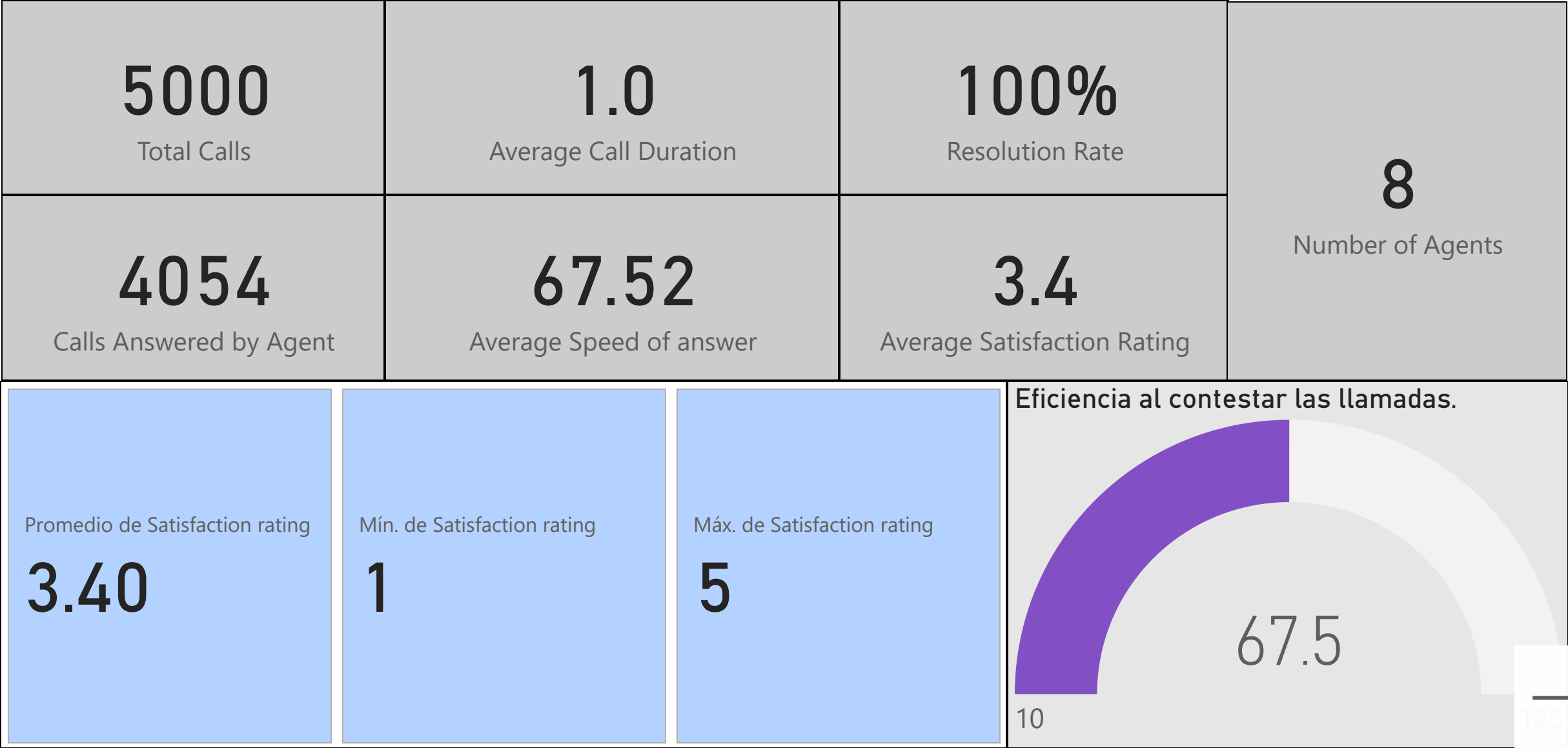


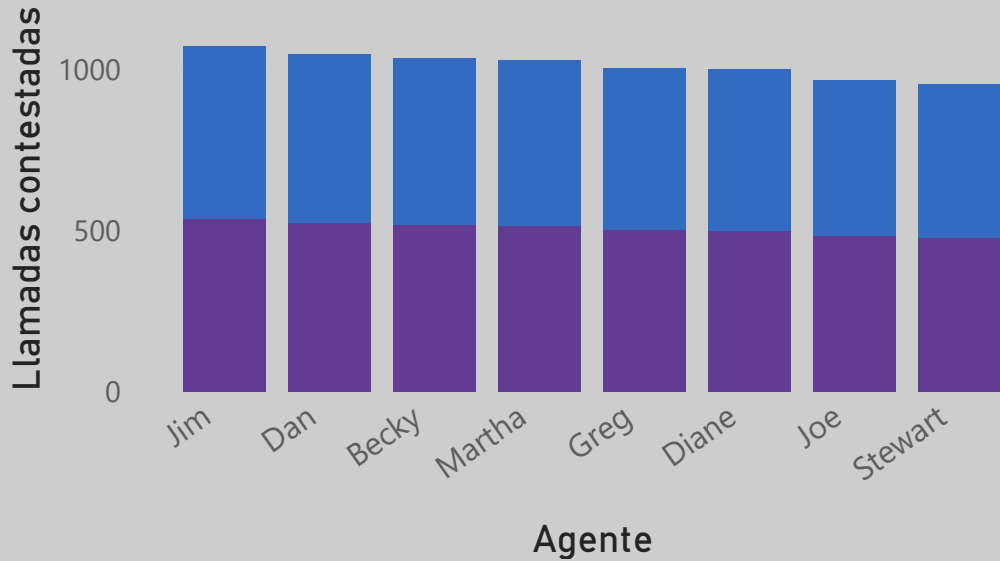
# Dashboard Call Center



