



XYZ
Customer Services

Agent

All

Issue Type

All

Date

All

Language

All

Language Report "1"

5

Languages

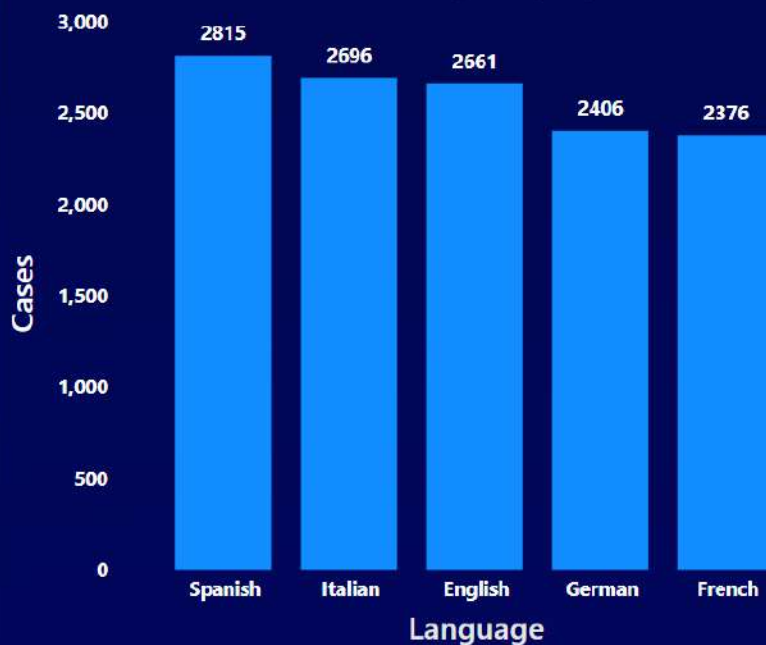
12954

Cases

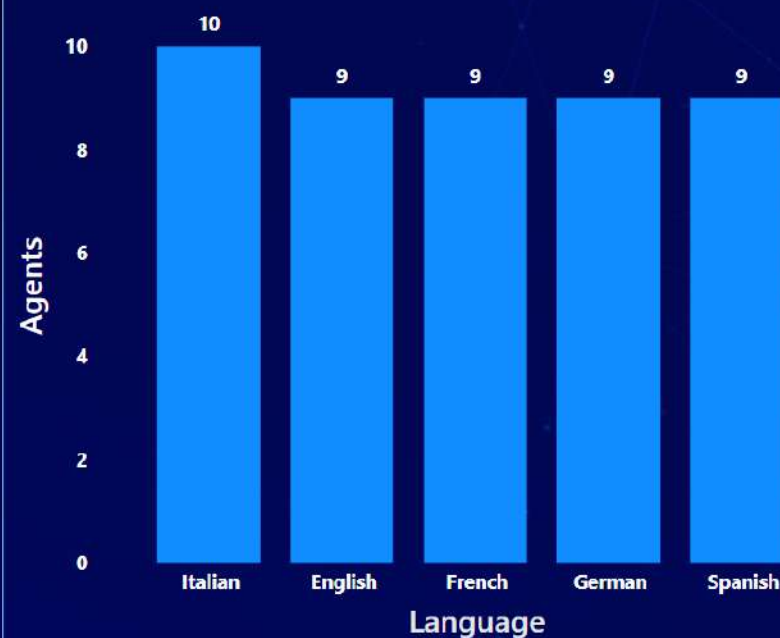
46

Agents

Count of Cases by Language



Count of Agents by Language





XYZ
Customer Services

Agent

All

Issue Type

All

Date

All

Language

All

Language Report "2"

