

CALL CENTRE PERFORMANCE DASHBOARD

- Becky
- Dan
- Diane
- Greg
- Jim
- Joe
- Martha
- Stewart

- Department
- ☐ Air Conditio...
- ☐ Fridge
- ☐ Television
- ☐ Toaster
- ☐ Washing Ma...

Count of Call

1773

Satisfaction Rating > 3

724

Duration less 180 sec

563

Average Received Call

67

Resolved

1K

Unresolved

461

Answered Calls

1455

Unanswered Calls

317

Overall Satitfication

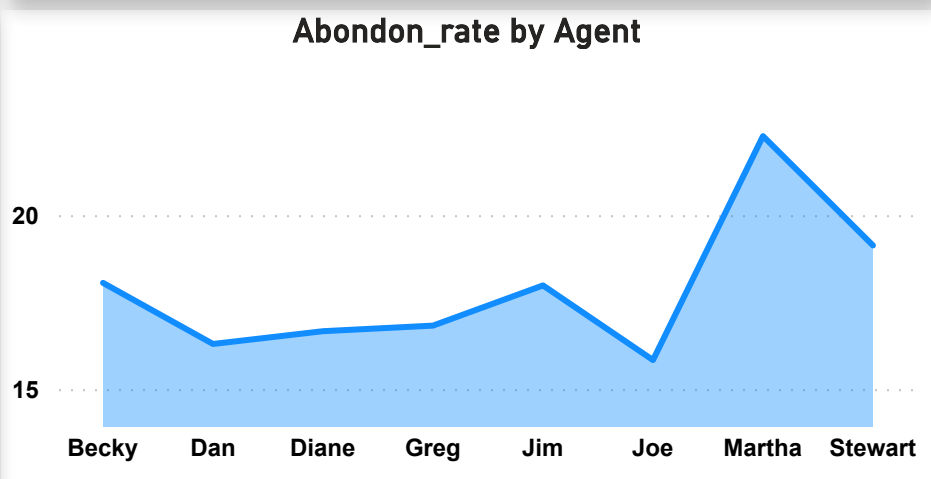
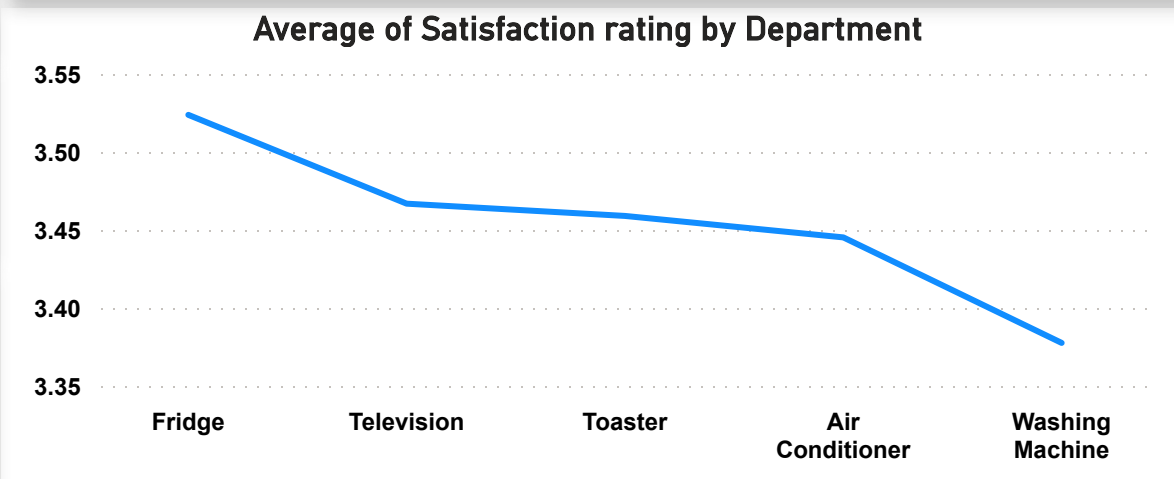
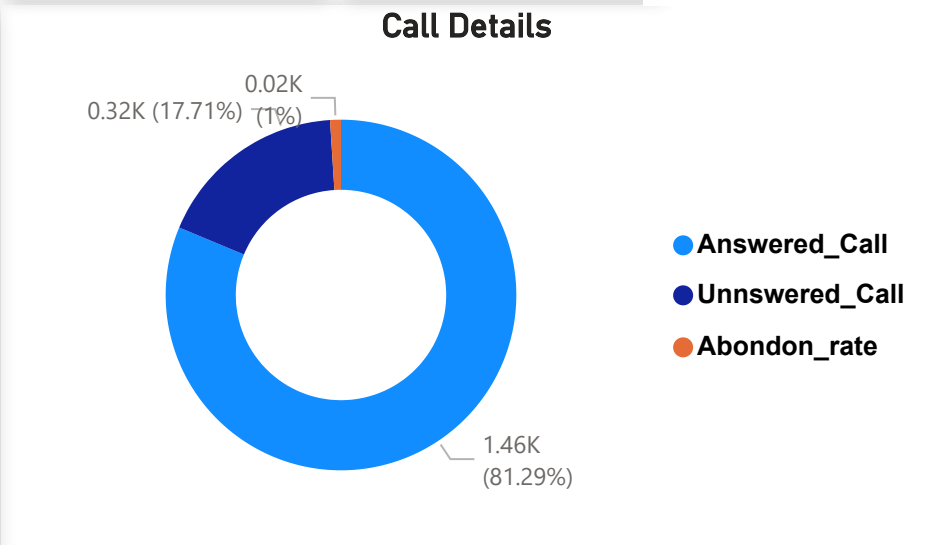
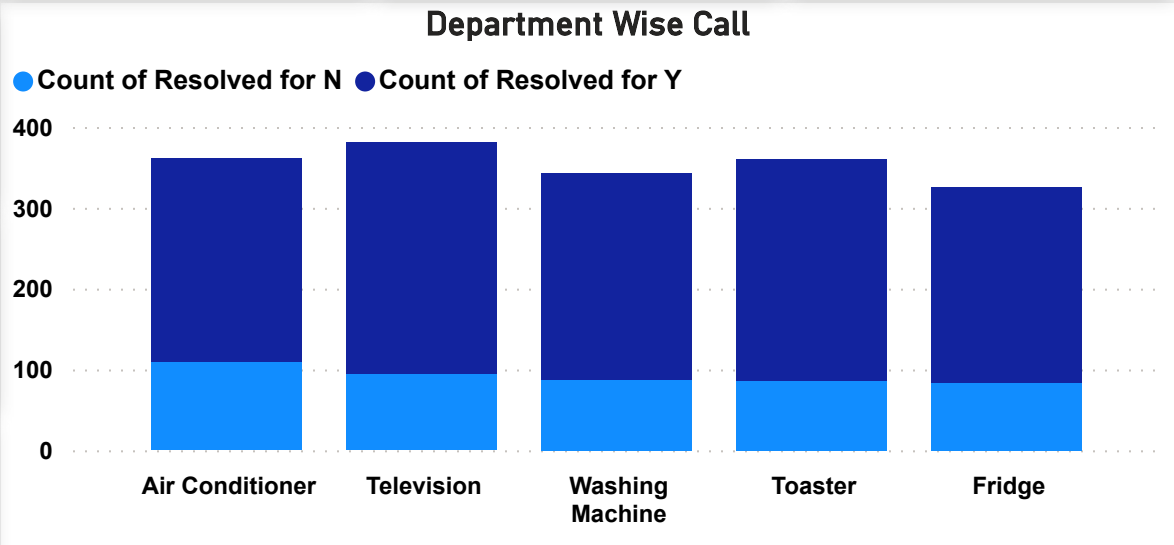
3