# Dashboard Call Center

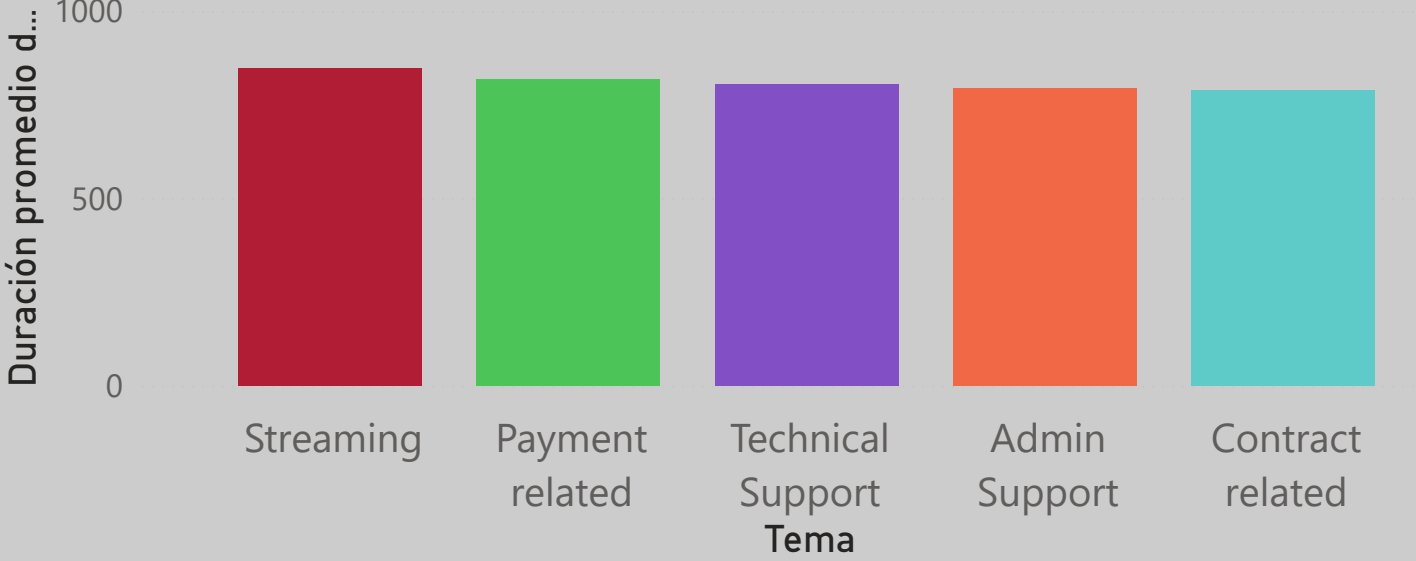
Total de llamadas contestadas por agente.

