

Call Centre Dashboard Analysis Report

Total Calls

1772

Total Answerd Calls

1455

Total Resolved Calls

1311

Avg Satisfaction Rate

3.5

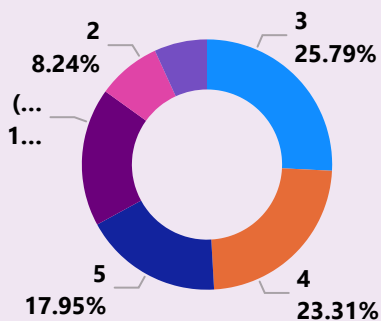
Avg Answerd speed

67.2

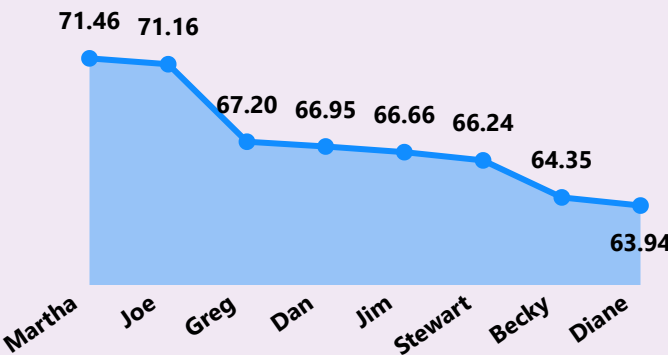
Avg call Duration

3.8

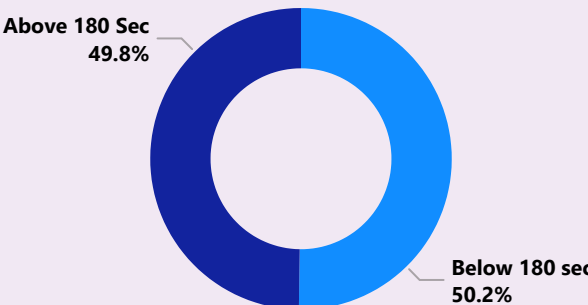
Total Calls by Satisfaction rating



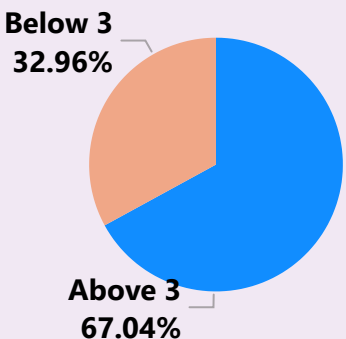
Average Speed of Answer by Agent



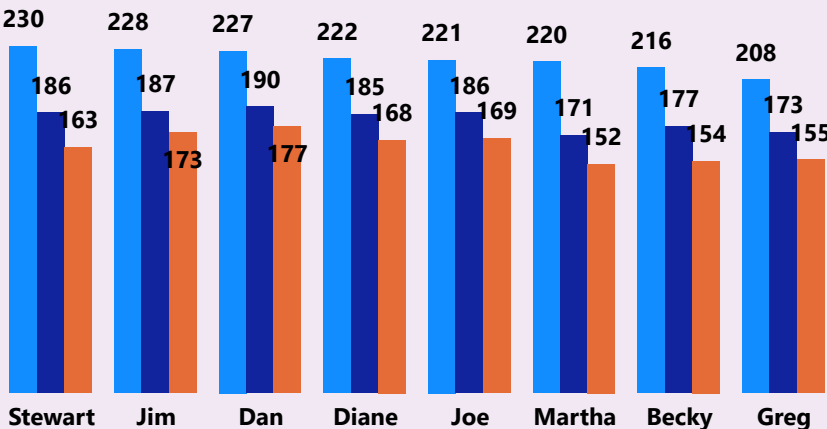
calls status



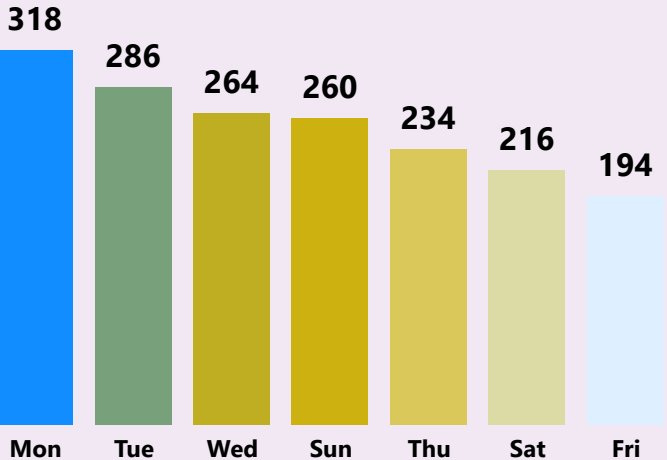
Total Calls by Satisfaction Status



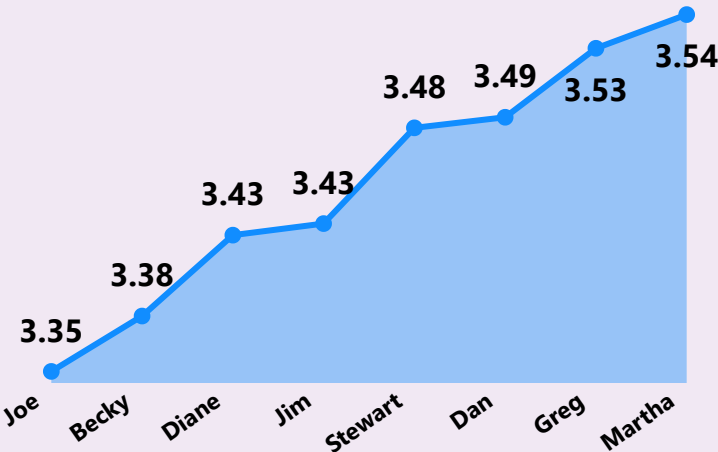
Total Calls, Total Answerd Calls and Total Resolved calls by Agent



Calls Recieved by Days



Average Satisfaction rating by Agent



Department

Air
Condit...