5

Languages

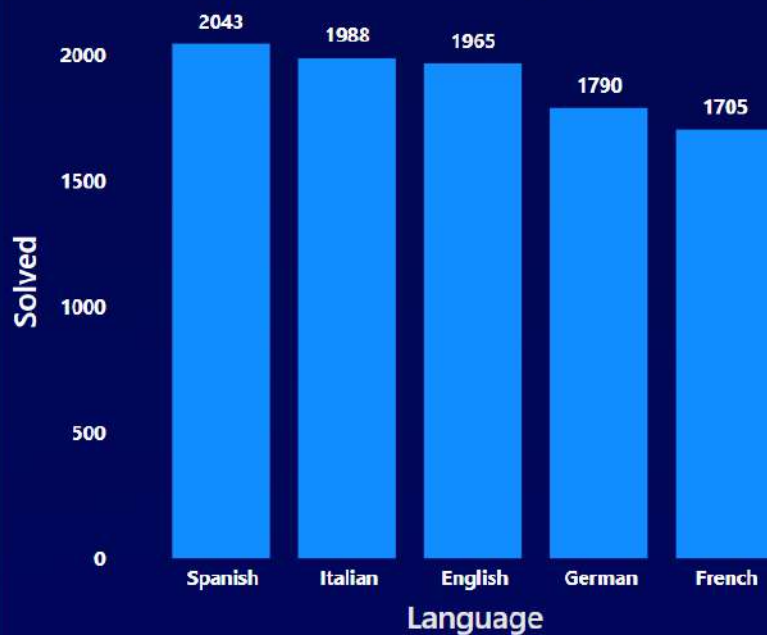
12954

Cases

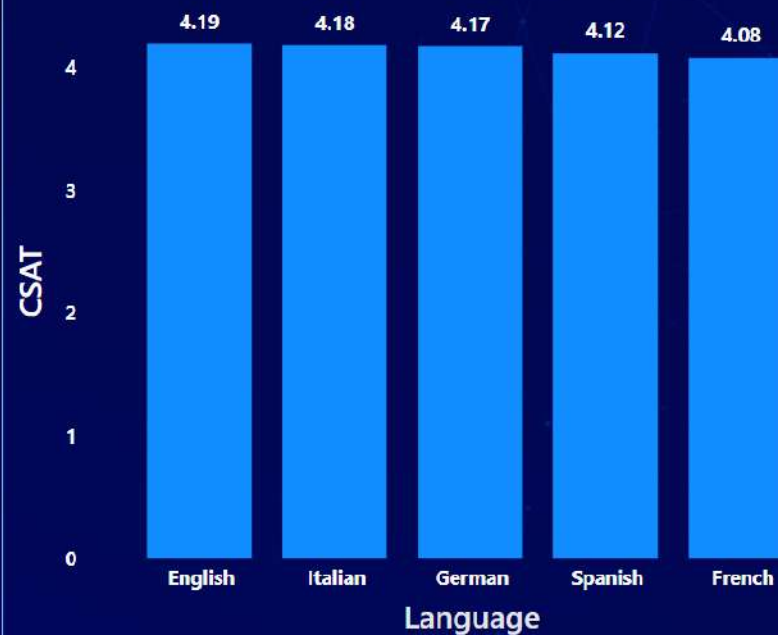
46

Agents

Sum of Solved by Language



Average of CSAT by Language



Agents Report "1"