Answered ● N ● Y



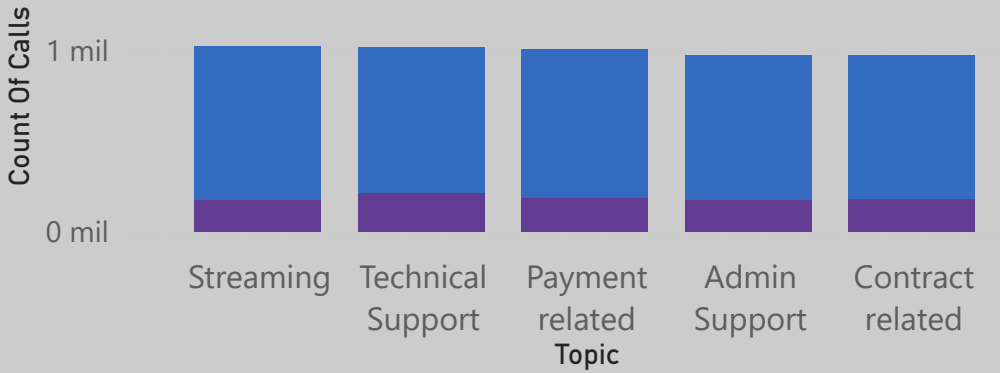
Duración promedio de la llamada por tema

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



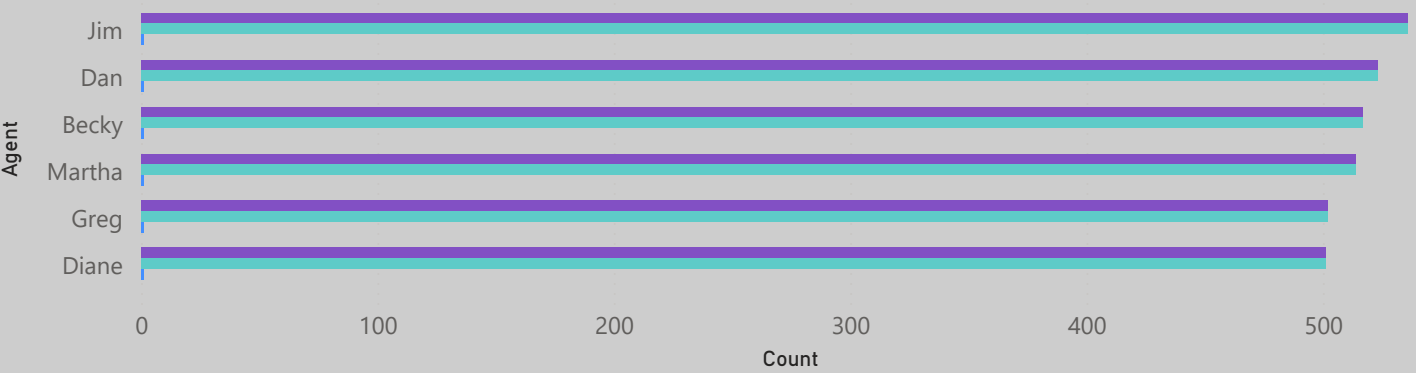
Llamadas por tema

Answered (Y/N) ● N ● Y



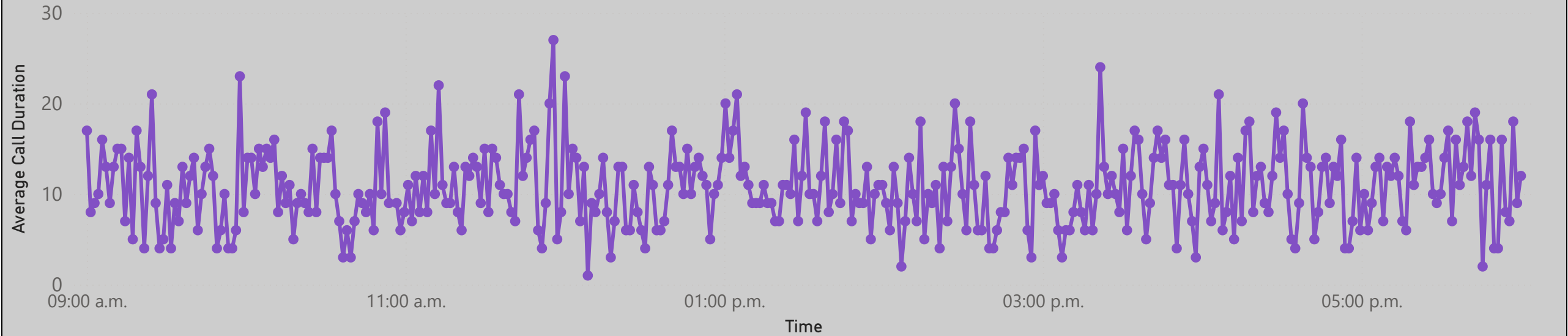
Duración de llamada promedio, llamadas contestadas y Tasa de resolución para cada agente.