Fridge

Televis...

Toaster

Washing
Machine

Call Centre Dashboard Analysis

Avg Answerd speed

67.2

Department

Air Conditioner

Fridge

Television

Toaster

Washing Machine

Total Calls

1772

Total Resolved Calls

1311

Total Answerd Calls

1455

Avg Satisfaction Rate

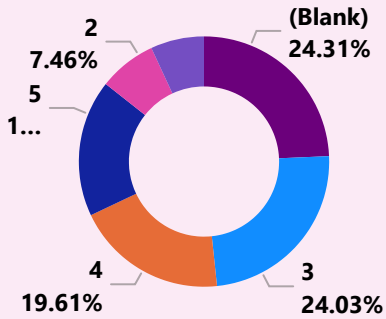
3.5

Agent	Total Calls	Total Answerd Calls	Total Resolved calls	avg satisfaction rating	Avg Ans Speed in mint	Avg Talk Duration
Martha	220	171	152	3.5	71.5	
Greg	208	173	155	3.5	67.2	
Dan	227	190	177	3.5	67.0	
Stewart	230	186	163	3.5	66.2	
Jim	228	187	173	3.4	66.7	
Diane	222	185	168	3.4	63.9	
Becky	216	177	154	3.4	64.4	
Joe	221	186	169	3.4	71.2	
Total	1772	1455	1311	3.5	67.2	

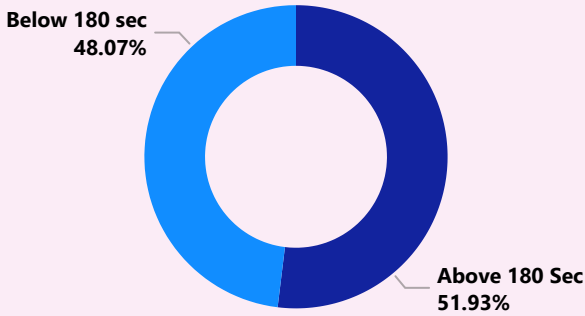
Department of Air Conditioning Dashboard Report

Total Calls	Total Answerd Calls	Total Resolved Calls	Avg Satisfaction Rate	Avg Answerd speed	Avg call Duration	Department
362	274	252	3.4	68.7	3.9	Air Conditio... >