Agent

All

Issue Type

All

Date

All

Language

All

73.27%

% Of Total Solved

12954

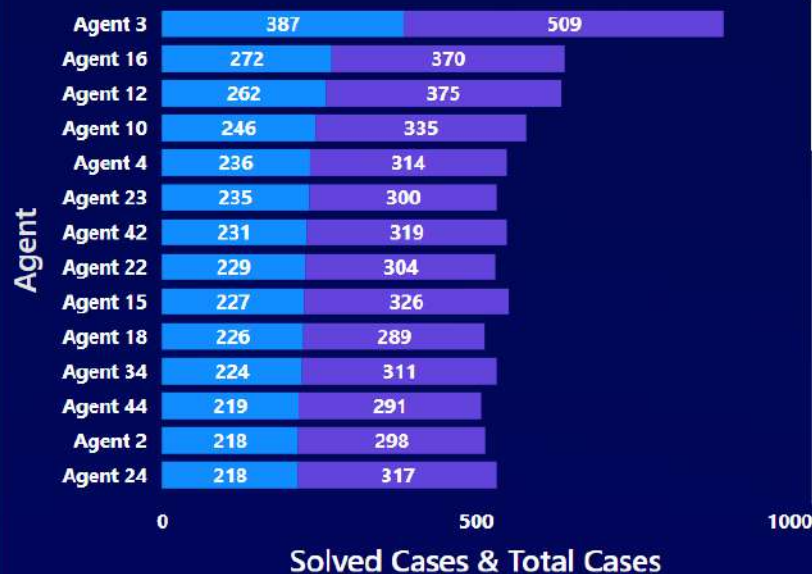
Cases

9491

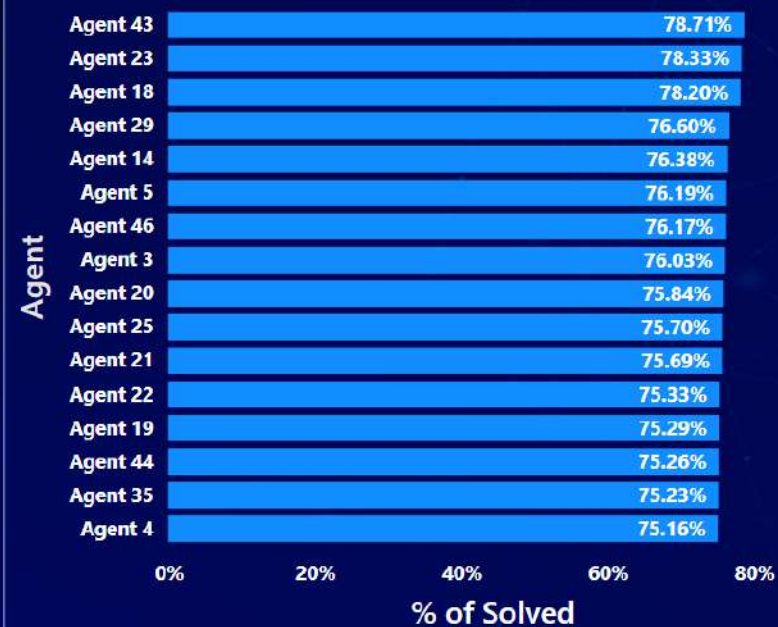
Solved

Total Solved and Total Cases by Agent

● Total Solved ● Total Cases



% Of Solved by Agent



Agents Report "2"

Agent

All

Issue Type

All

Date

All

Language

All

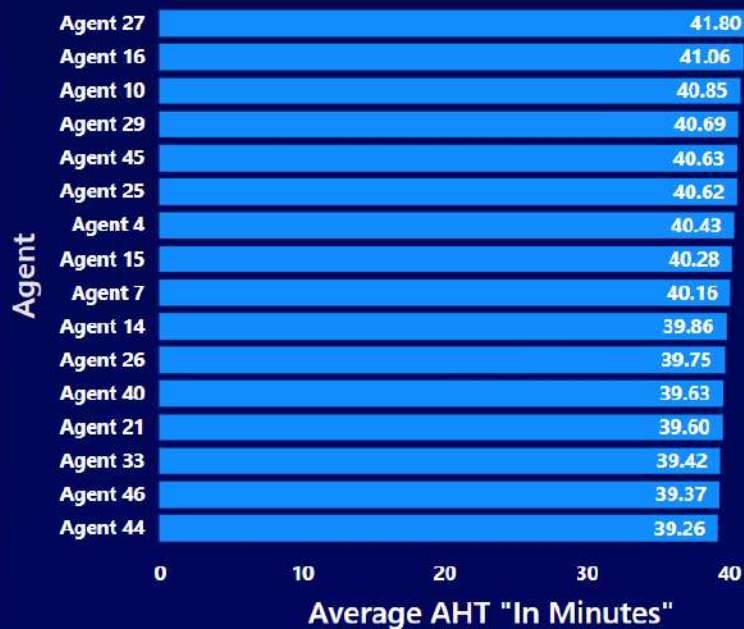
38.72

Overall AHT Average "In Minutes"

