

CALL CENTRE PERFORMANCE DASHBOARD

TOP PERFORMER

Dan

AGENT

Becky

Dan

Diane

Greg

Jim

Joe

Martha

Stewart

TOTAL CALL ID

1772

ANSWER OF CALLS

1455

TOTAL SATISFACTION

1455

% OF CALL <180 SEC

31.9%

CALL MISSED

317

TOTAL CALLS <180 SEC

565

SATISFICATION
RATING < 3

724

AVG INCOMING
CALLS/MIN

3

REPLY OF EACH
CALL/SEC

67

% ANONDED CALL

17.89

TOTAL MINTUE

5738

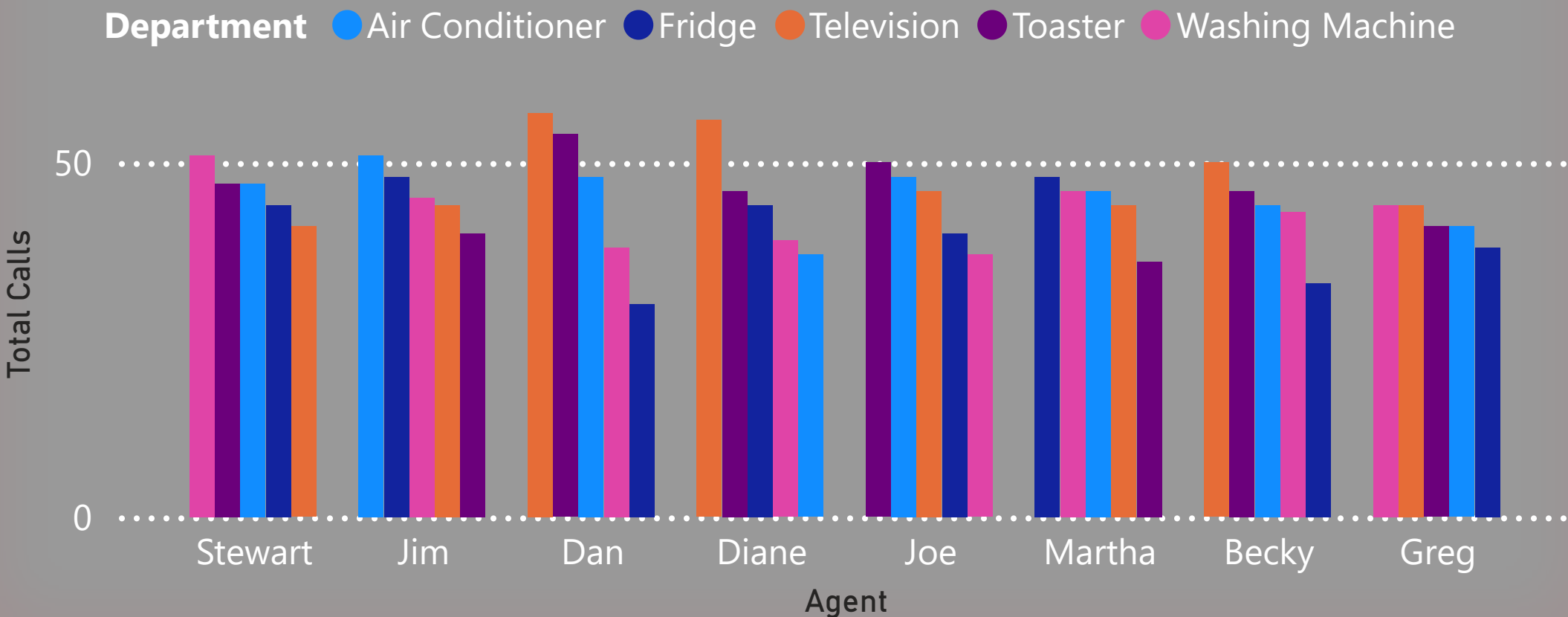
RATING

- ☐ (Blank)
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5

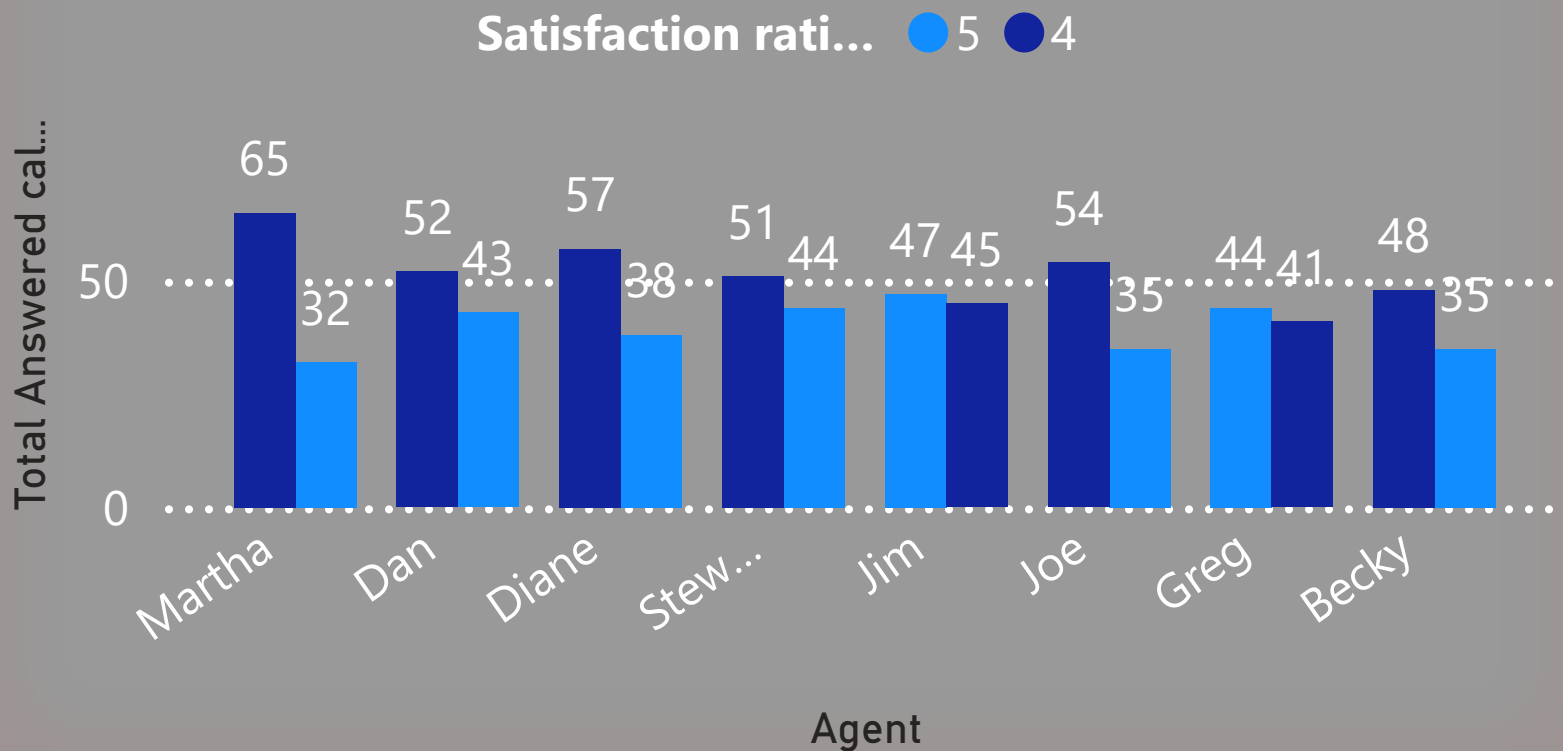
RATING

