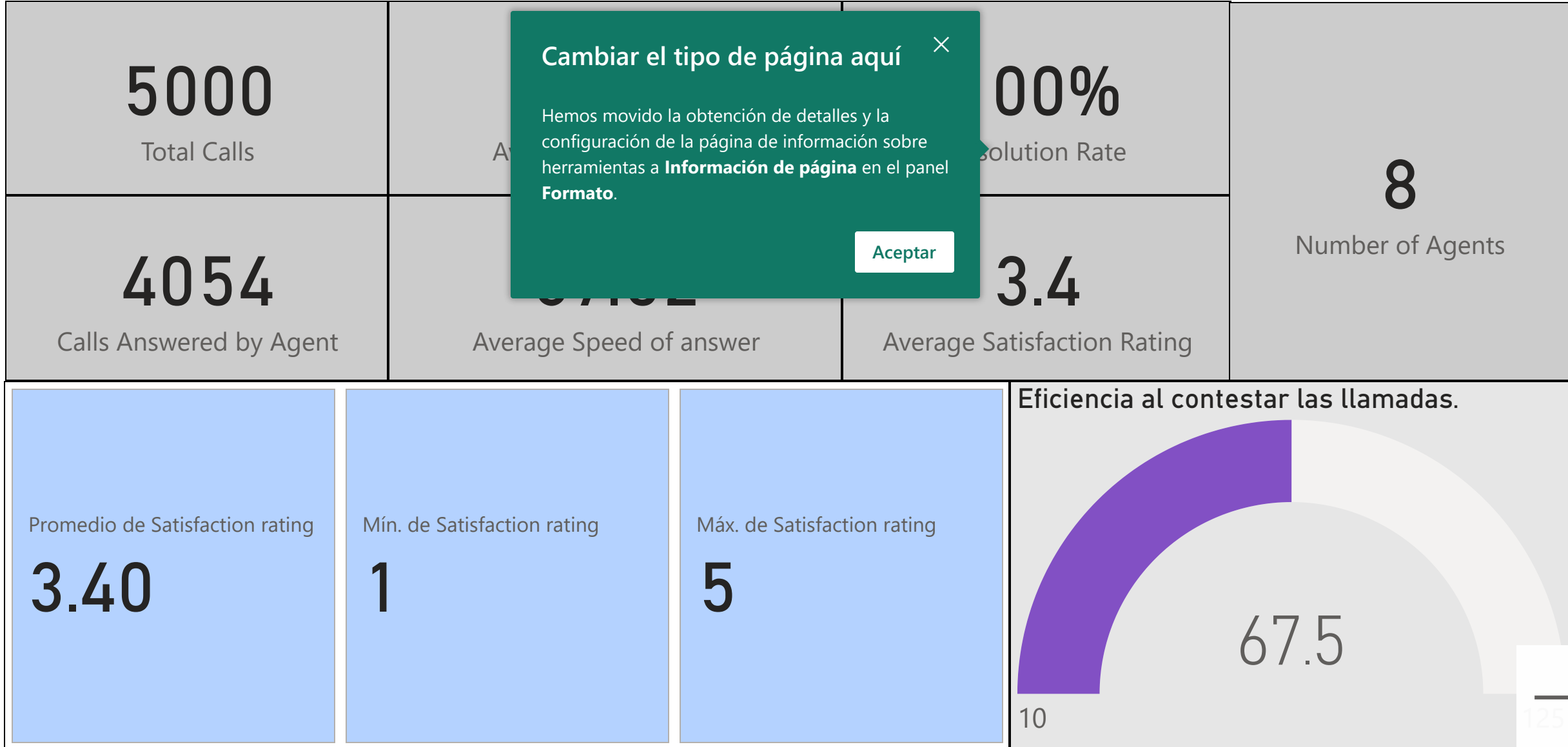


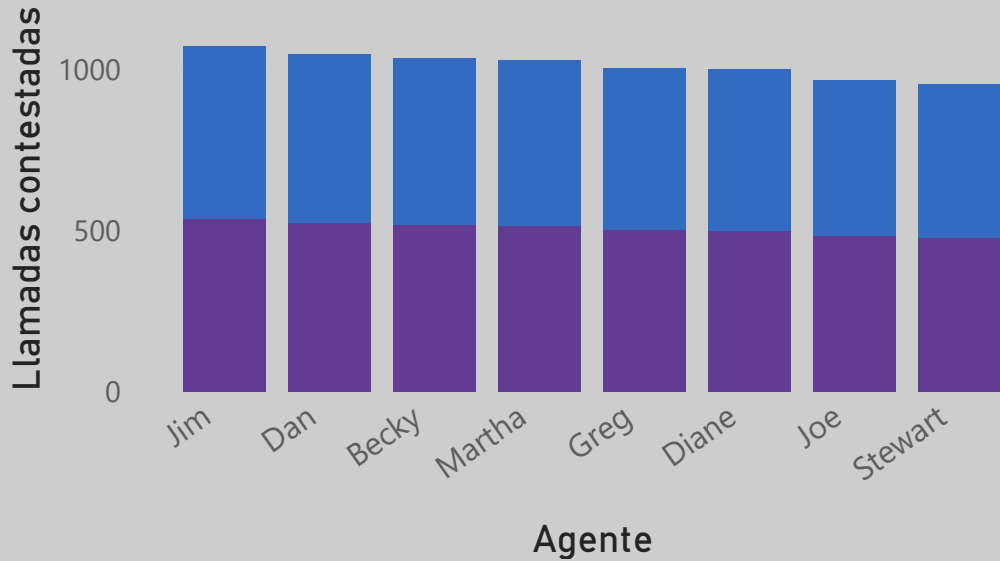
Dashboard Call Center