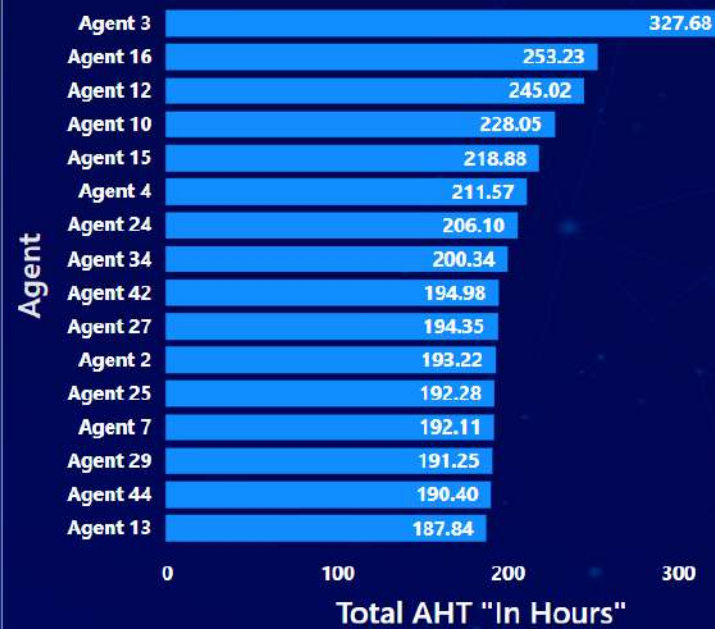
8.36K

Total AHT "In Hours"

Average AHT by Agent "In Minutes"



Total AHT by Agent "In Hours"



Agents Report "3"

Agent

All

Issue Type

All

Date

All

Language

All

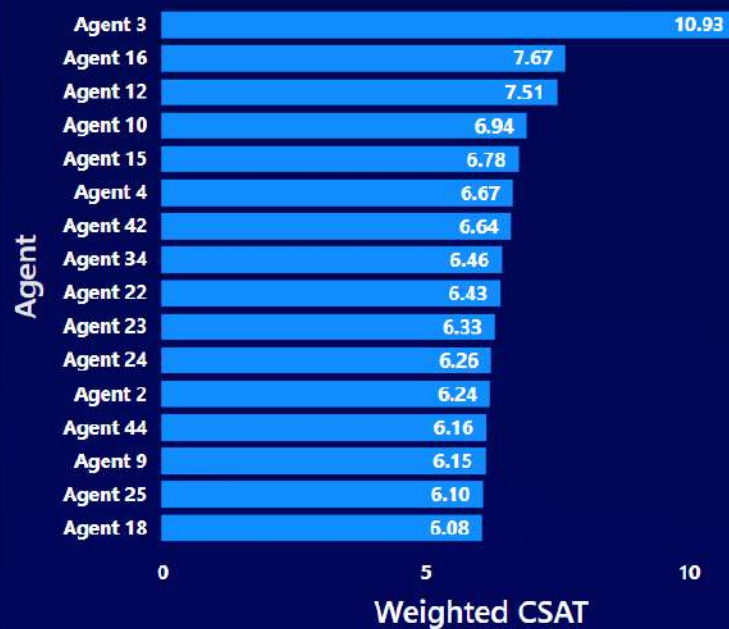
5.86

Overall CSAT Weighted Average

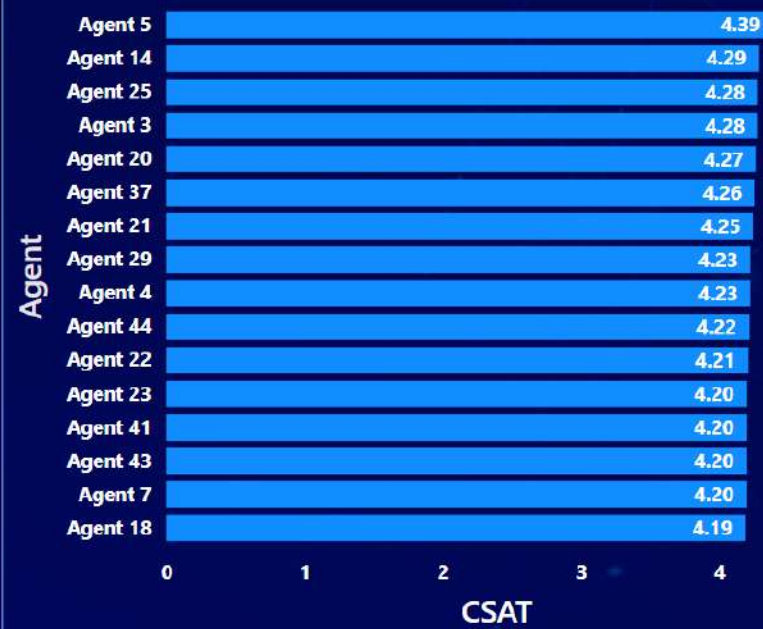
4.15

Overall CSAT Average

Weighted CSAT by Agent



CSAT by Agent



Agents Report "4"