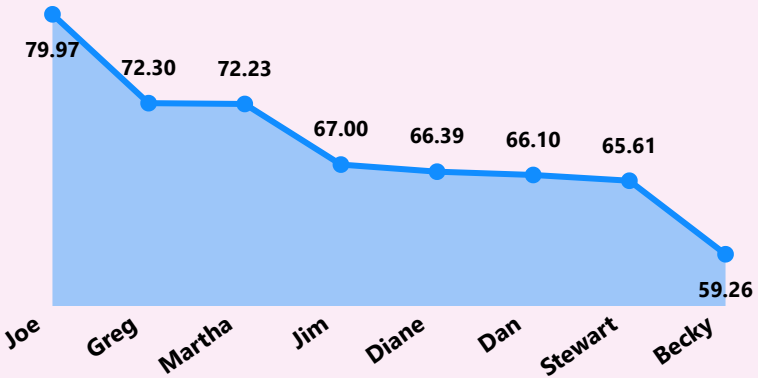
Total Calls by Satisfaction rating



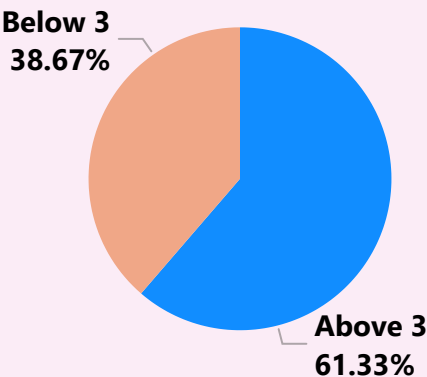
calls status



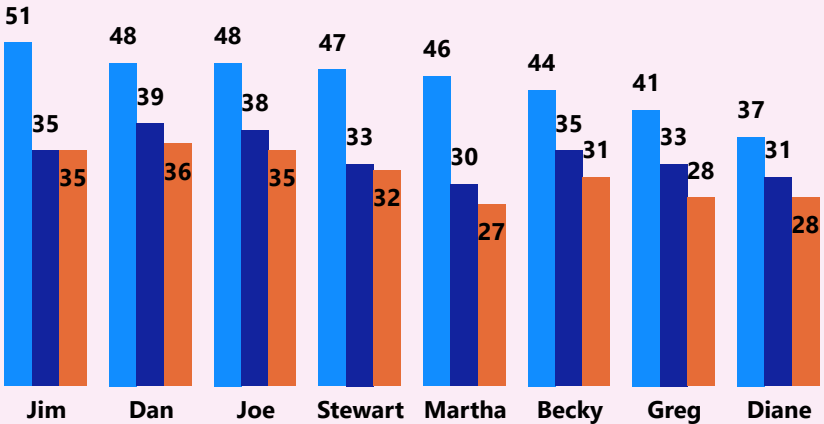
Average Speed of Answer by Agent



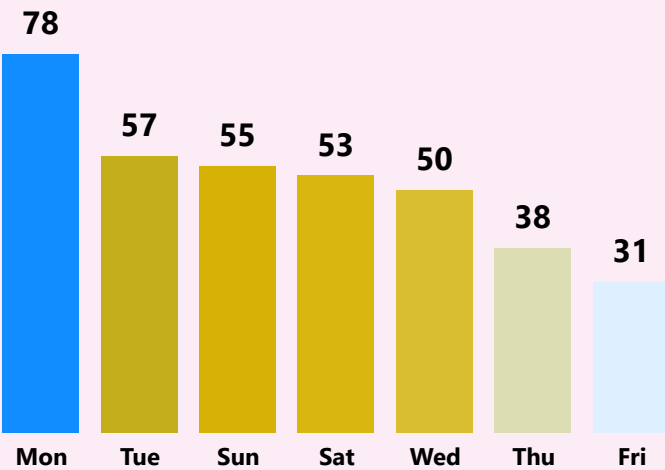
Total Calls by Satisfaction Status



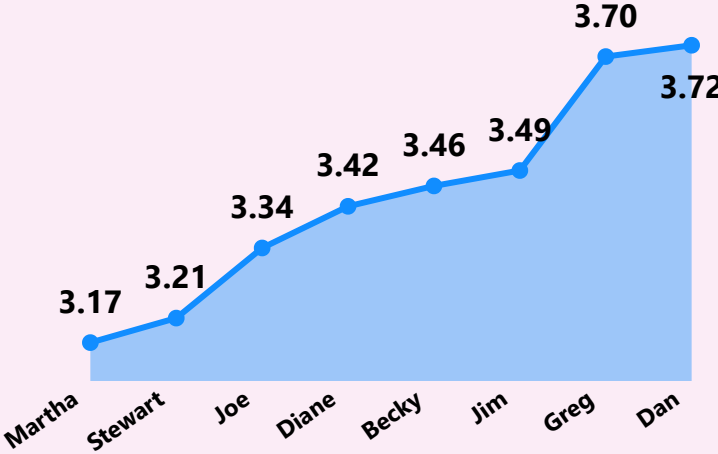
Total Calls, Total Answerd Calls and Total Resolved calls by Agent



Calls Recieved by Days



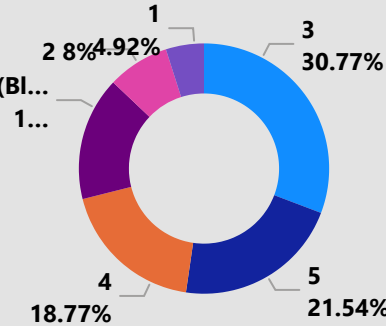
Average Satisfaction rating by Agent



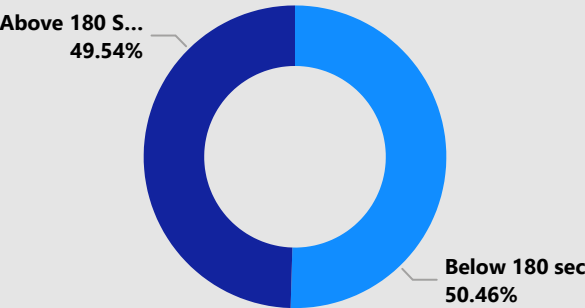
Department of Fridge Dashboard Report

Total Calls	Total Answerd Calls	Total Resolved Calls	Total Satisfaction Rate	Avg Answerd speed	Avg call Duration	Department
325	273	242	3.5	66.3	3.7	Fridge

