

INSIGHTFUL CALL CENTRE PERFORMANCE DASHBOARD

**Powdered by
Faith Ncube**

Customer Satisfaction Rating Score



Answered Call (Y/N)



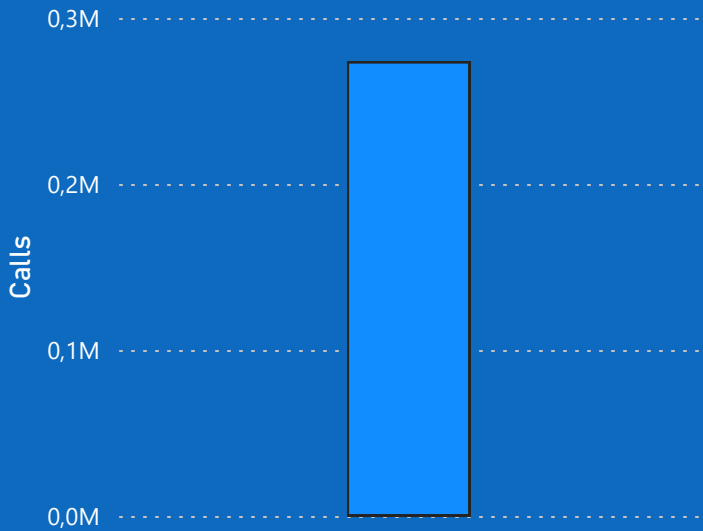
Average Talk Per Year

365

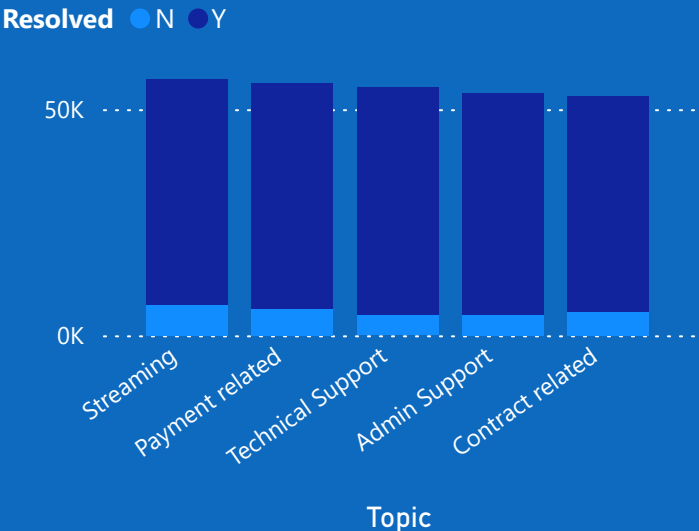
Calls Resolved in a Day

Agent	Call Id	Day	Resolved
Becky	ID0002	1	N
Becky	ID0005	1	Y
Becky	ID0015	1	Y
Becky	ID0016	1	Y
Becky	ID0035	1	Y
Becky	ID0044	1	Y
Becky	ID0055	1	Y
Becky	ID0074	2	Y
Becky	ID0079	2	Y
Becky	ID0085	2	Y
Becky	ID0094	2	Y
Becky	ID0105	2	Y
Becky	ID0106	2	Y
Becky	ID0108	2	N

Speed of answering the call



Speed of answer and Resolving Customer Queries



Speed of answer by the Agent