3.54K

Total AHT Jan 2019 "In Hours"

2.54K

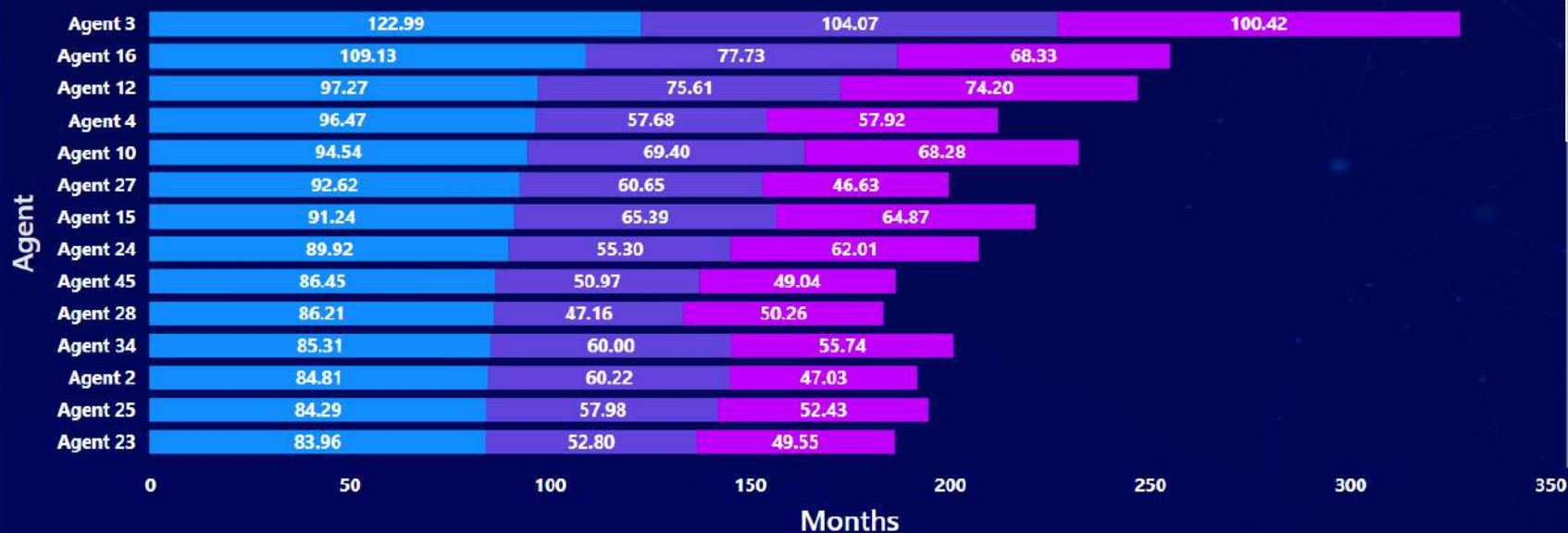
Total AHT Feb 2019 "In Hours"

2.34K

Total AHT Mar 2019 "In Hours"

Total AHT by Agent "per month & In Hours"

Jan 2019 Feb 2019 Mar 2019





XYZ
Customer Services

Agent

All

Issue Type

All

Language

All

Agents Report "5"

38.32

Average AHT Jan 2019 "Minutes"

39.96

Average AHT Feb 2019 "Minutes"

37.96

Average AHT Mar 2019 "Minutes"

Average AHT by Agent "per month & In Minutes"

Jan 2019 Feb 2019 Mar 2019



 XYZ
Customer Services

Agents Report "6"

3,020

Max of Total performance score

1,646

Aveg of Total performance score

1,061

Min of Total performance score

Total Performance Score by Agent



XYZ
Customer Services

Agent

All

Issue Type

All

Date

All

Language

All

Issues Report "1"

