

Call Center Management Dashboard

8

Number of Agents

5000

Received calls

946

Unanswered Calls

3646

Resolved cases

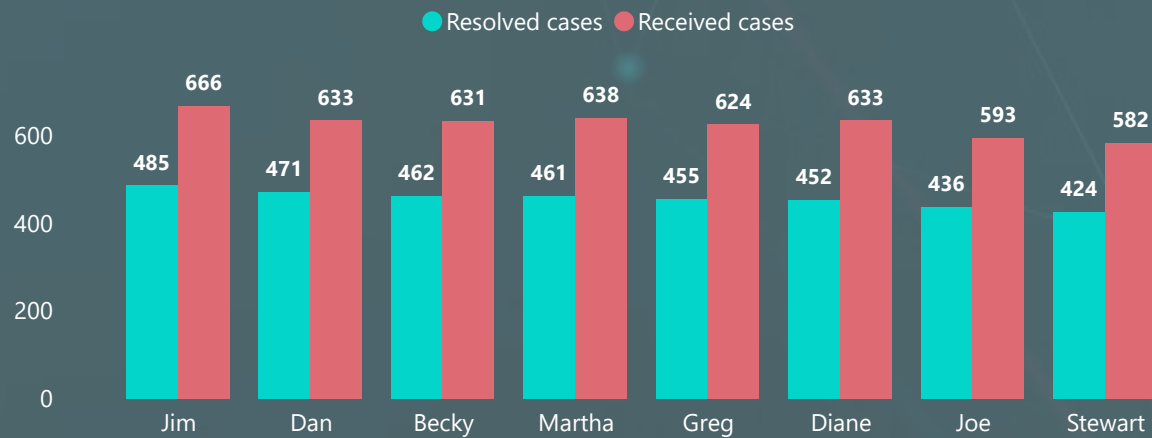
3.4

Avg Satisfaction Rating

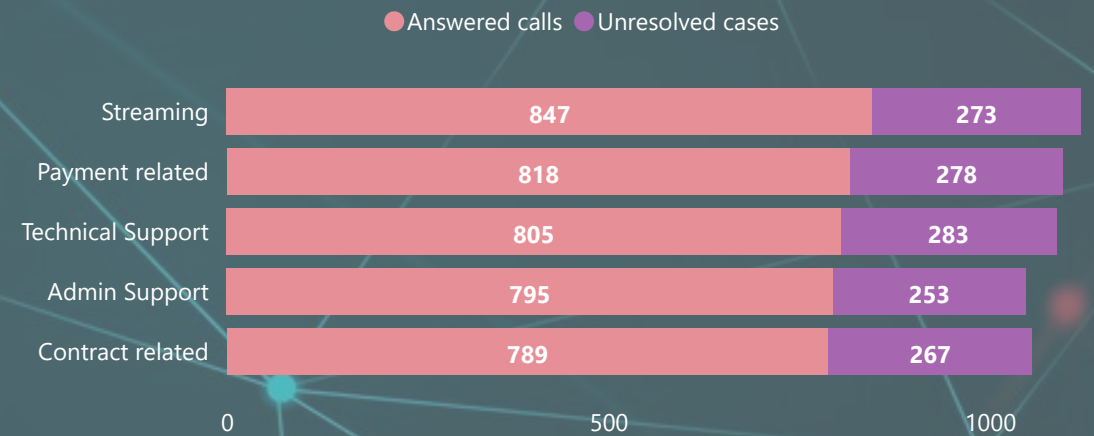
226

Avg call duration (sec)

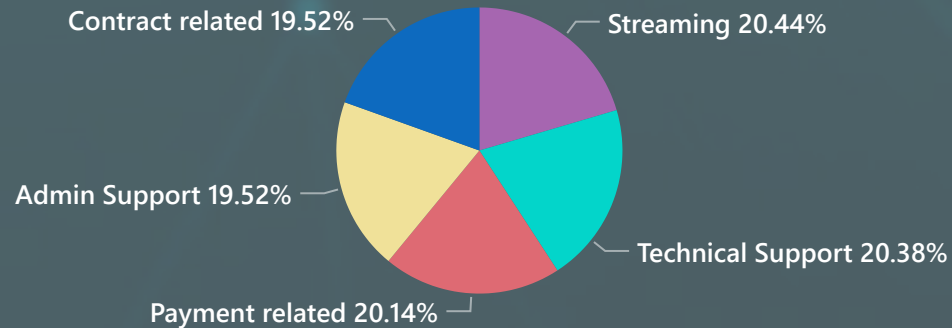
Received & Resolved cases by Customer Agent



Answered & Unresolved cases by Topic



Number of Queries Received Per Topic



Avg Satisfaction rate by Customer Agent

