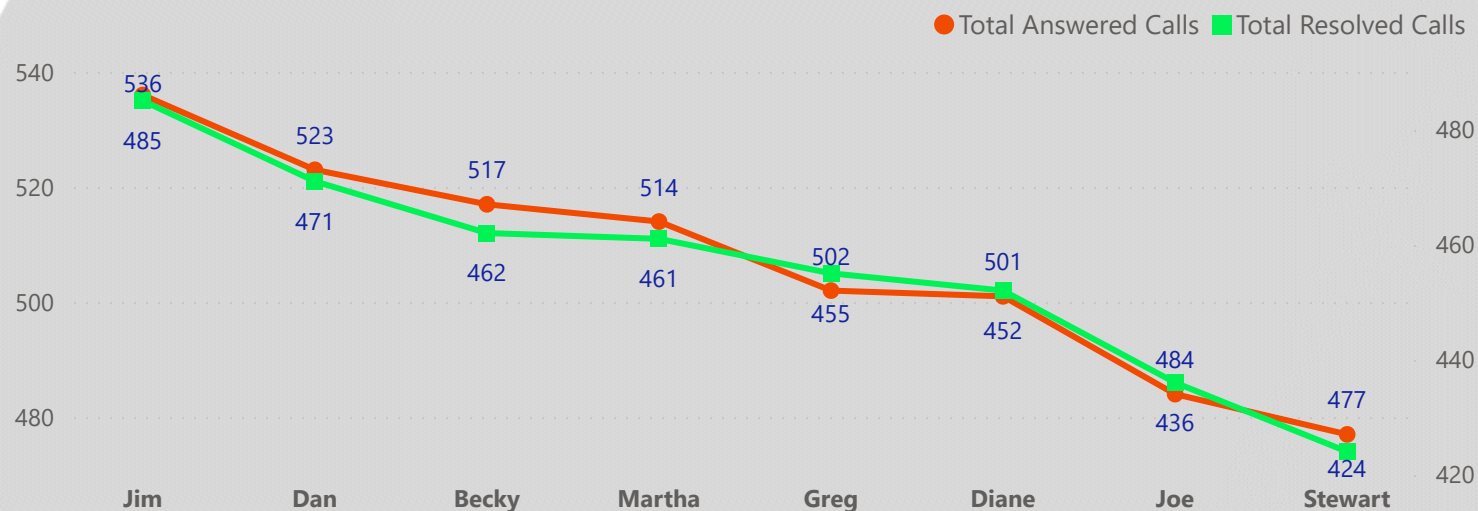




TELECOM CALL CENTRE DASHBOARD

Total Answered & Resolved Calls



Total Calls

5,000

Total Answered Calls

4,054

81%

Total Resolved Calls

3,646

73%



Agent

All

Total Unanswered Calls

946

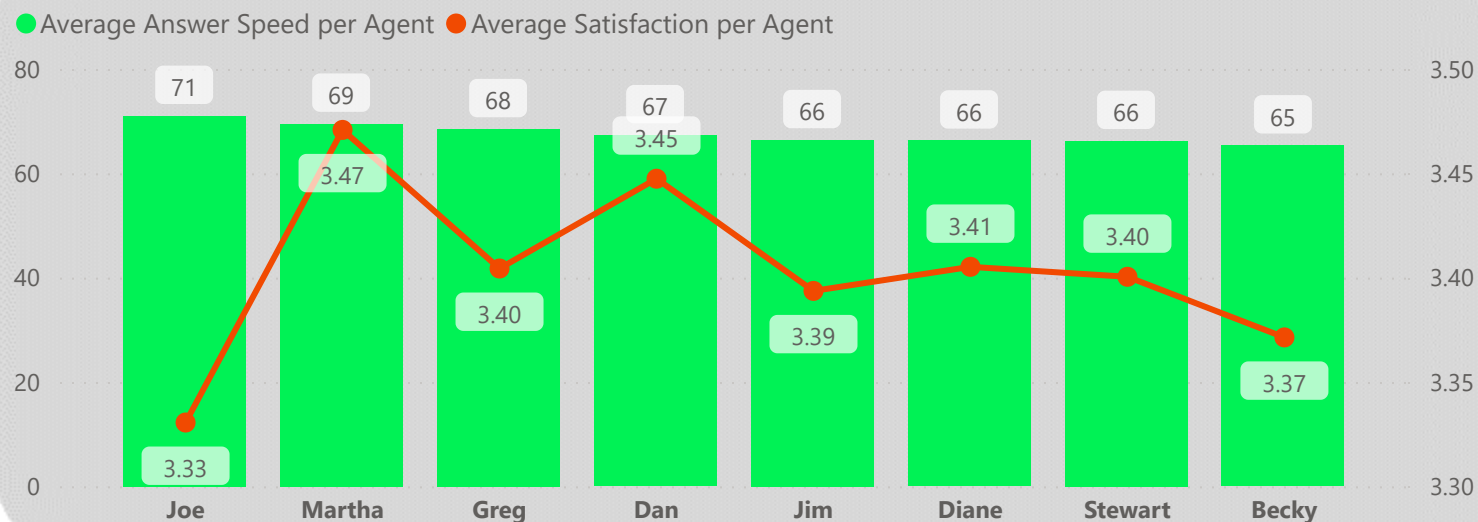
19%

Total Unresolved Calls

1,354

27%

Average Answer Speed and Customer Satisfaction



Topic

Total Calls

Satisfaction Rating

Admin Support	976	3.43
Technical Support	1,019	3.41
Streaming	1,022	3.40
Payment related	1,007	3.40
Contract related	976	3.38

Average Satisfaction Rating

3.40

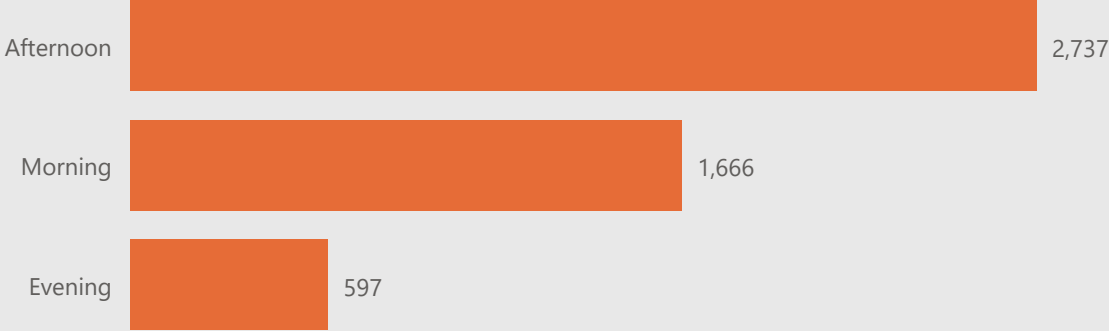
Average Speed of Answer

67.52



TELECOM CALL CENTRE DASHBOARD

Total calls by Time of Day



Topic	Talk Duration	Average Talk Duration
Payment related	2,943	3.60
Technical Support	3,020	3.75
Streaming	3,215	3.80
Contract related	2,998	3.80
Admin Support	3,022	3.80

Average Talk Duration by Agent