Abondon Rate

18

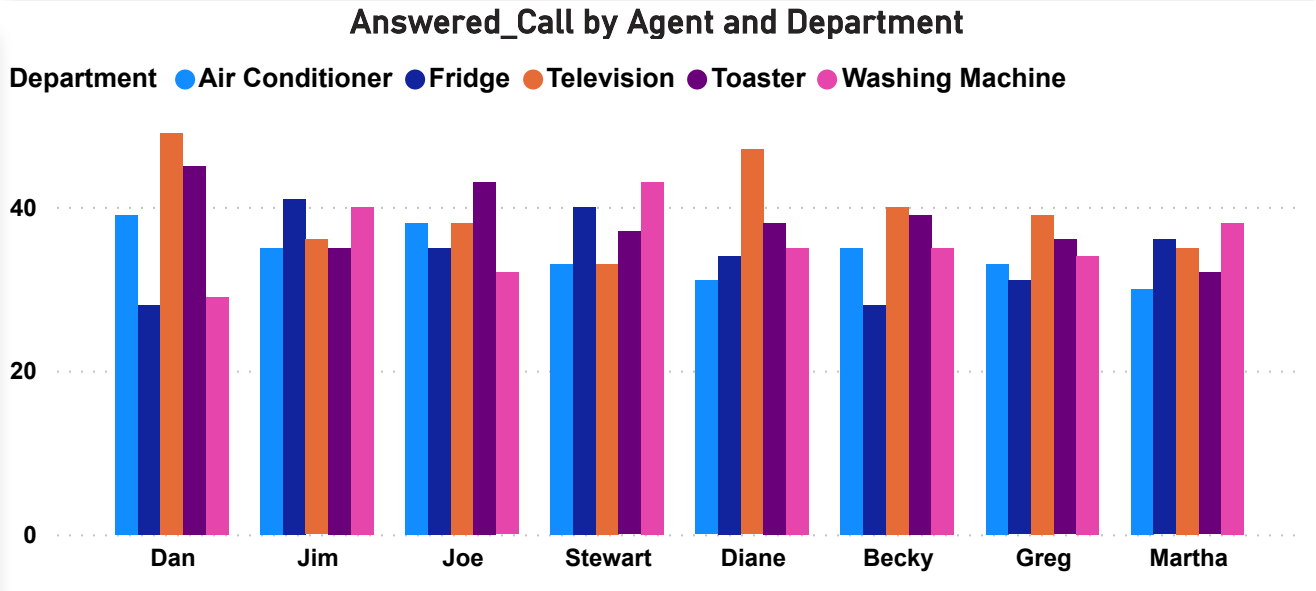
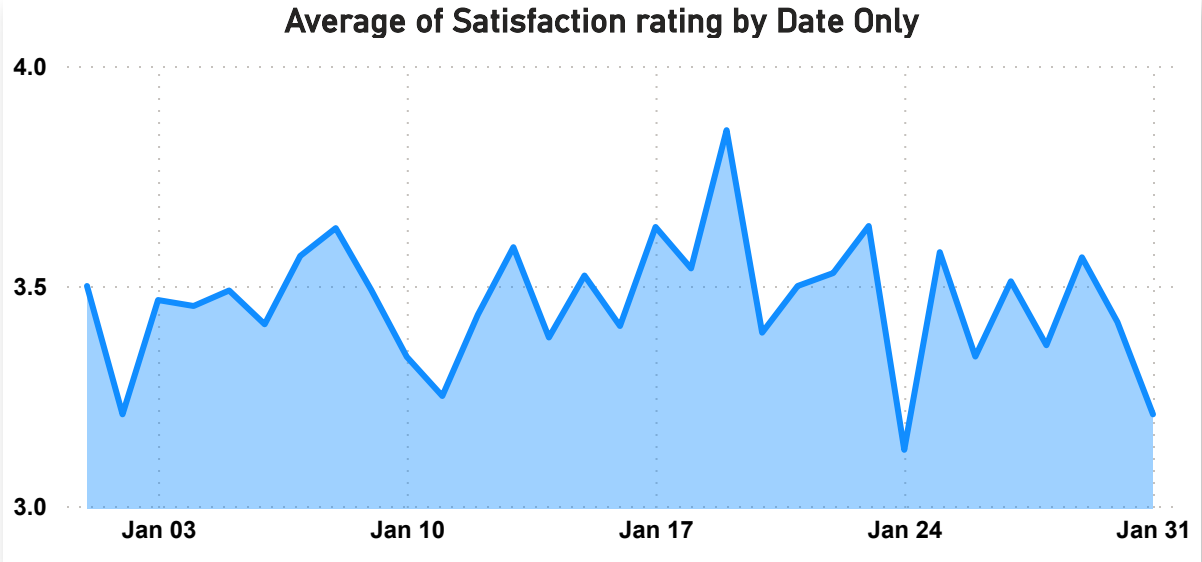
% Duration less than 180