- ☐ Air Conditioner
- ☐ Fridge
- ☐ Television
- ☐ Toaster
- ☐ Washing Machine

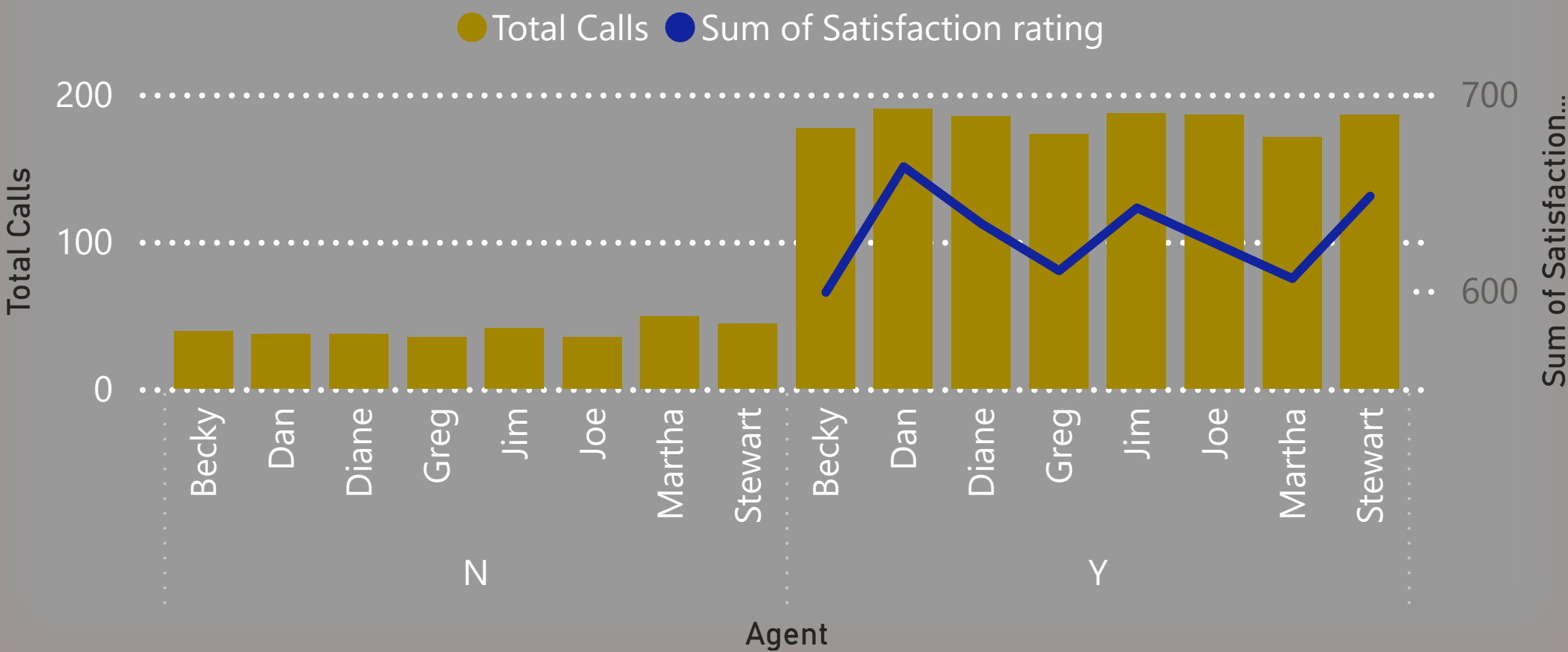
Total Calls by Agent and Department



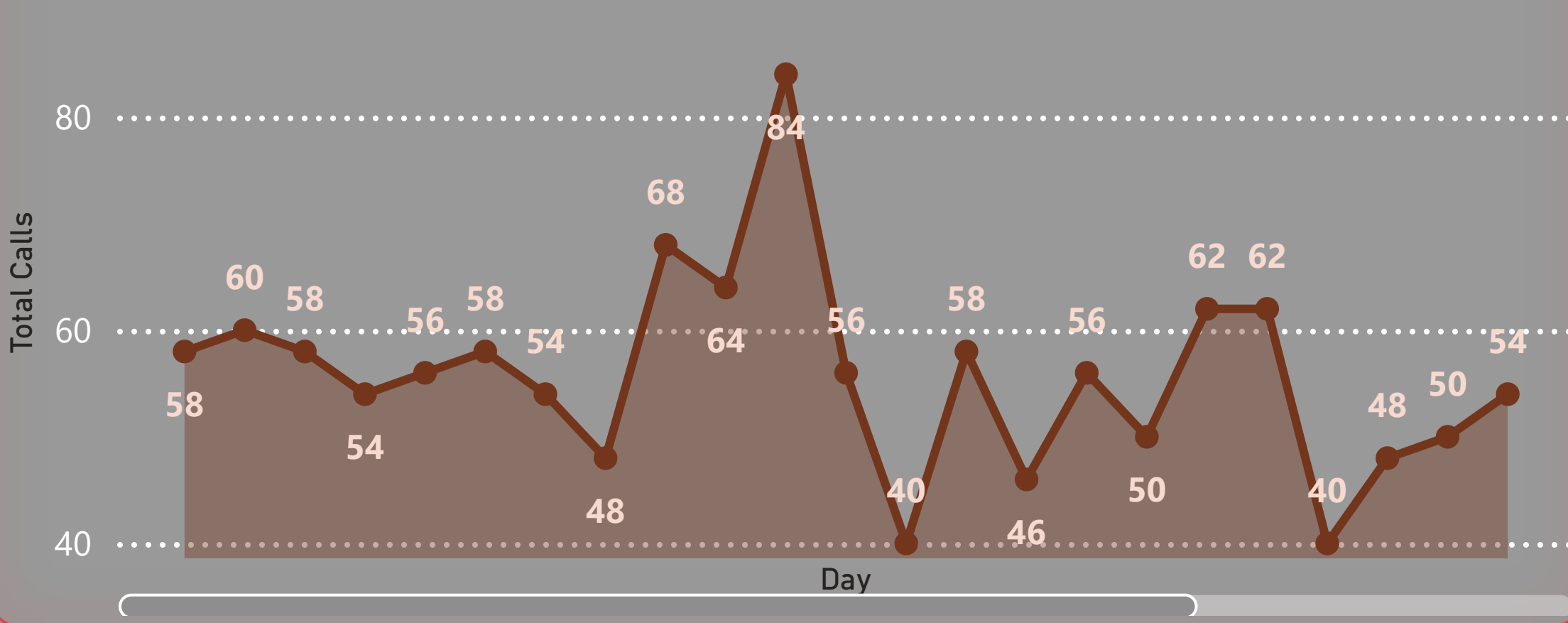
Total Answered calls by Agent and Satisfaction rating



RESPONSE OF AGENT



Total Calls by Year, Quarter, Month and Day



Summary of Agent						
Agent	Total Calls	Total Answered calls	%GT Total Satisfaction	Count of Satisfaction rating	%CT Sum of Satisfaction rating	%CT No of missed calls
<div><div></div>Dan</div>	227	190	13.06%	190	13.19%	11.67%