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

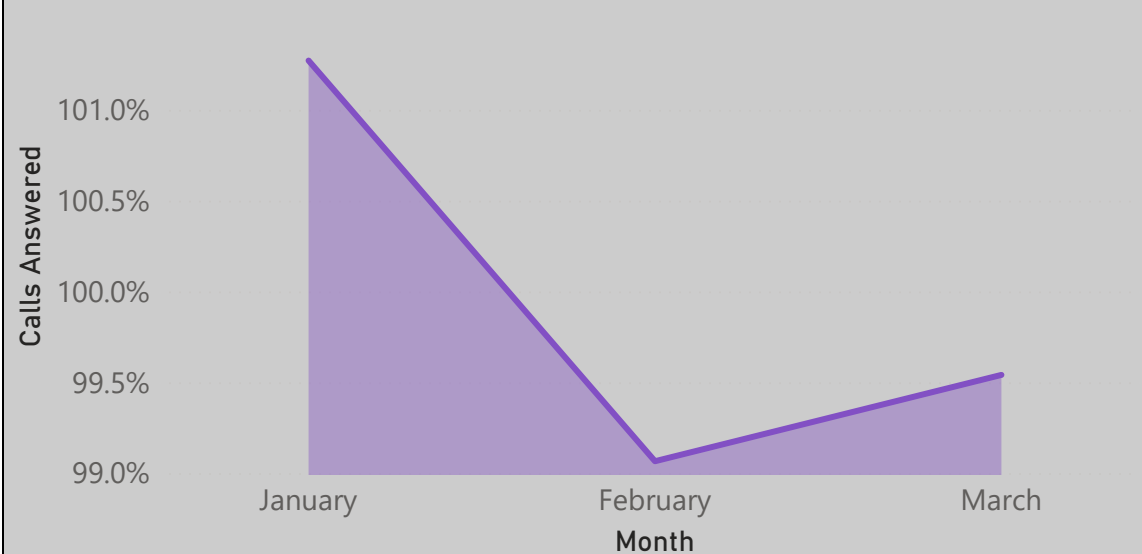


# Dashboard Call Center

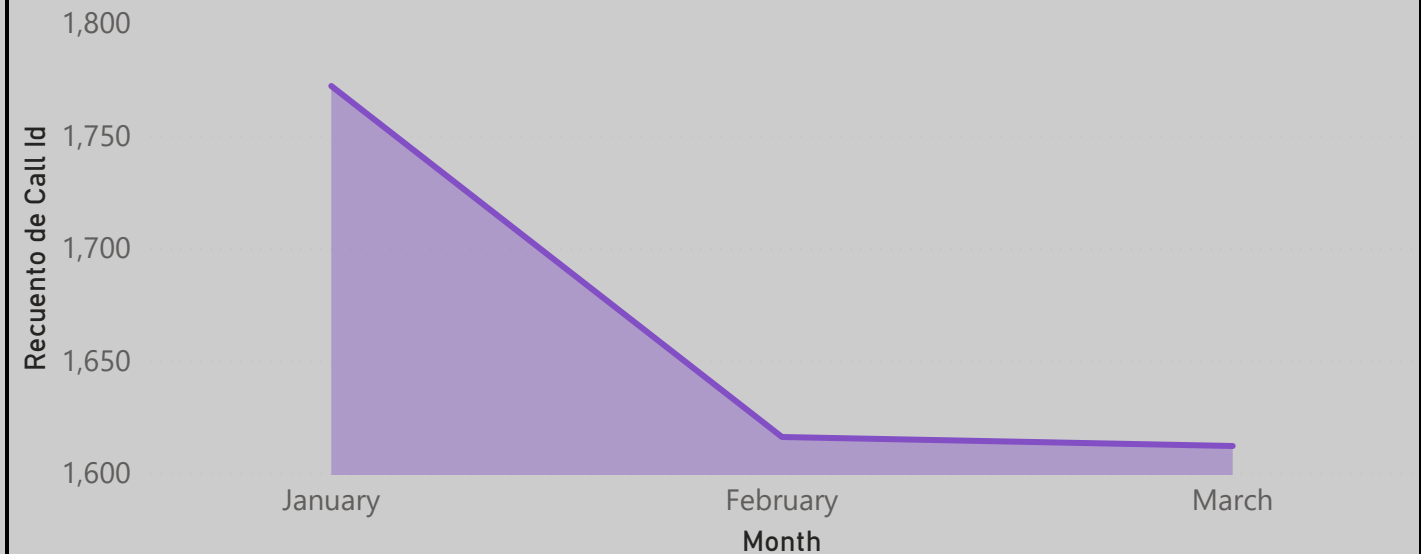
Duración promedio de las llamadas a lo largo del tiempo