73.27%

% of Solved

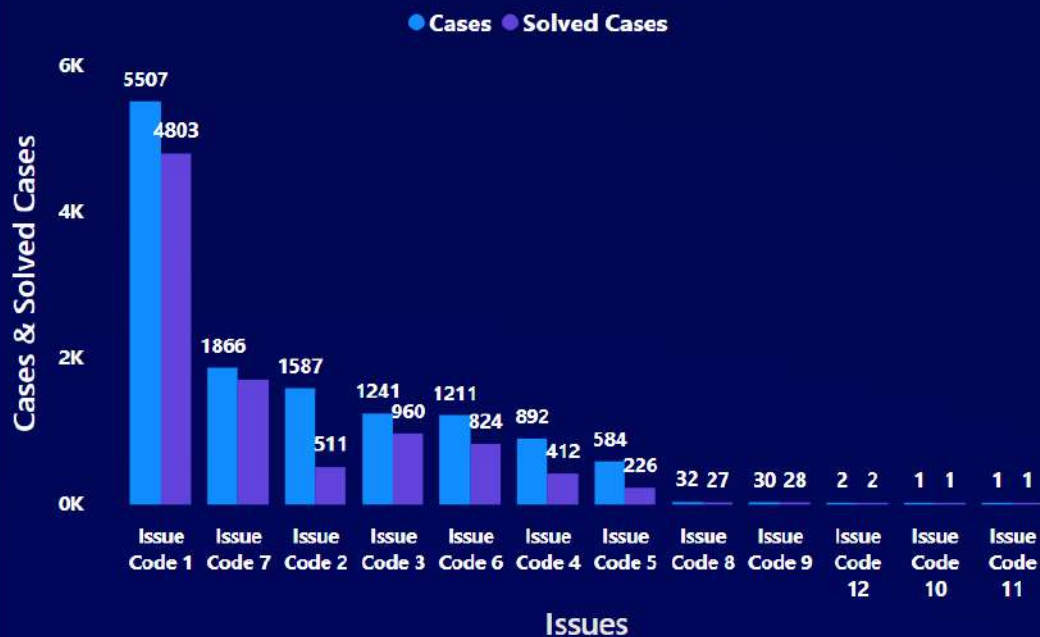
12954

Cases

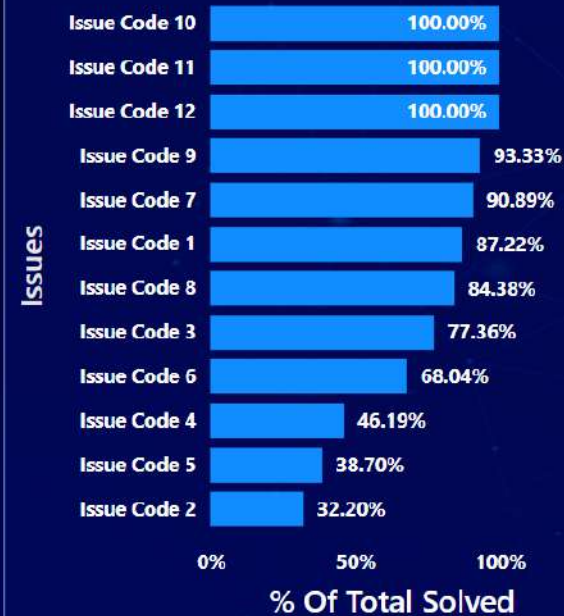
9491

Solved

Sum of Cases and Solved Cases by Issues



% Of Solved by Issues



XYZ
Customer Services

Agent

All

Issue Type

All

Date

All

Language

All

Issues Report "2"