Television	57	49	3.37%	49	3.32%	2.52%
Toaster	54	45	3.09%	45	2.94%	2.84%
Air Conditioner	48	39	2.68%	39	2.88%	2.84%
Washing Machine	38	29	1.99%	29	2.01%	2.84%
Fridge	30	28	1.92%	28	2.03%	0.63%
<div><div></div>Jim</div>	228	187	12.85%	187	12.77%	12.93%
Fridge	48	41	2.82%	41	2.88%	2.21%
Washing Machine	45	40	2.75%	40	2.61%	1.58%
Television	44	36	2.47%	36	2.61%	2.52%
Air Conditioner	51	35	2.41%	35	2.43%	5.05%
Toaster	40	35	2.41%	35	2.25%	1.58%
<div><div></div>Joe</div>	221	186	12.78%	186	12.42%	11.04%
Toaster	50	43	2.96%	43	2.87%	2.21%
Air Conditioner	48	38	2.61%	38	2.53%	3.15%
Television	46	38	2.61%	38	2.47%	2.52%
Fridge	40	35	2.41%	35	2.45%	1.58%
Washing Machine	37	32	2.20%	32	2.11%	1.58%
<div><div></div>Stewart</div>	230	186	12.78%	186	12.89%	13.88%
Washing Machine	51	43	2.06%	43	2.04%	2.52%
Total	1772	1455	100.00%	1455	100.00%	100.00%

Ask a question about your data

Try one of these to get started

top departments by total calls

top agents by total satisfaction

what is the total calls by call id

top agents by total talking duration

what is the total satisfaction by call id