39%

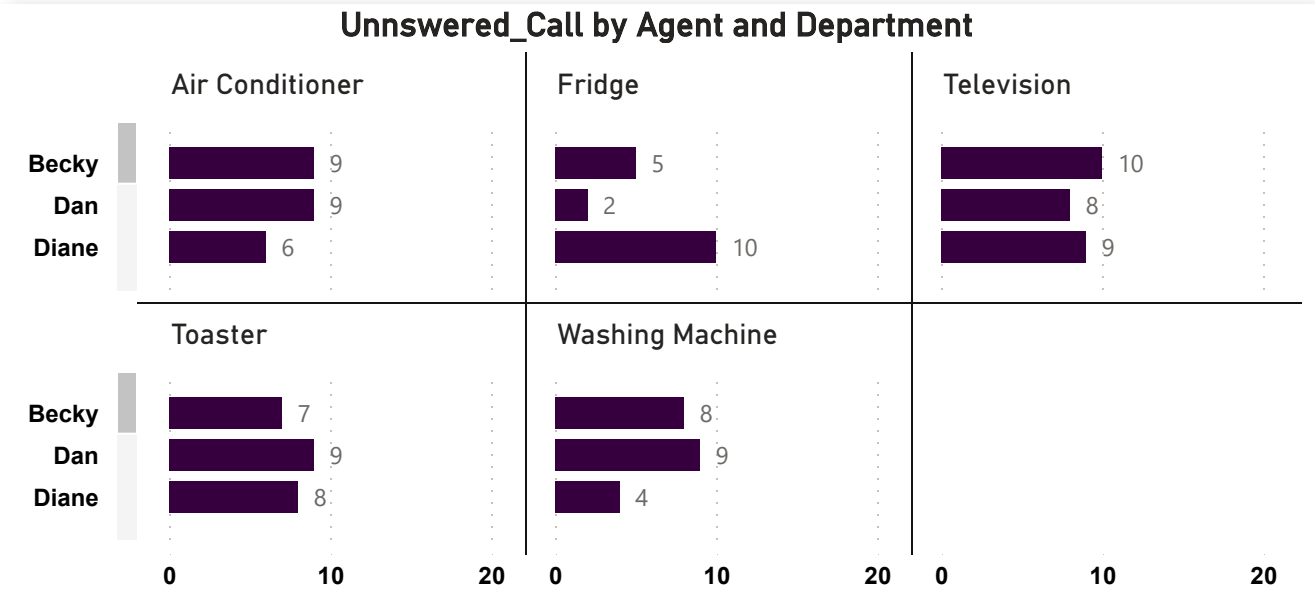
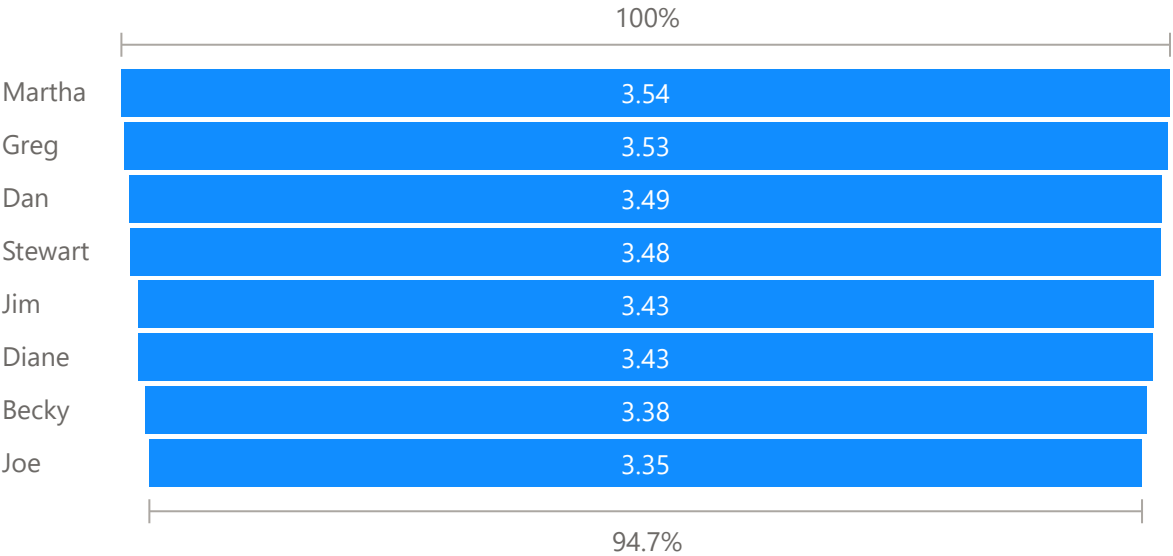