Dashboard Call Center

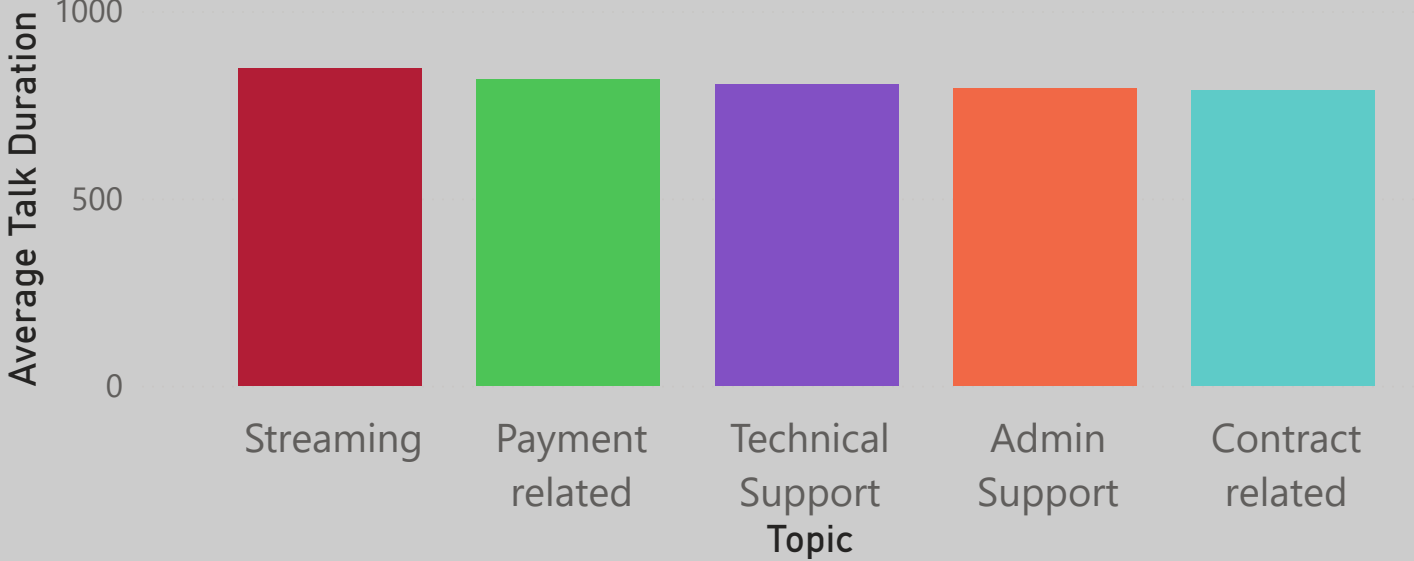
Total de llamadas contestadas por agente.

