

Call Centre Performance Dashboard



Avg. Satisfaction rating

3.40

Avg. answer speed(second)

67.52

Avg. Taking Duration(minute)

3.75

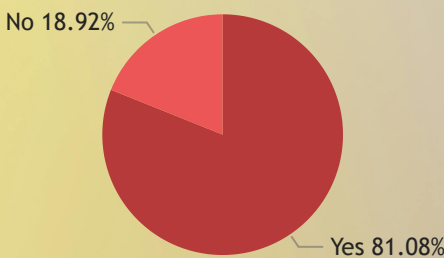
Category

All

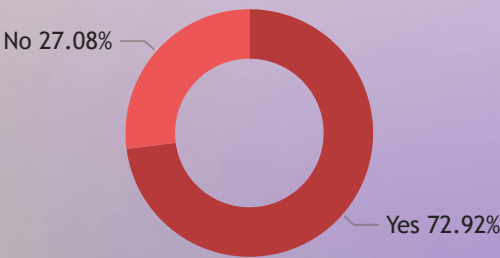
Agent

All

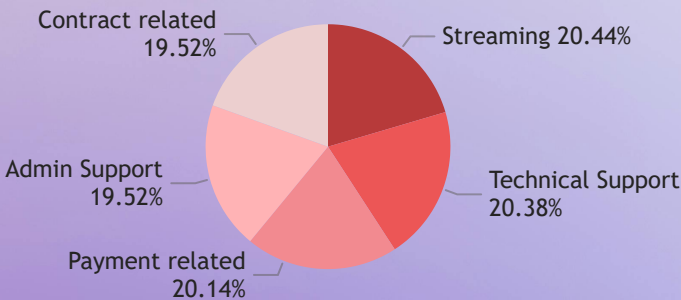
Answered



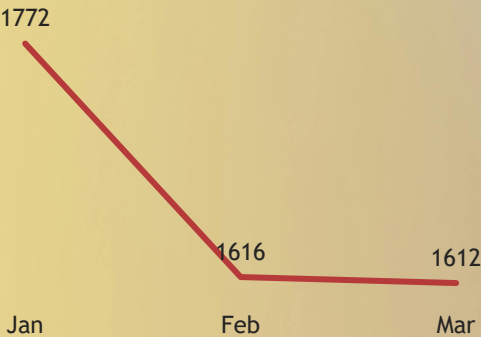
Resolved



Category vs Customer



Calls per month



Agents Stats

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