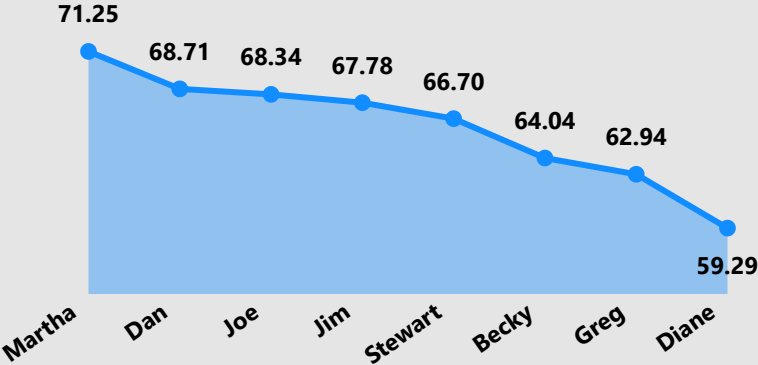
Total Calls by Satisfaction rating



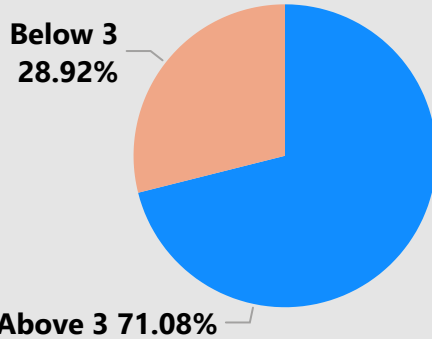
calls status



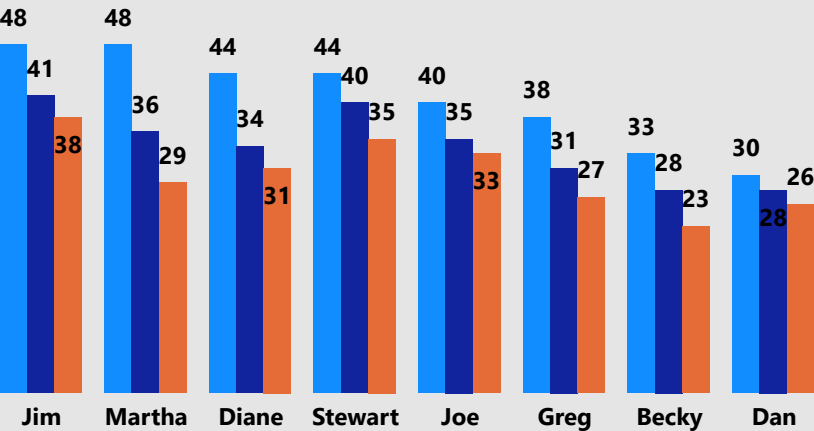
Average Speed of Answer by Agent



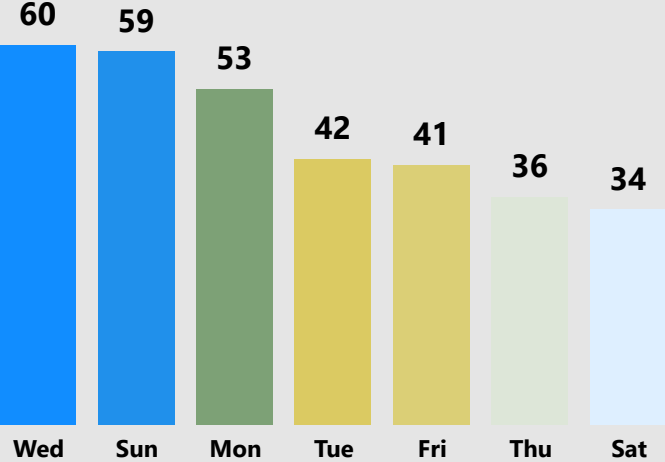
Total Calls by Satisfaction Status



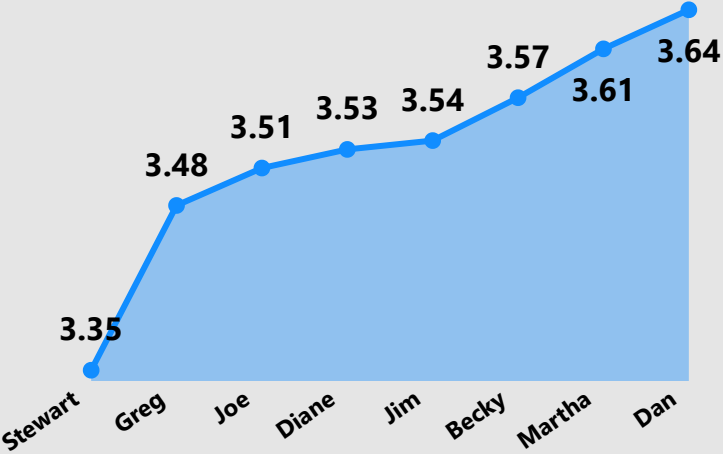
Total Calls, Total Answerd Calls and Total Resolved calls by Agent



Calls Recieved by Days



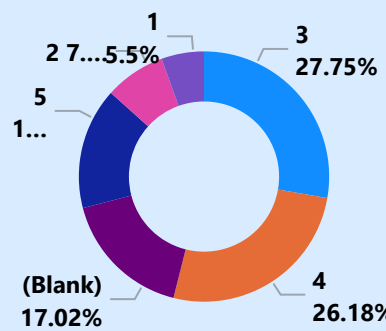
Average Satisfaction rating by Agent



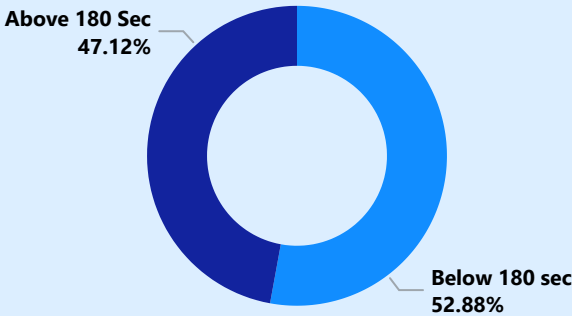
Department of Television Dashboard Report

Total Calls	Total Answerd Calls	Total Resolved Calls	Avg Satisfaction Rate	Avg Answerd speed	Avg call Duration	Department
382	317	287	3.5	67.5	3.9	Television

