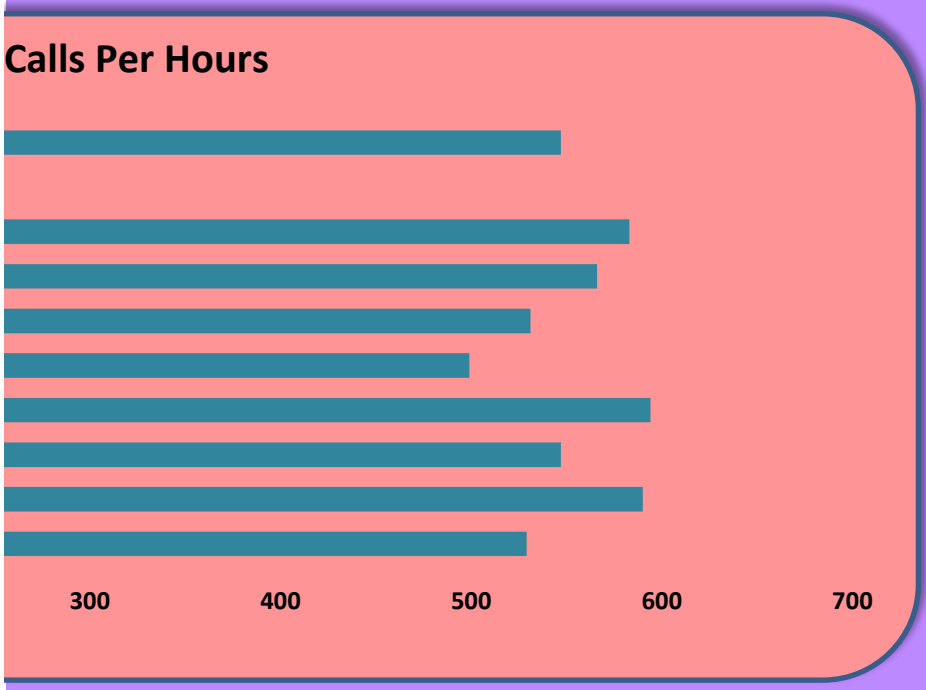

Jan
Mar

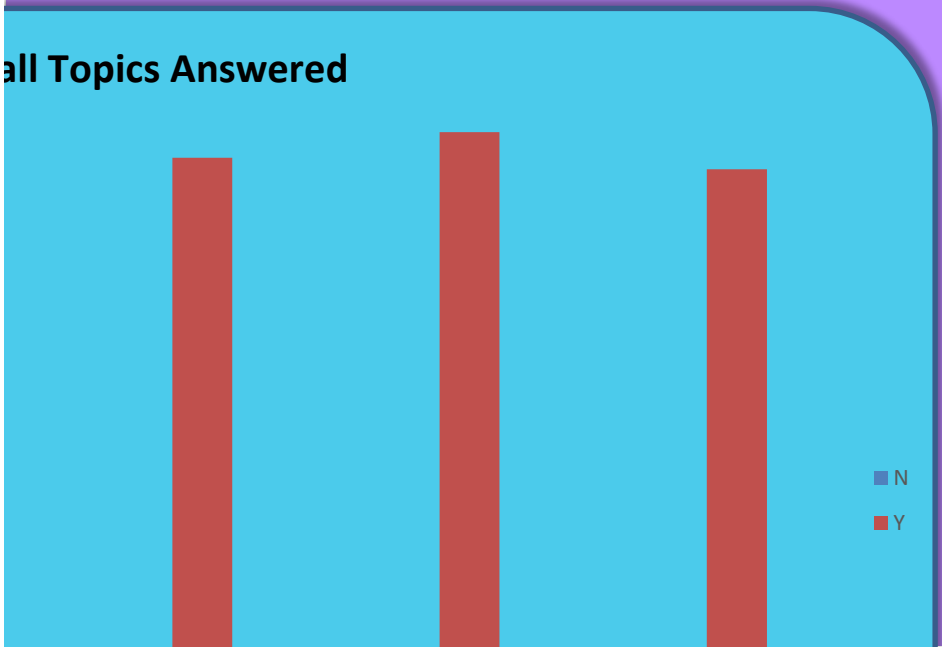

200
100
0
Admin Support
Contract related

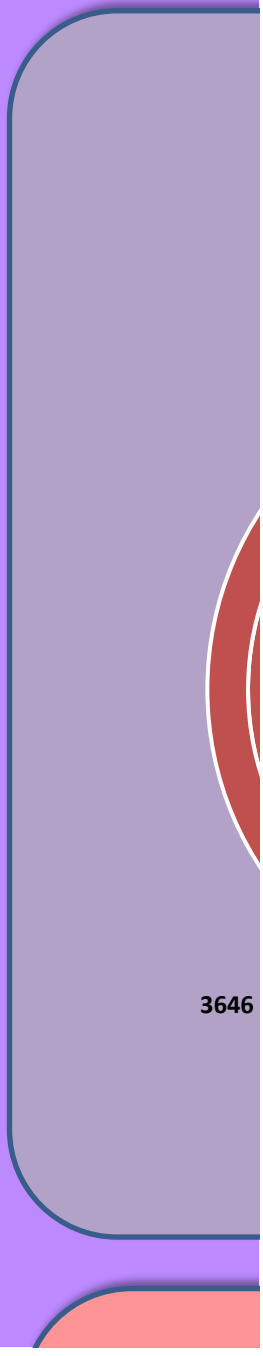
er Day

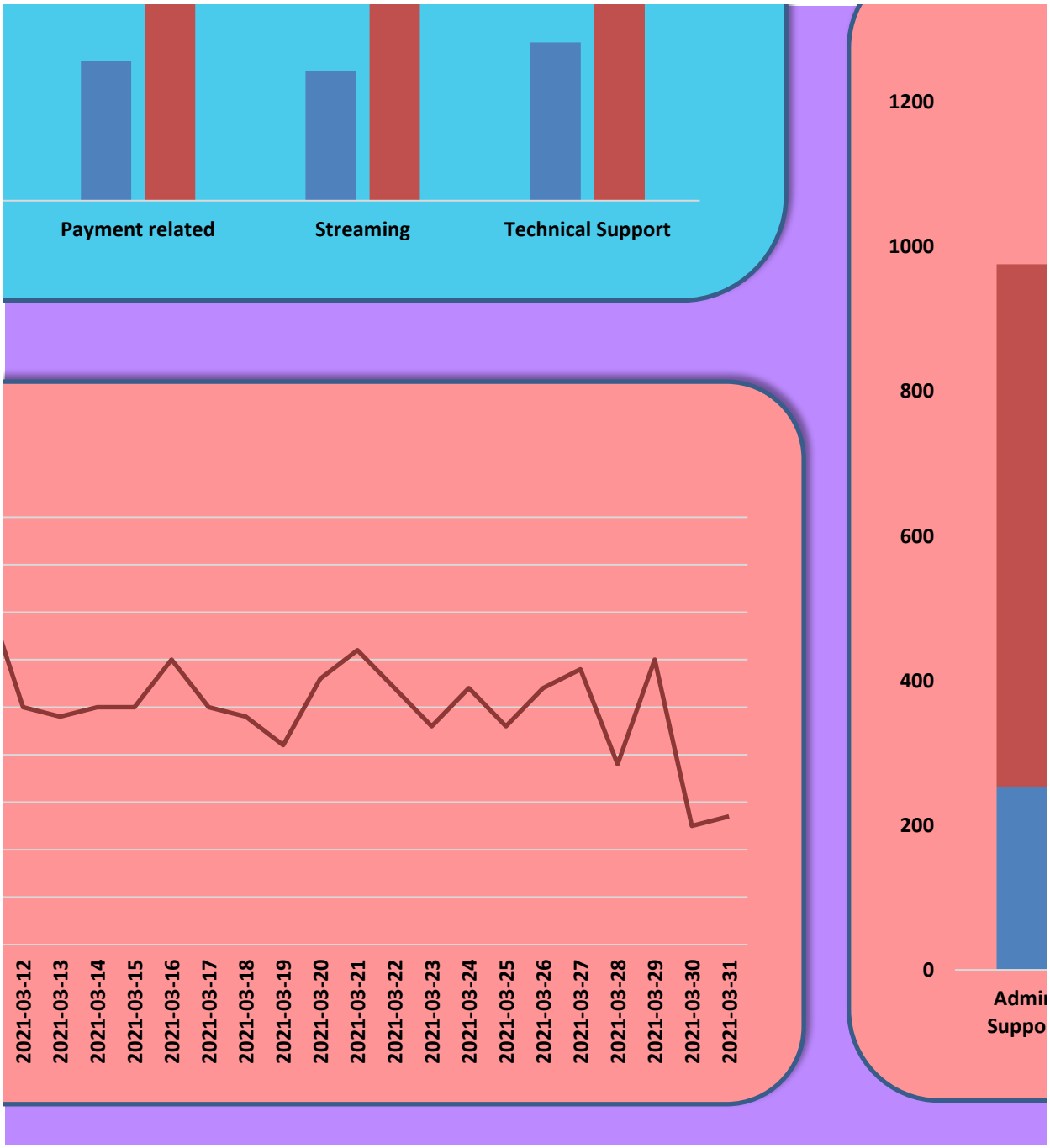

2021-02-12
2021-02-13
2021-02-14
2021-02-15
2021-02-16
2021-02-17
2021-02-18
2021-02-19
2021-02-20
2021-02-21
2021-02-22
2021-02-23
2021-02-24
2021-02-25
2021-02-26
2021-02-27
2021-02-28
2021-03-01
2021-03-02
2021-03-03
2021-03-04
2021-03-05
2021-03-06
2021-03-07
2021-03-08
2021-03-09
2021-03-10
2021-03-11

call center that involves evaluating metrics such as averag
resolution rate to identify areas for improvement and opt