Answered ● N ● Y



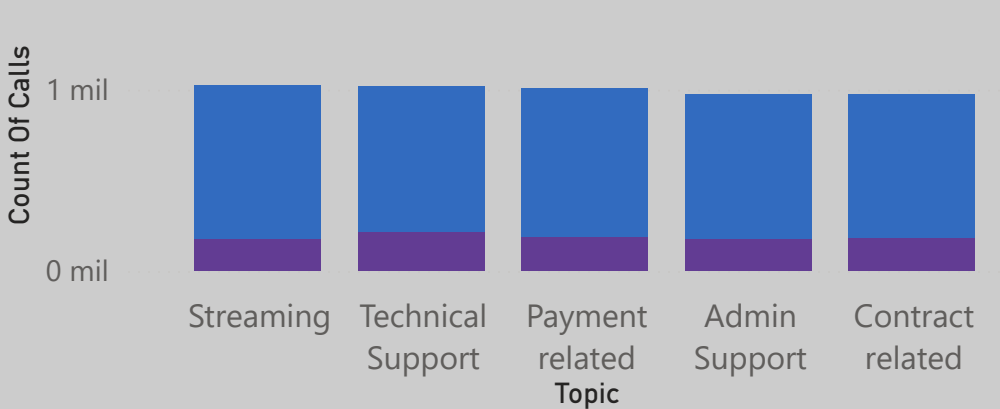
Duración promedio de la llamada por tema

Topic ● Streaming ● Payment related ● Technical Sup... ● Admin Supp... ● Contract r...