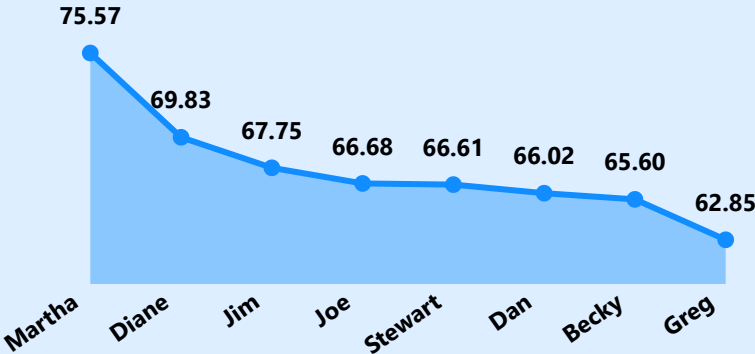
Total Calls by Satisfaction rating



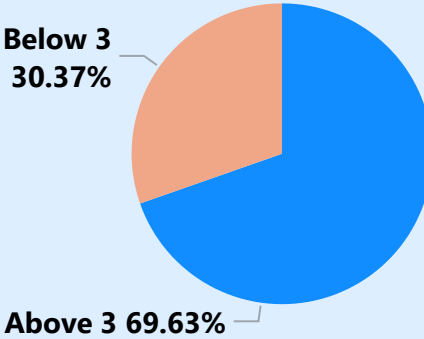
calls status



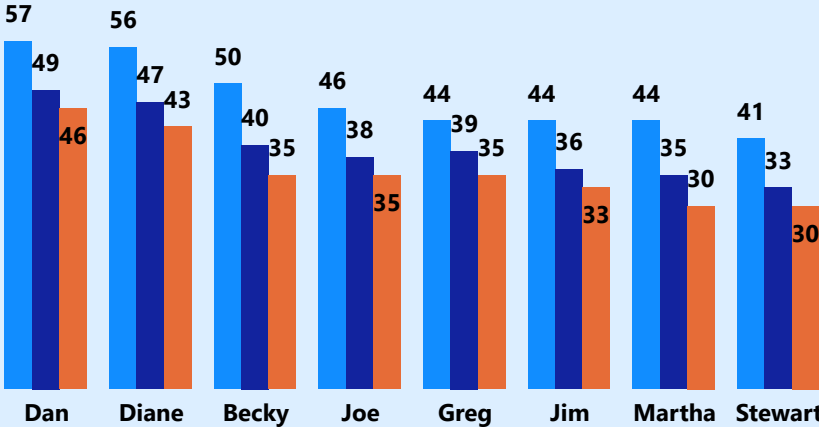
Average Speed of Answer by Agent



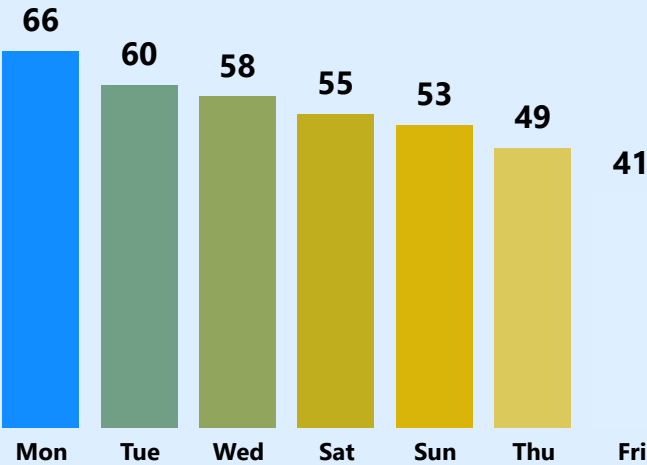
Total Calls by Satisfaction Status



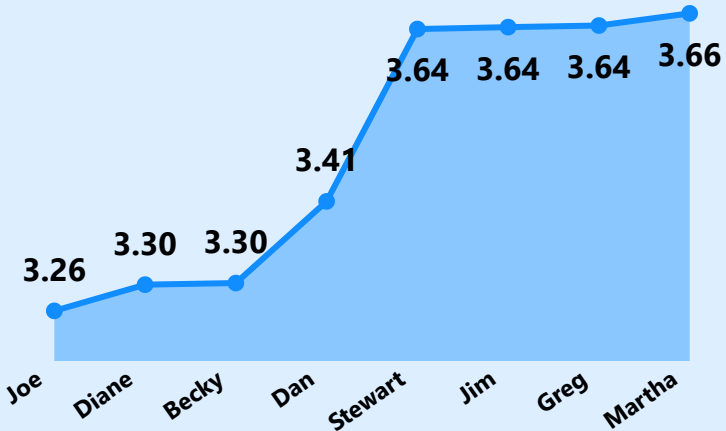
Total Calls, Total Answerd Calls and Total Resolved calls by Agent



Calls Recieved by Days



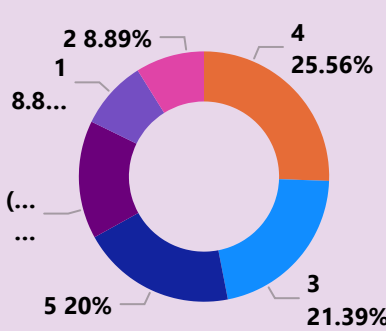
Average Satisfaction rating by Agent



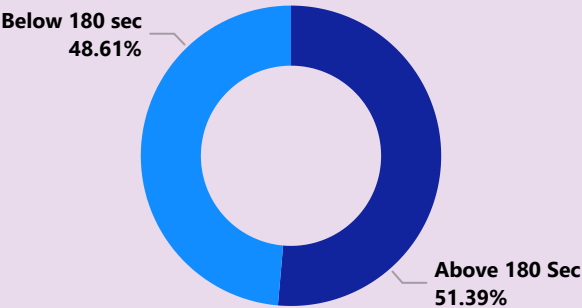
Department of Toaster Dashboard Report

Total Calls	Total Answerd Calls	Total Resolved Calls	Avg Satisfaction Rate	Avg Answerd speed	Avg call Duration	Department
360	305	274	3.5	65.8	3.6	Toaster

