

Call Centre Performance Dashboard



Avg. Satisfaction rating

3.40

★

Avg. answer speed(second)

67.52

Avg. Taking Duration(minute)

3.75

Topic

All

▼

Answered

No 18.92%

Yes 81.08%

Resolved

No 27.08%

Yes 72.92%

Count of Call Id by Topic

Contract related 19.52%

Streaming 20.44%

Admin Support 19.52%

Technical Support 20.38%

Payment related 20.14%

Number of call per Month

Answered (Y/N)

No

Yes

Jan

317

1455

Feb

318

1298

Mar

311

1301

Agents Statistics

| Agent | Answered | Resolved | Avg Satisfaction rating | Avg.TakingDuration(minute) | Avg.Speed of answer in seconds |
|---------|----------|----------|-------------------------|----------------------------|--------------------------------|
| Becky | 462 | 462 | 3.36 | 3.64 | 65.44 |
| Dan | 471 | 471 | 3.44 | 3.81 | 67.11 |
| Diane | 452 | 452 | 3.39 | 3.70 | 65.33 |
| Greg | 455 | 455 | 3.40 | 3.78 | 69.15 |
| Jim | 485 | 485 | 3.40 | 3.79 | 66.11 |
| Joe | 436 | 436 | 3.34 | 3.77 | 71.19 |
| Martha | 461 | 461 | 3.50 | 3.75 | 69.98 |
| Stewart | 424 | 424 | 3.38 | 3.77 | 66.66 |