

PWC CALL CENTER DASHBOARD

18:00:00

Peak Period

00:03:02

Average Talking Time

2.76

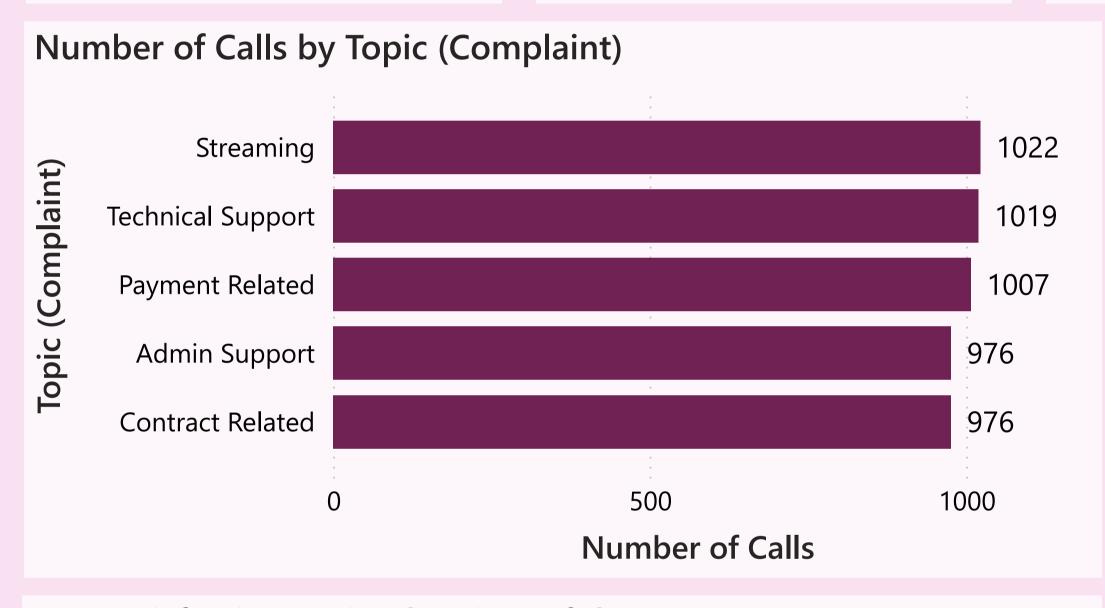
Avg Satisfaction Rating

5000

Number of Calls

73%

Resolution Rate





8 1 % Call Answer Rate

8
No of Agents

Avg Satisfaction Rating by Time of the Da	Эy
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9am-12noon	15pm-6pm	12noon-15pm
2.81	2.77	2.70
Z.0 I	2.11	2.70

Pick Up Time (sec)	Number of Calls
90 - 120	1056
60 - 90	1026
30 - 60	1076
0	946
> 120	176
Total	5000

55

Avg Pick Up Time (s)