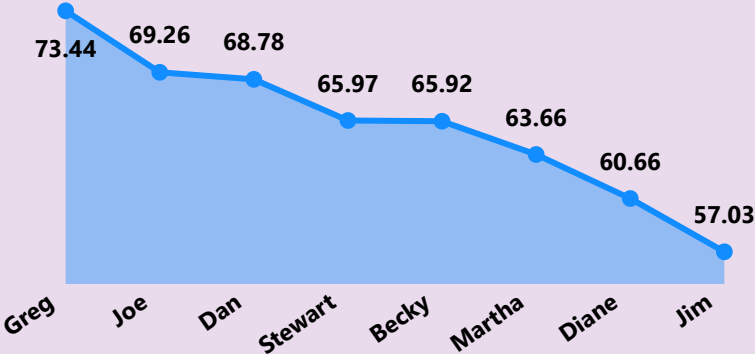
Total Calls by Satisfaction rating



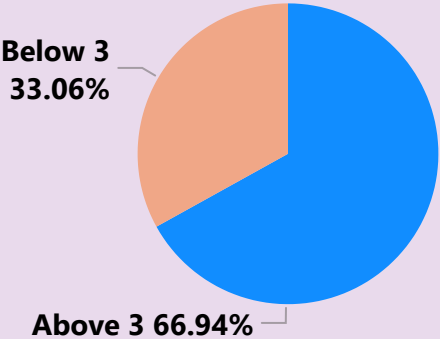
calls status



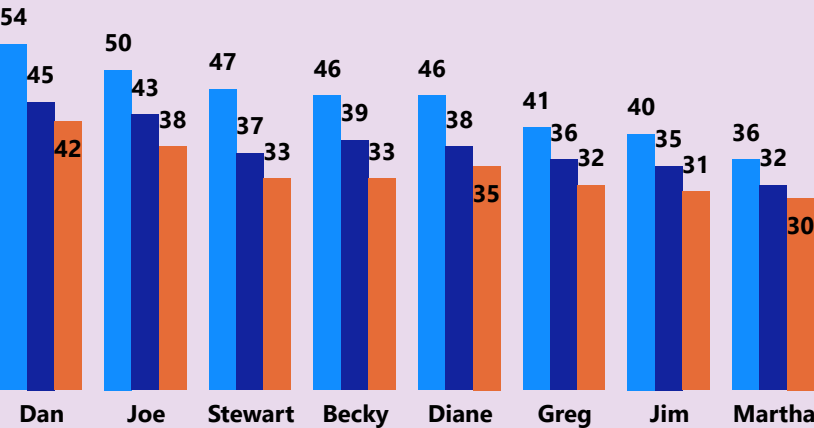
Average Speed of Answer by Agent



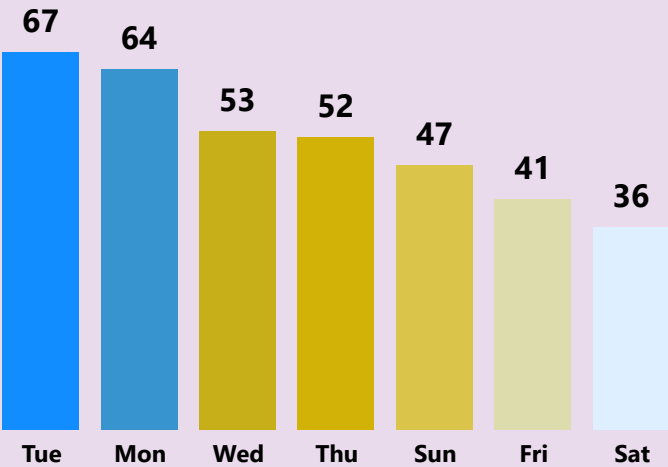
Total Calls by Satisfaction Status



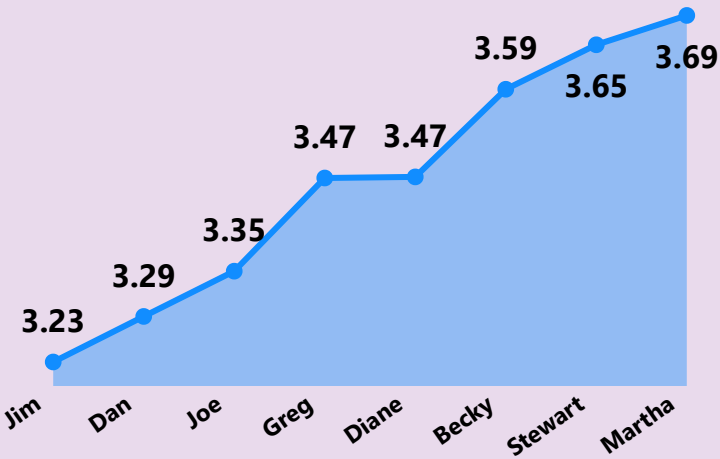
Total Calls, Total Answerd Calls and Total Resolved calls by Agent