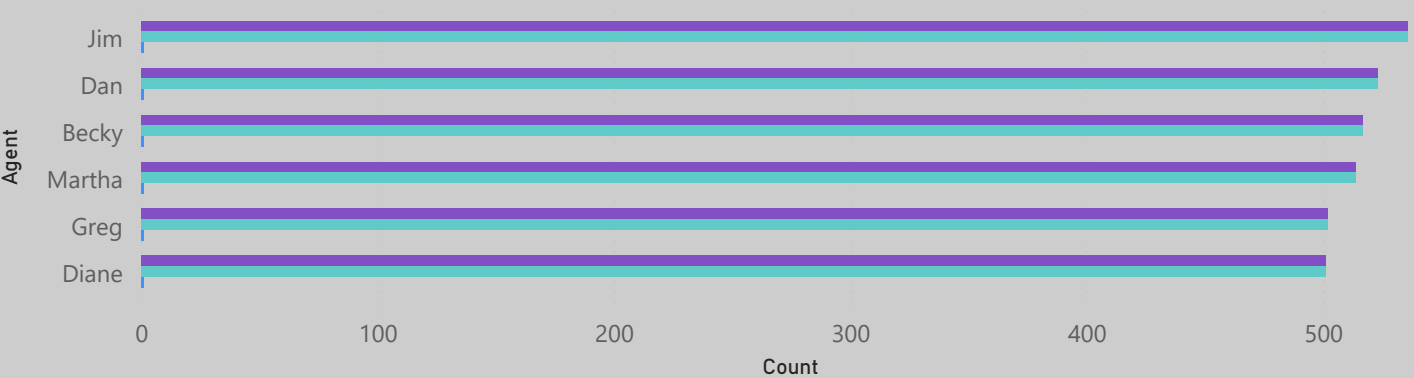
Llamadas por tema

Answered (Y/N) ● N ● Y



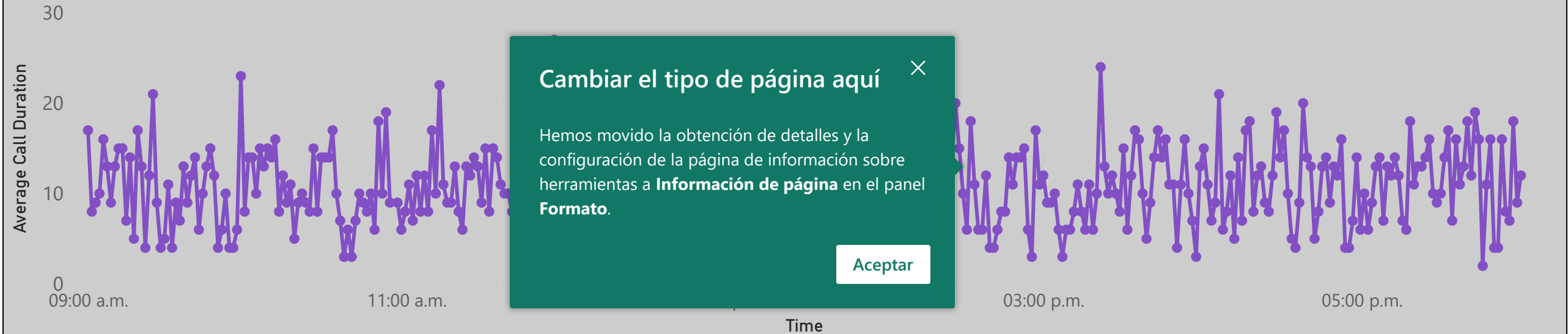
Duración de llamada promedio, llamadas contestadas y Tasa de resolución para cada agente.