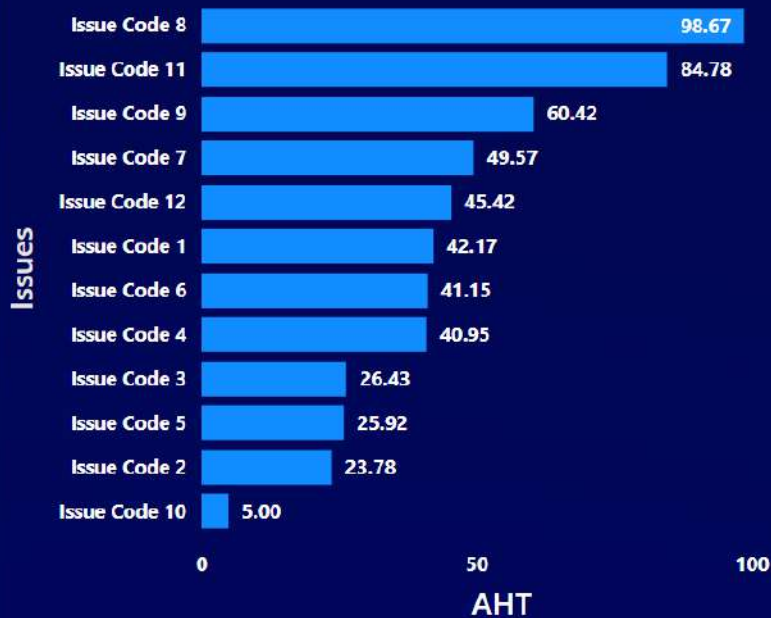
45.36

Overall AHT Average "In Minutes"

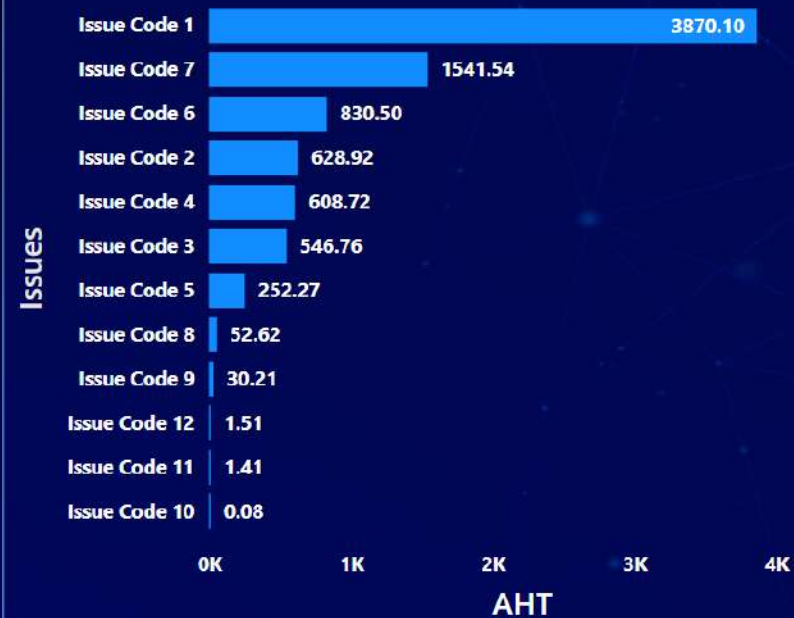
8.36K

Total AHT "In Hours"

Average AHT by Issues "In minutes"



Total AHT by Issues "In Hours"



Issues Report "3"