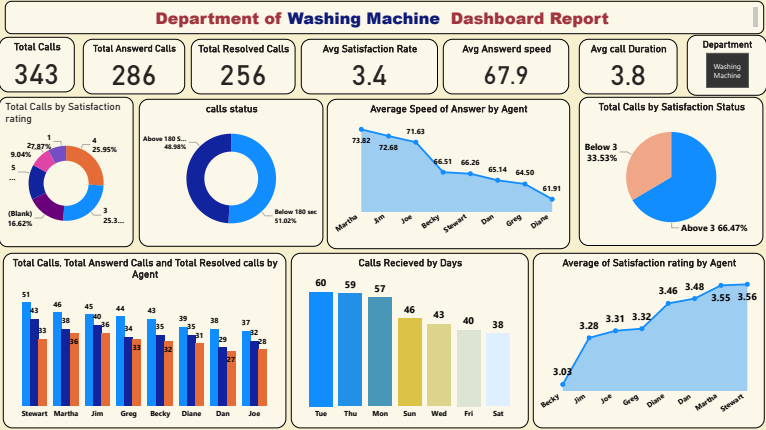


Calls Recieved by Days



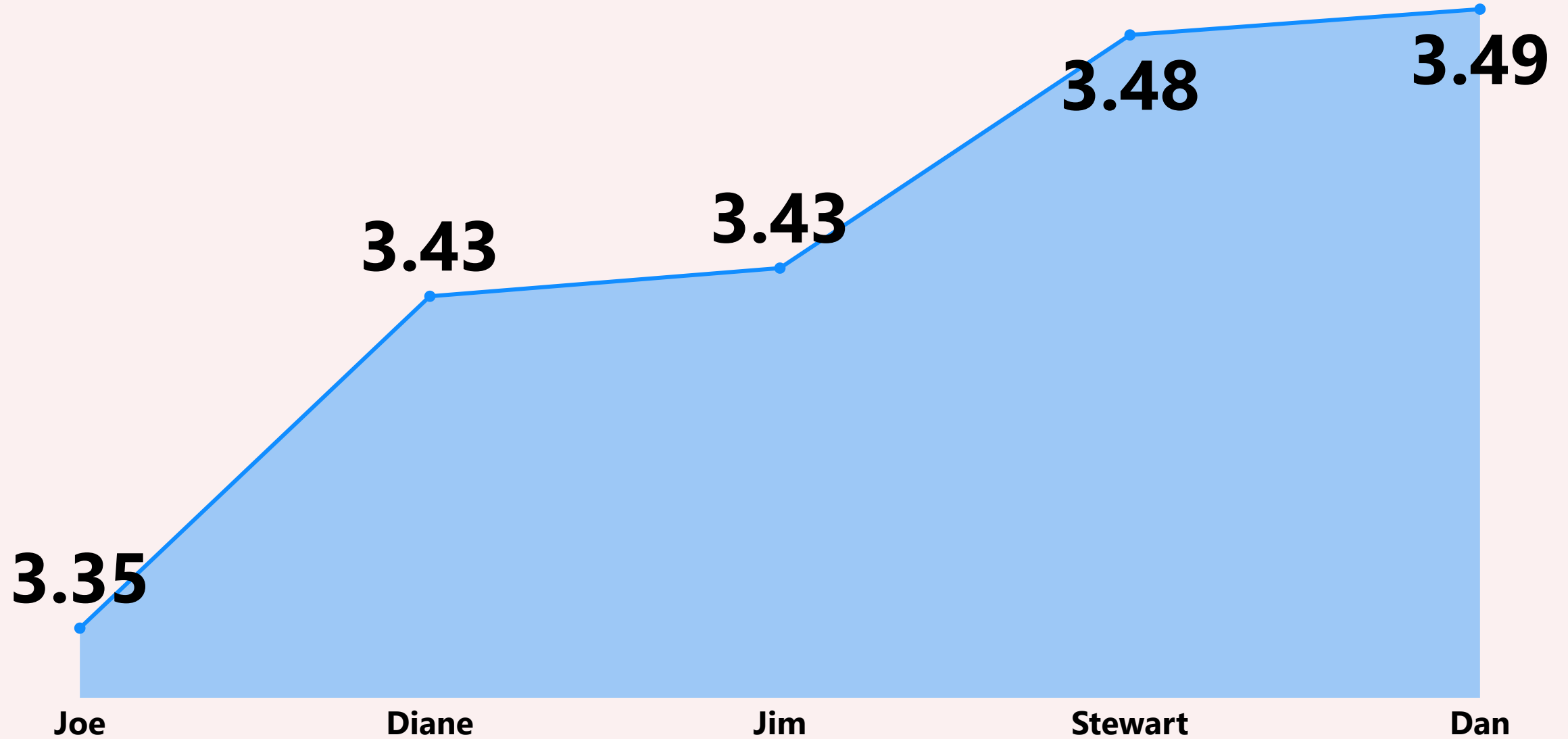
Average Satisfaction rating by Agent





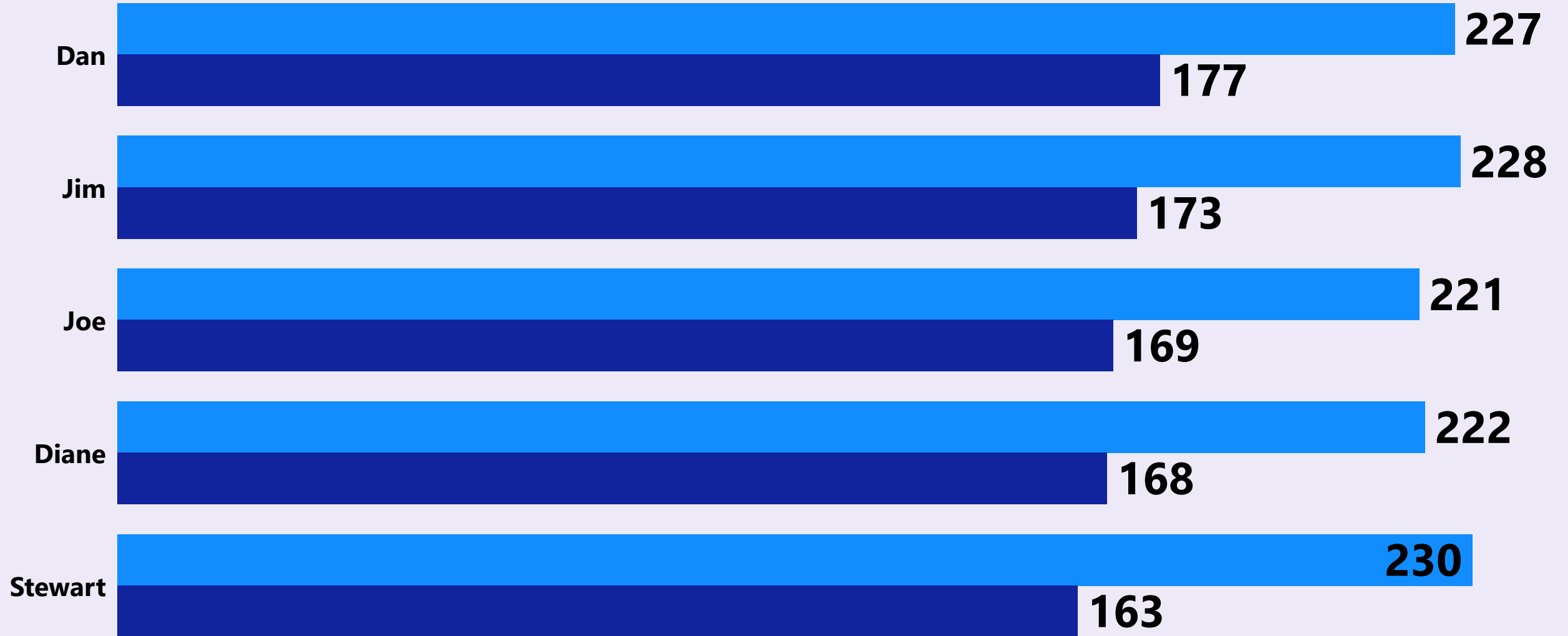
Top 5 Agent by the Satisfaction Rating

Average Satisfaction rating by Agent