Becky	Dan	Diane	Greg	Jim	Joe	Martha	Stewart
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Air Conditioner	Fridge	Television	Toaster	Washing Machine
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Average of Satisfaction rating by Agent



SUMMARY OF AGENT

Agent	Total Call	Answered_Call	Unnsuwered_Call	Resolved for Y	Resolved for N	less Than 180	Avg Speed of Answer	Avg Satisfaction rating	>%than
☐ Becky	216	177	39	154	62	73	64.35	3.38	41%
Air Conditioner	44	35	9	31	13	14	59.26	3.46	40%
Fridge	33	28	5	23	10	12	64.04	3.57	43%
Television	50	40	10	35	15	20	65.60	3.30	50%
Toaster	46	39	7	33	13	15	65.92	3.59	38%
Washing Machine	43	35	8	32	11	12	66.51	3.03	34%
☐ Dan	227	190	37	177	50	72	66.95	3.49	38%
Air Conditioner	48	39	9	36	12	12	66.10	3.72	31%
Fridge	30	28	2	26	4	12	68.71	3.64	43%
Television	57	49	8	46	11	15	66.02	3.41	31%
Toaster	54	45	9	42	12	18	68.78	3.29	40%
Washing Machine	38	29	9	27	11	15	65.14	3.48	52%
☐ Diane	222	185	37	168	54	74	63.94	3.43	40%
Total	1772	1455	317	1311	461	563	67.22	3.45	39%

Summary

- The most Number of call Received in Call center is For **Television** and Least is for **Fridge**.
- The Top Performer in the Call center is **Dan**.
- The Over all Satisfaction Rate is **3.45**.
- The Department with most Unresolved is **Air Conditioner**.
- The most busy Day Call Received is **Saturday** followed by **Sunday**.

Call Id and Average of WeekDay Sort by Day Name