Agent

All

Issue Type

All

Date

All

Language

All

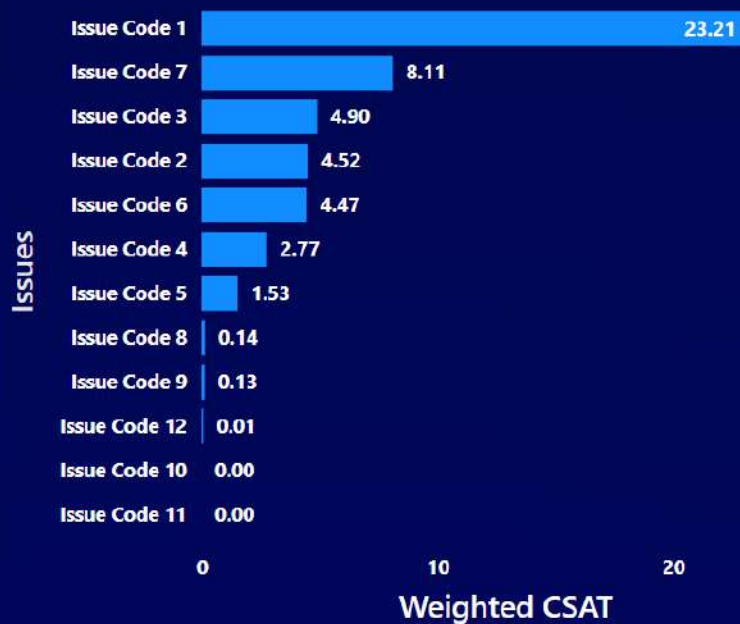
4.15

Overall CSAT Weighted Average

4.16

Overall CSAT Average

Average Weighted CSAT by Issues



Average CSAT by Issues





XYZ
Customer Services

Agent

All

Issue Type

All

Language

All

Issues Report "4"

3.54K

Total AHT Jan 2019 "In Hours"

2.54K

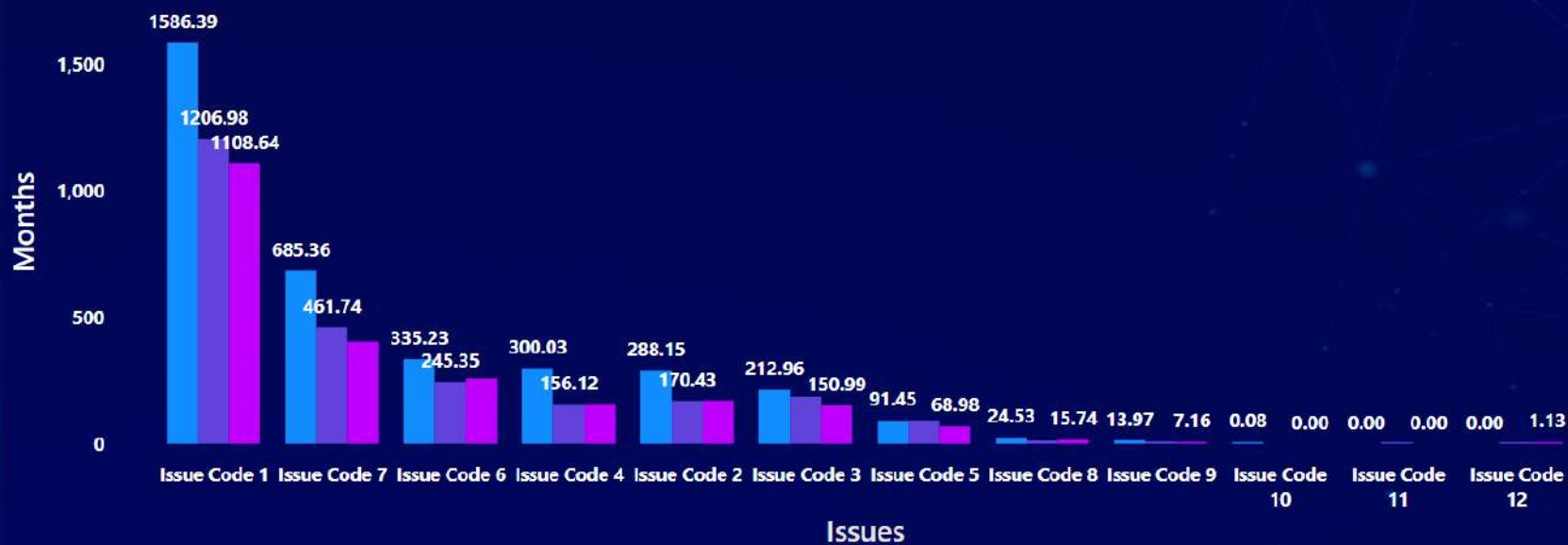
Total AHT Feb 2019 "In Hours"

2.34K

Total AHT Mar 2019 "In Hours"

Total AHT by Issues "per month & In Hours"

Jan 2019 Feb 2019 Mar 2019



Agent

All

Issue Type

All

Language

All

Issues Report "5"

33.45

Average AHT Jan 2019 "Minutes"

51.14

Average AHT Feb 2019 "Minutes"

38.04

Average AHT Mar 2019 "Minutes"

Average AHT by Issues "per month & In Minutes"

Jan 2019 Feb 2019 Mar 2019