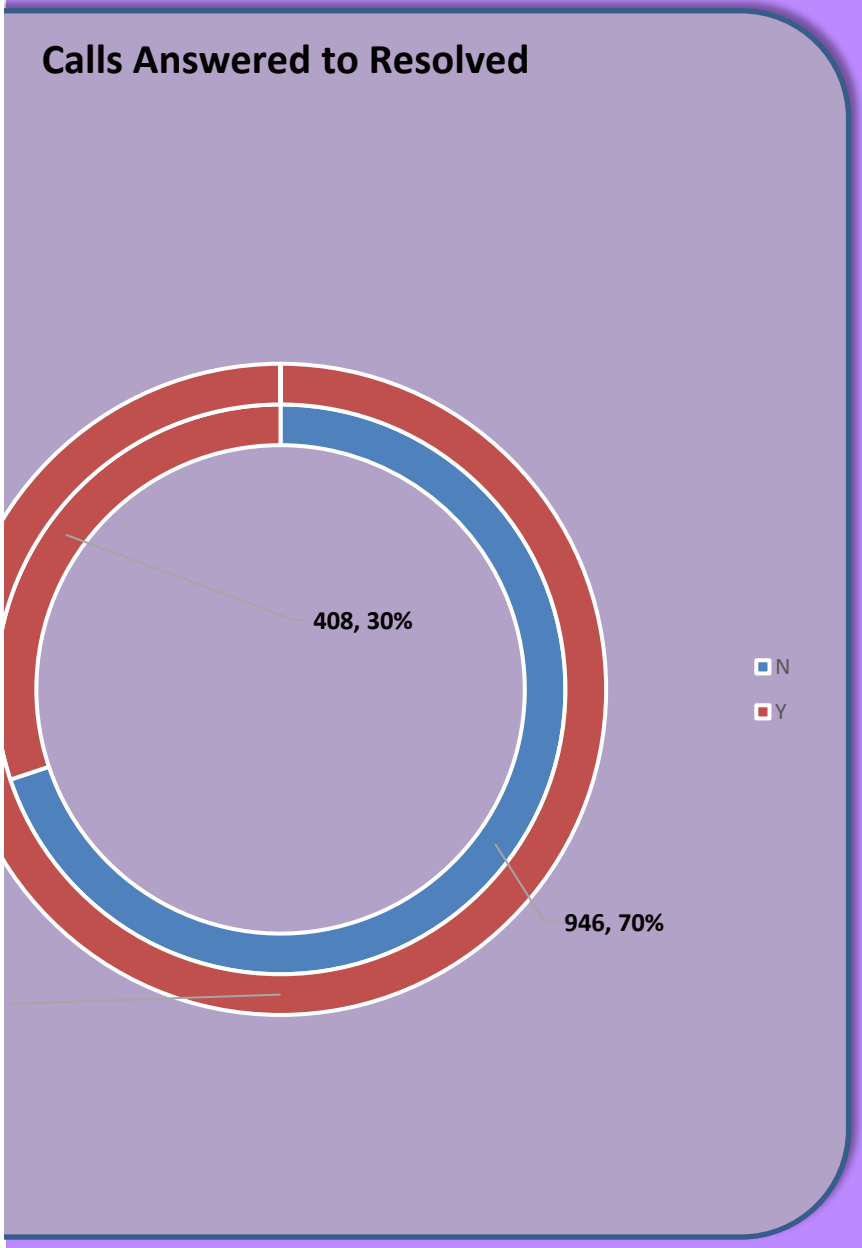


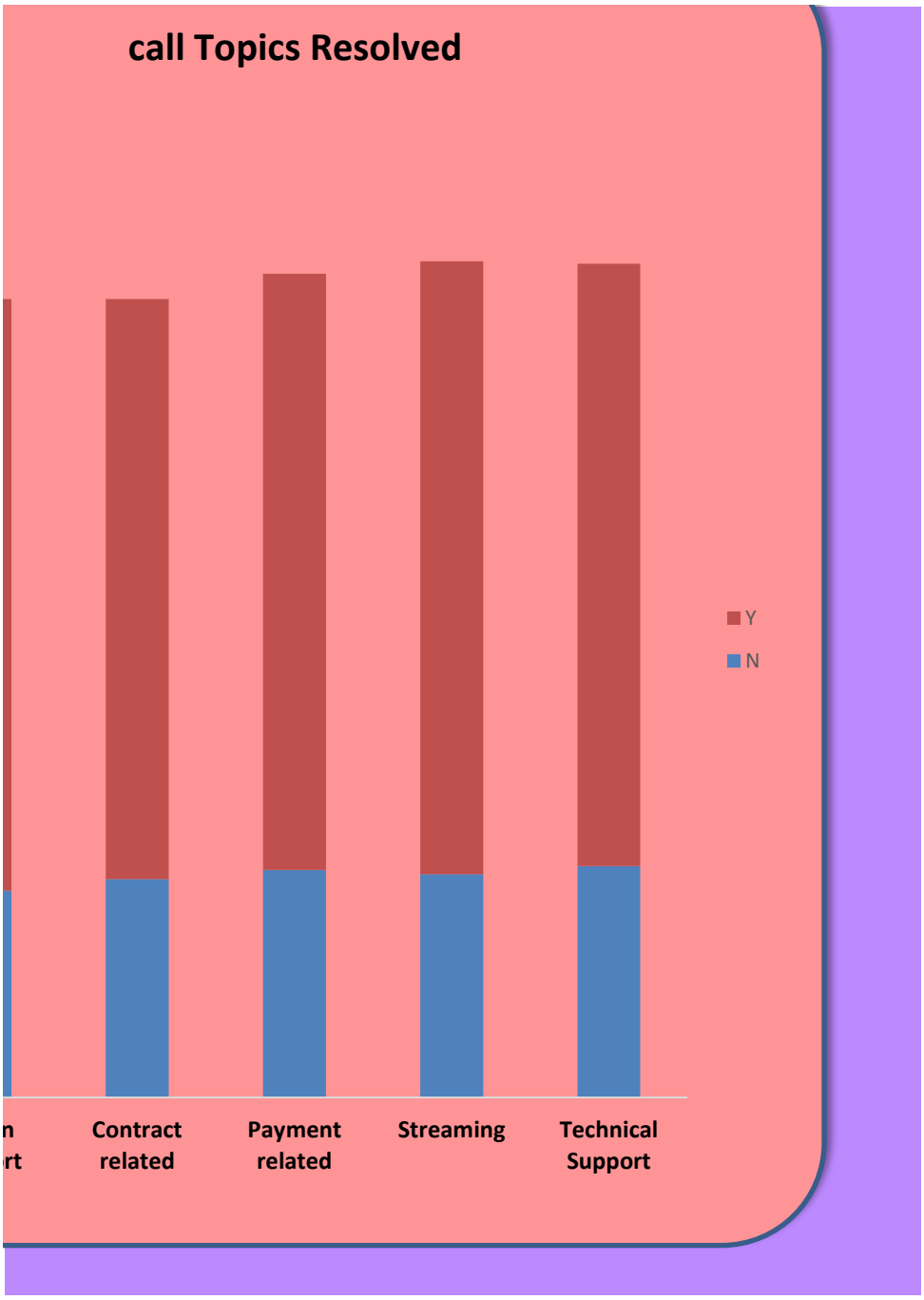





Payment related
Streaming
Technical Support
1200
1000
800
600
400
200
0
2021-03-12
2021-03-13
2021-03-14
2021-03-15
2021-03-16
2021-03-17
2021-03-18
2021-03-19
2021-03-20
2021-03-21
2021-03-22
2021-03-23
2021-03-24
2021-03-25
2021-03-26
2021-03-27
2021-03-28
2021-03-29
2021-03-30
2021-03-31

ge handling time, call volume,
timize performance.




call Topics Resolved
Y
N
n
rt
Contract related
Payment related
Streaming
Technical Support