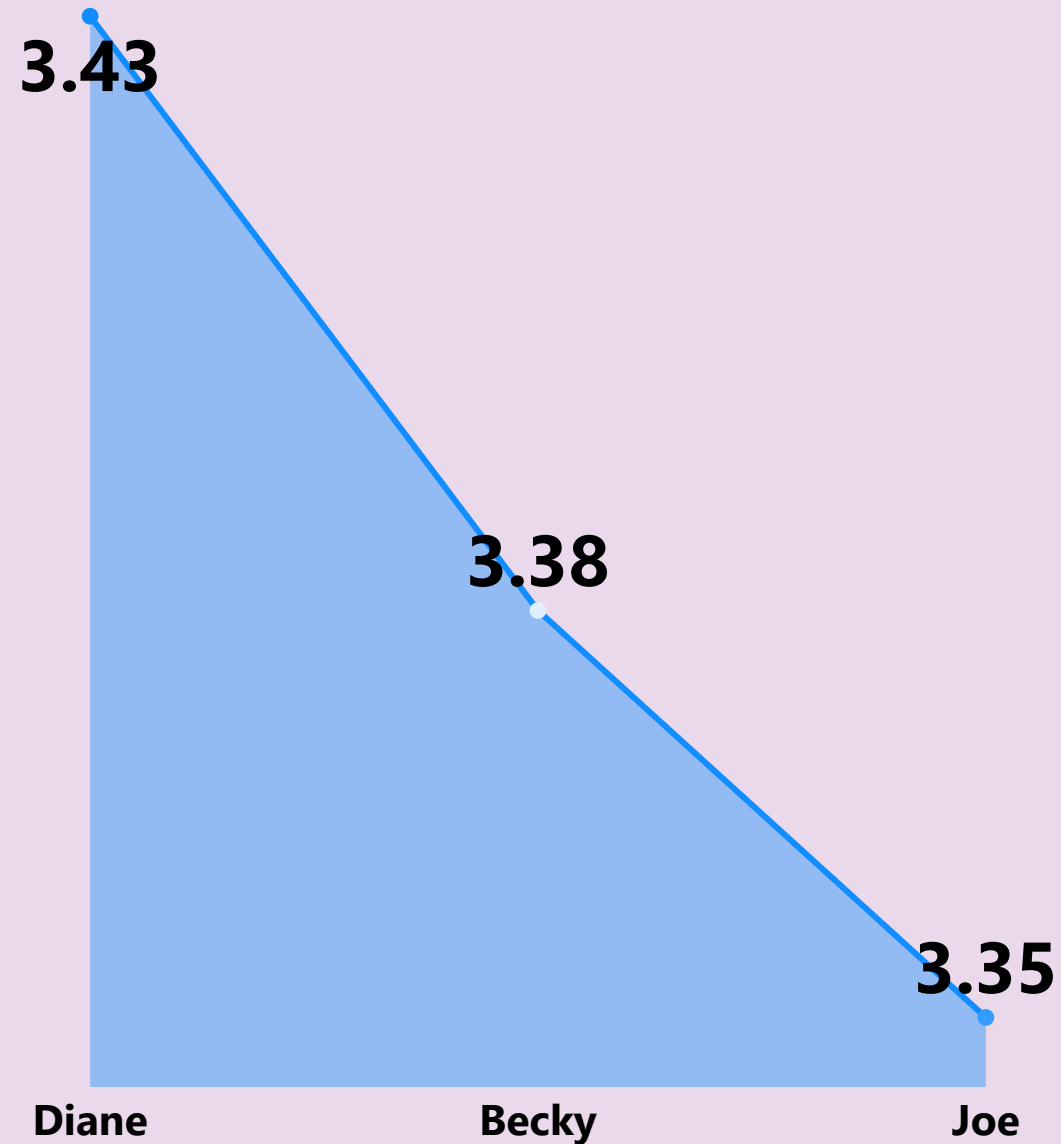
Top 5 Agent by the Resolve Calls

Total Calls and Resolved calls by Agent



Bottom 3 Agent by the Satisfaction Rating and Resolve Calls

Average of Satisfaction rating by Agent



Total Calls and Resolved calls by Agent