● Suma de AvgTalkDuration ● Calls Answered by Agent ● Resolution Rate

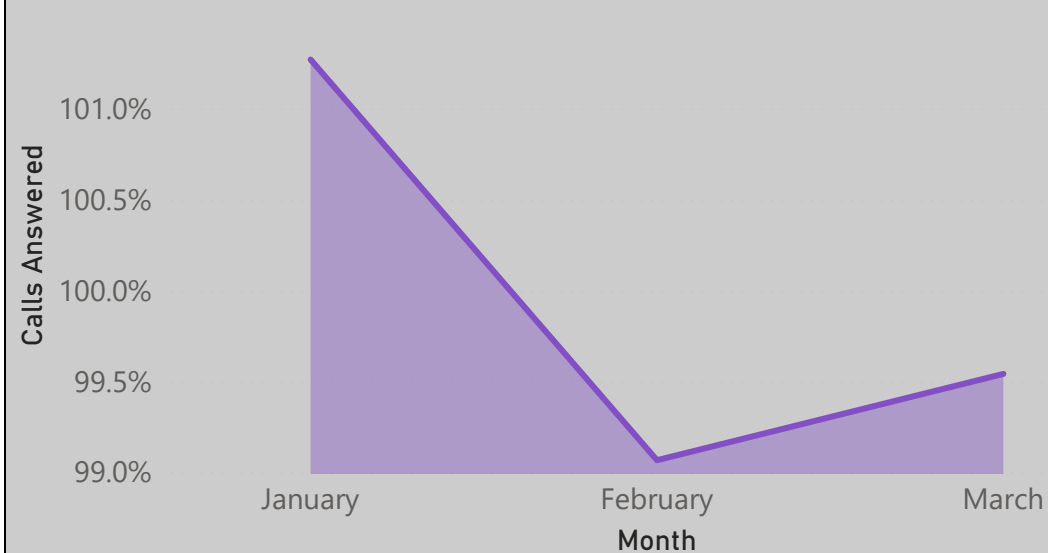


Dashboard Call Center

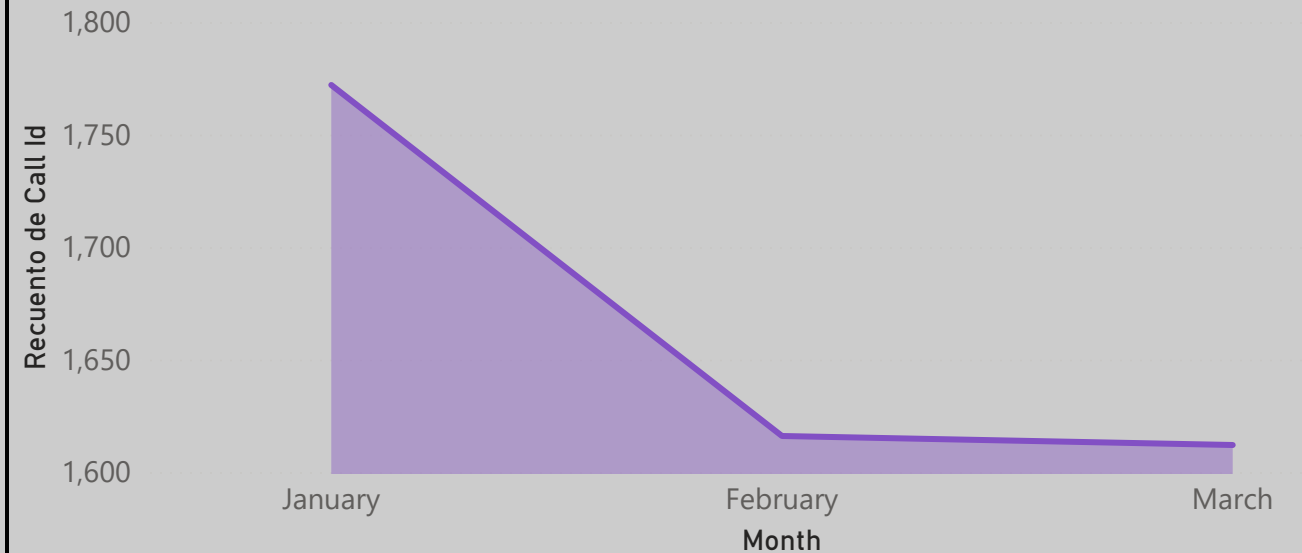
Duración promedio de las llamadas a lo largo del tiempo



