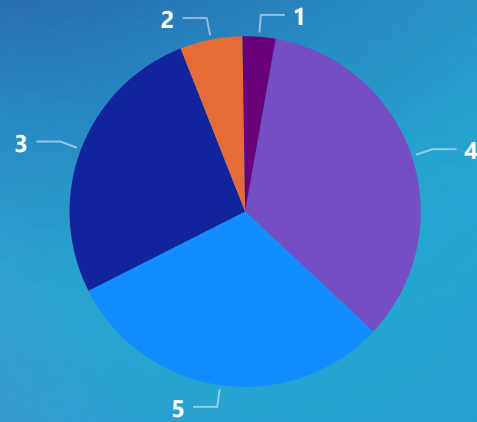


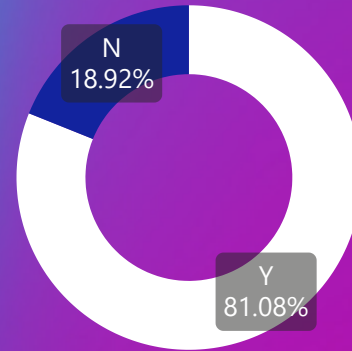


CALL CENTRE DASHBOARD

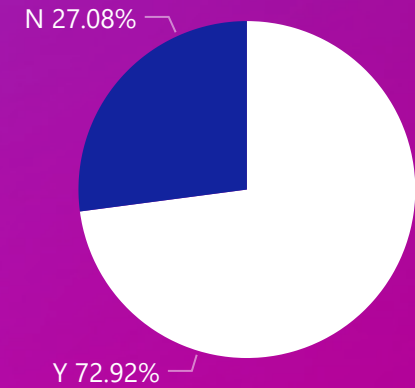
Customer Satisfaction Ratings



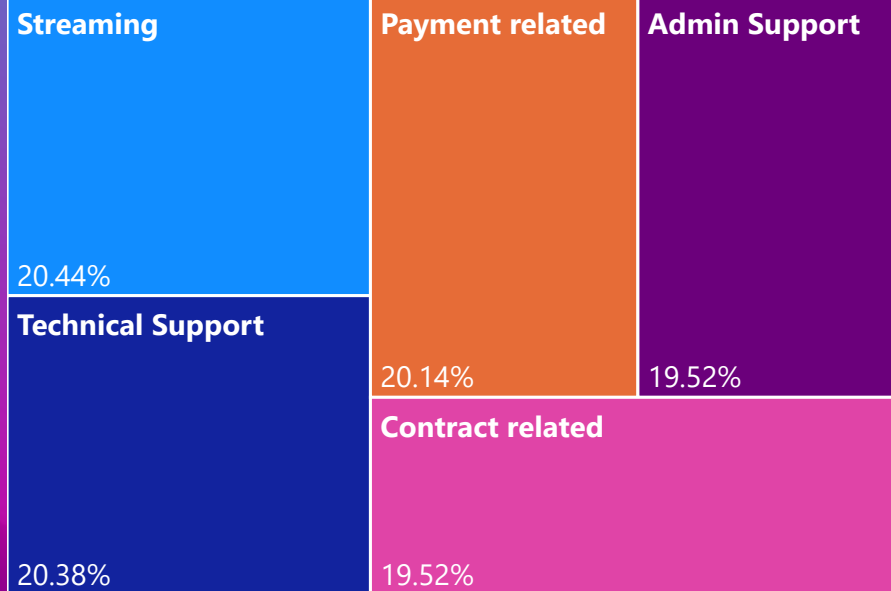
Calls answered (Yes/No)



Was the issue resolved? (Yes/No)



Issue faced by customers



67.52

Average Speed of answer in seconds

Date Range

1/1/2021



3/31/2021



5000

Total calls received

Agent	Average Satisfaction rating	Average speed of answer	Total calls answered
Martha	3.47	69.49	514
Dan	3.45	67.28	523
Diane	3.41	66.27	501
Greg	3.40	68.44	502
Stewart	3.40	66.18	477
Jim	3.39	66.34	536
Becky	3.37	65.33	517
Joe	3.33	70.99	484