



# Call Centre KPI Dashboard

Agent

All

Topic

All

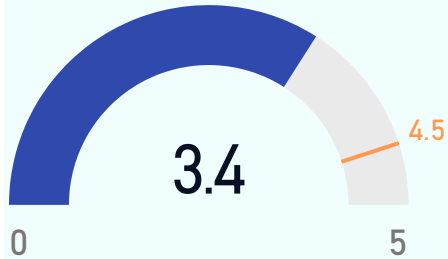
Date

01-01-2021

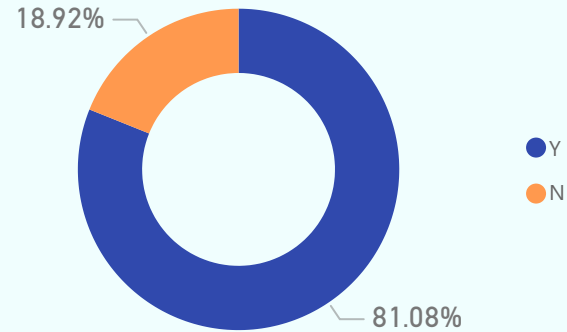
31-03-2021



Average Satisfaction

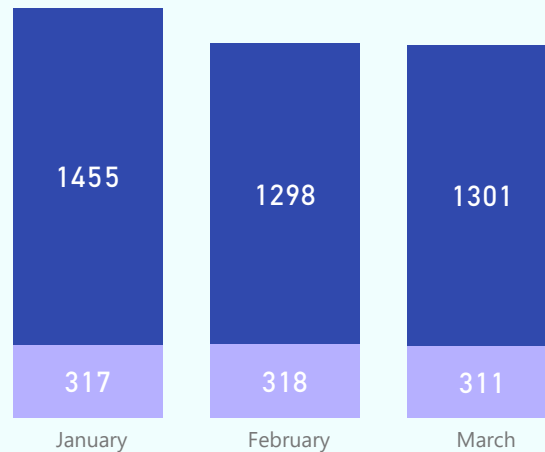


Answered

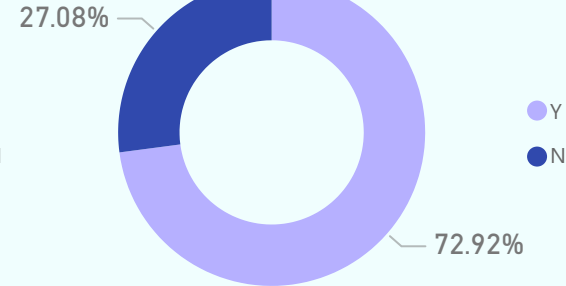


Number of calls per month

Answered ● N ● Y



Resolved



Agent Statistics

Agent	# of Answered	# of Resolved	Average of Satisfaction rating	Average of Speed of answer in seconds
Becky	517	462	3.37	65.33
Dan	523	471	3.45	67.28
Diane	501	452	3.41	66.27
Greg	502	455	3.40	68.44
Jim	536	485	3.39	66.34
Joe	484	436	3.33	70.99
Martha	514	461	3.47	69.49
Stewart	477	424	3.40	66.18

Average of Speed of answer in seconds

67.52