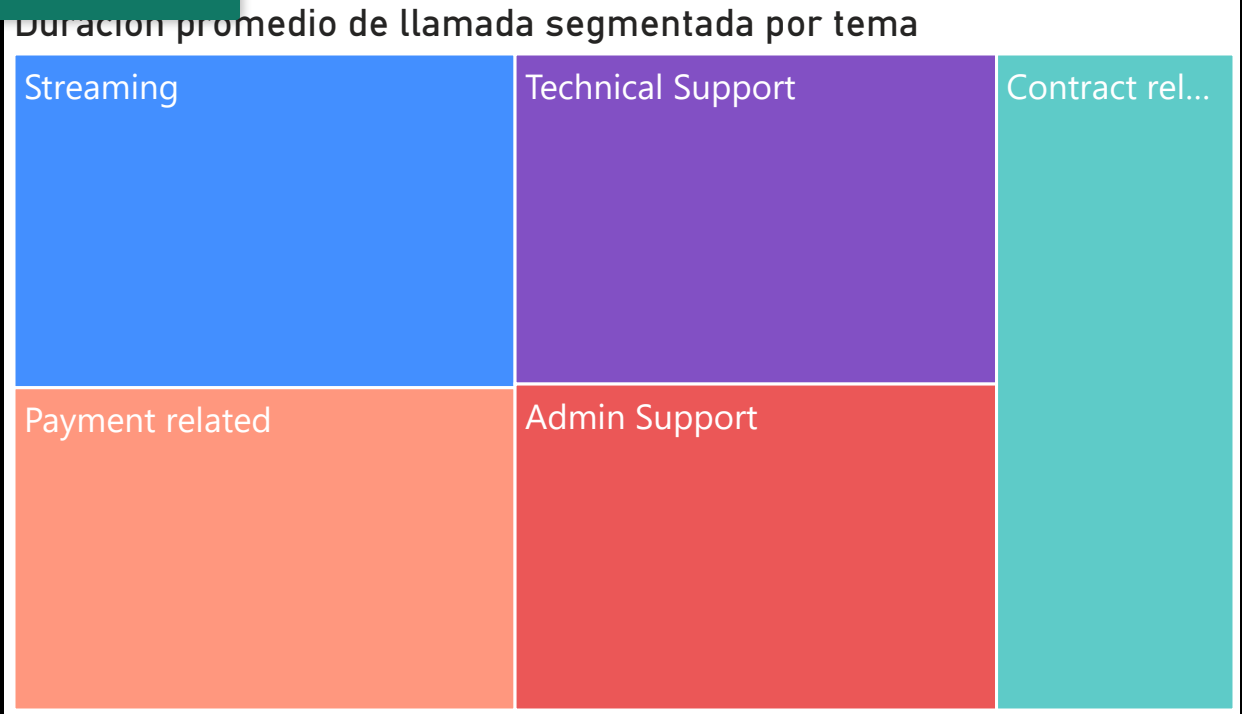
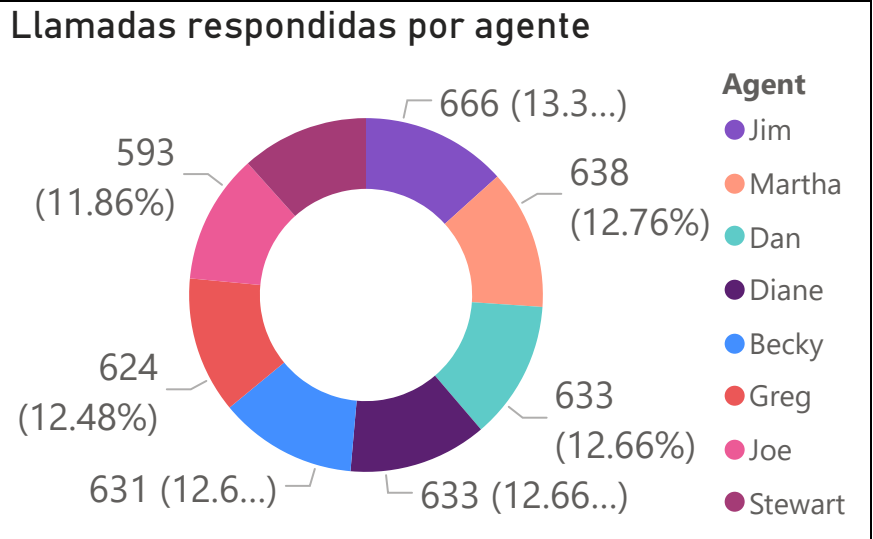
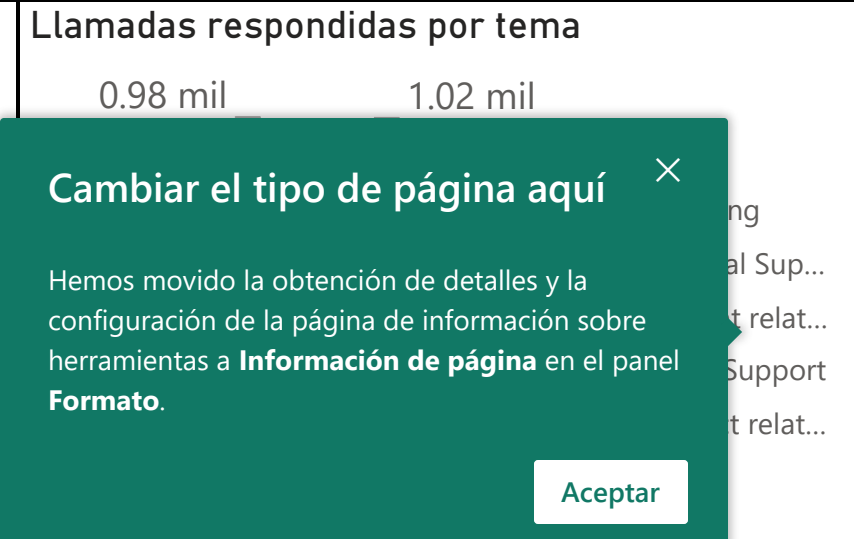
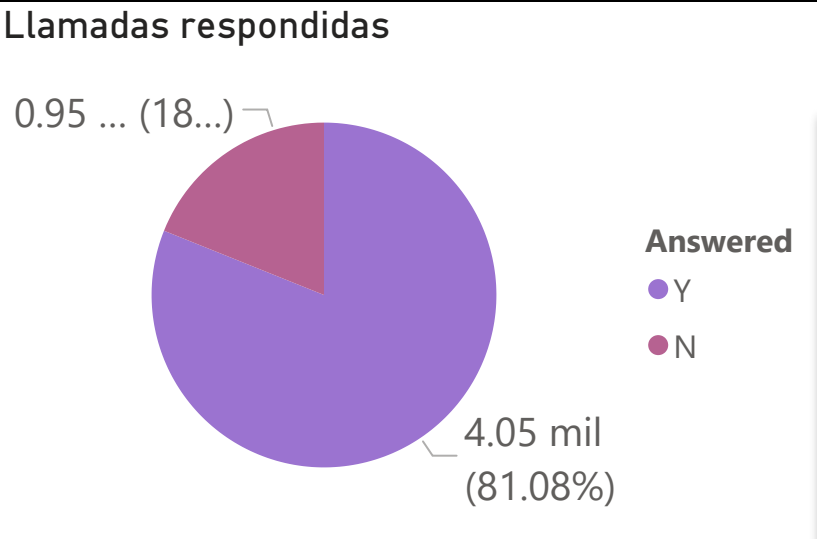
Porcentaje de llamadas respondidas a lo largo de meses



