

# Call Center Dashboard



Year, Month

All

Resolved

All

Agent

All

Average Satisfaction Rating

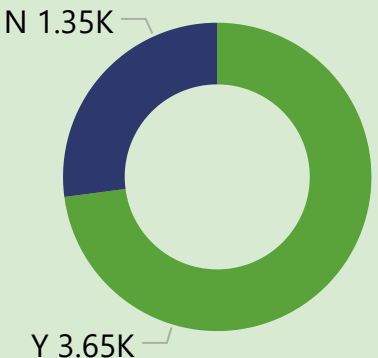


Resolved

Resolved

Y

N

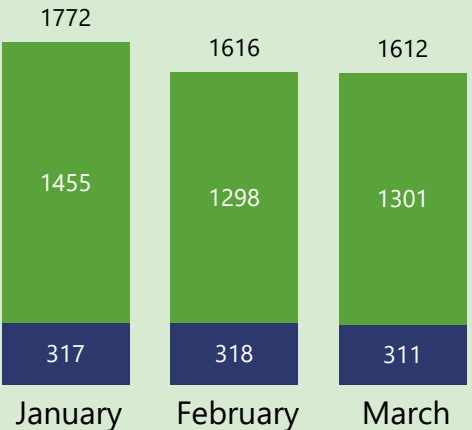


67.52

Average of Speed of answer in seconds

Number Of Calls Per Month

Answered (Y) N

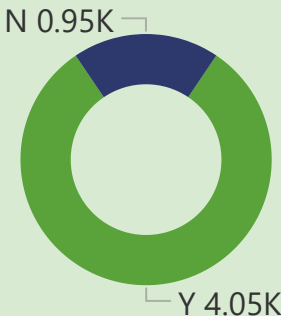


Answered

Answered (Y)

Y

N



Agent Statistics

Agent	Answer	Resolved(Y)	Avg Satisfaction rating	Avg SOA(In Seco)
Martha	514	461	3.47	69.49
Dan	523	471	3.45	67.28
Diane	501	452	3.41	66.27
Greg	502	455	3.40	68.44
Stewart	477	424	3.40	66.18
Jim	536	485	3.39	66.34
Becky	517	462	3.37	65.33
Joe	484	436	3.33	70.99
Total	4054	3646	3.40	67.52