

PwC Call Center Data Dashboard

Agent

All

Month

All

5000

Number of Calls

3.33

Average Satisfaction Rating

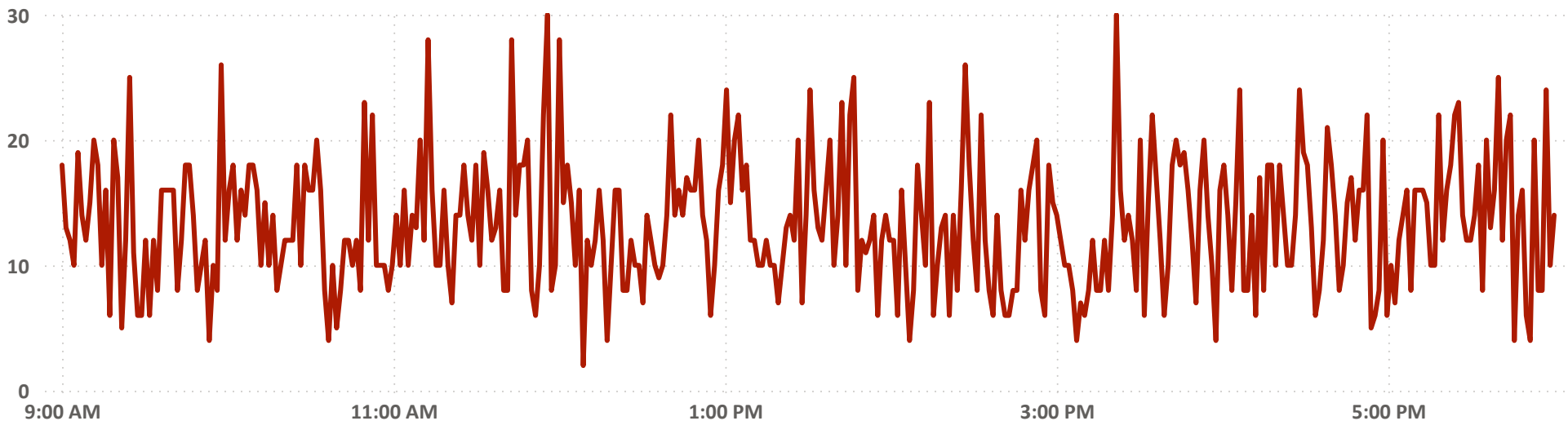
03:37

Average Call Duration

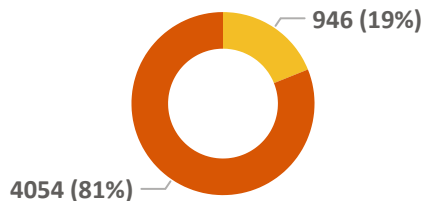
01:08

Average Speed of Answer

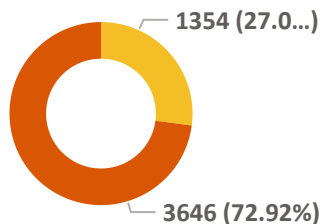
Number of Calls Throughout the Day



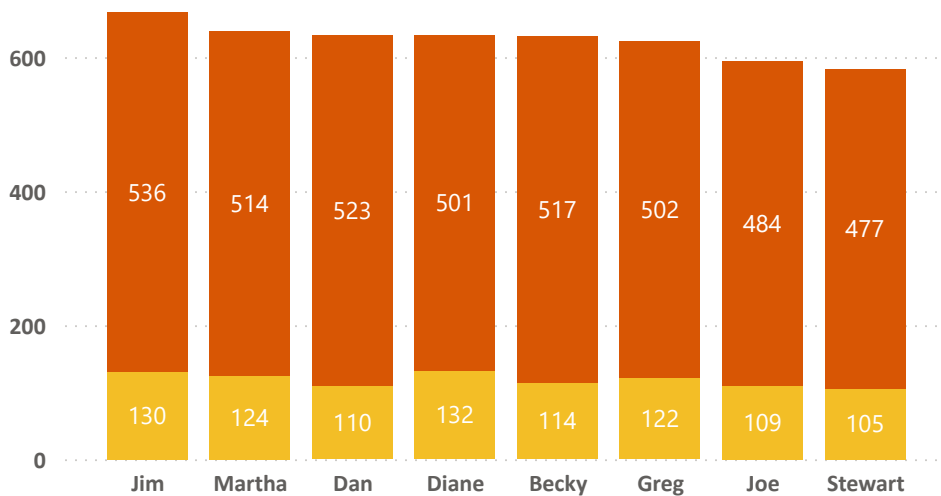
Calls Answered vs. Unanswered



Calls Resolved vs. Unresolved



Call Answered/Unanswered by Agents



Calls Resolved/Unresolved by Agents