Llamadas a lo largo de los meses.



Dashboard Call Center



Dashboard Call Center

Call Id	%CallsAnswered	IssueResolved	%TG Resolution Rate
⊕ ID0001	1.00	1	100.00%
⊕ ID0002	1.00		100.00%
⊕ ID0004	1.00	1	100.00%
⊕ ID0005	1.00	1	100.00%
⊕ ID0007	1.00	1	100.00%
⊕ ID0008	1.00	1	100.00%
⊕ ID0009	1.00	1	100.00%
⊕ ID0010	1.00	1	100.00%
⊕ ID0011			100.00%
⊕ ID0012	1.00	1	100.00%
⊕ ID0013	1.00	1	100.00%
⊕ ID0014	1.00	1	100.00%
⊕ ID0015	1.00	1	100.00%
⊕ ID0016	1.00	1	100.00%
⊕ ID0017	1.00	1	100.00%
⊕ ID0018			100.00%
⊕ ID0019			100.00%
⊕ ID0020	1.00	1	100.00%
⊕ ID0021	1.00	1	100.00%
⊕ ID0022	1.00	1	100.00%
⊕ ID0023			100.00%
⊕ ID0024	1.00	1	100.00%
⊕ ID0025	1.00	1	100.00%
⊕ ID0026			100.00%
⊕ ID0027	1.00	1	100.00%
⊕ ID0028	1.00	1	100.00%
⊕ ID0029	1.00	1	100.00%
⊕ ID0031	1.00	1	100.00%
⊕ ID0032	1.00	1	100.00%
⊕ ID0033	1.00	1	100.00%
Total	0.81	3222	100.00%

Cambiar el tipo de página aquí



Hemos movido la obtención de detalles y la configuración de la página de información sobre herramientas a **Información de página** en el panel **Formato**.

Aceptar

Seleccionar
todo

Diane

Joe

Becky

Greg

Martha

Dan

Jim

Stewart

Seleccionar todo

Payment related

Admin Support

Streaming

Contract related

Technical Support