Porcentaje de llamadas respondidas a lo largo de meses

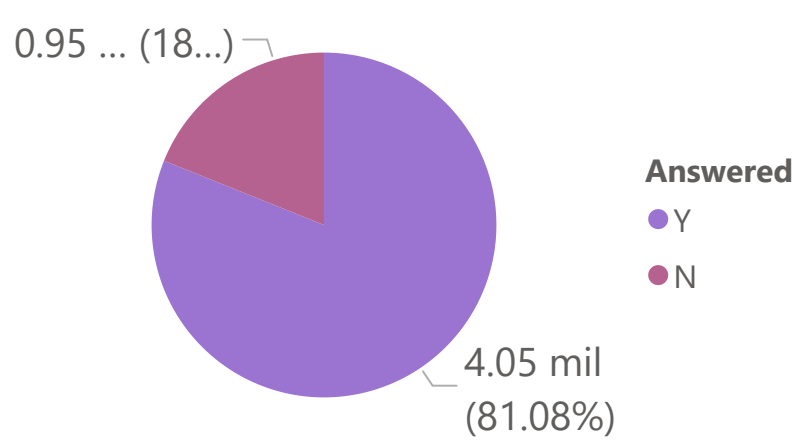


Llamadas a lo largo de los meses.

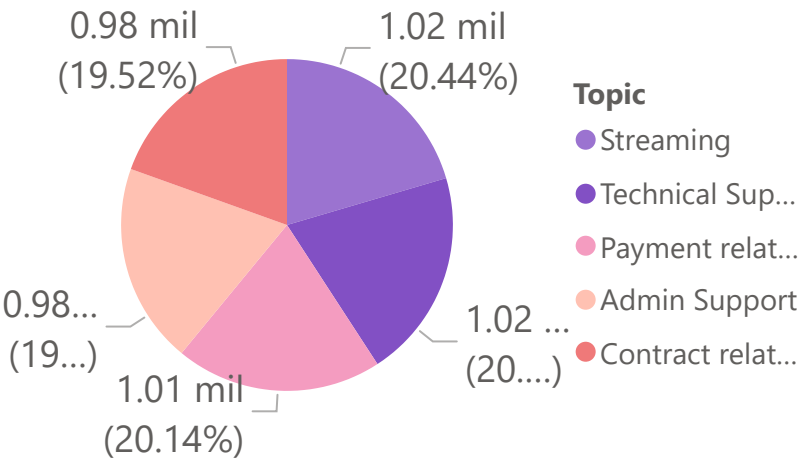


# Dashboard Call Center

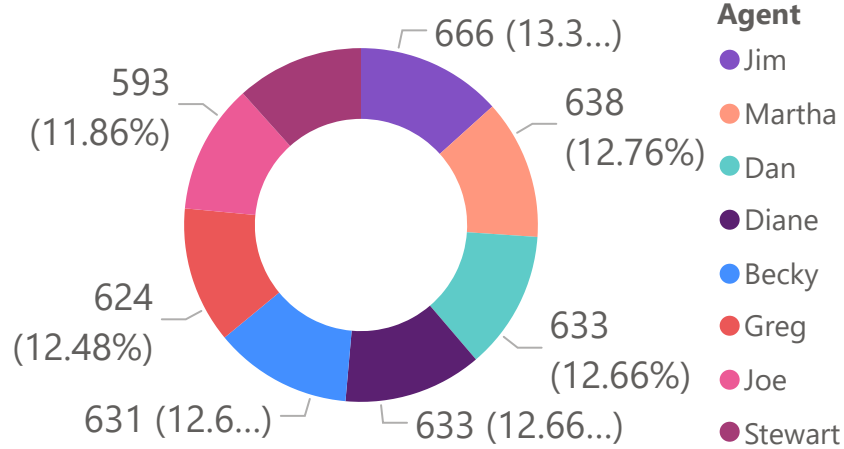
Llamadas respondidas



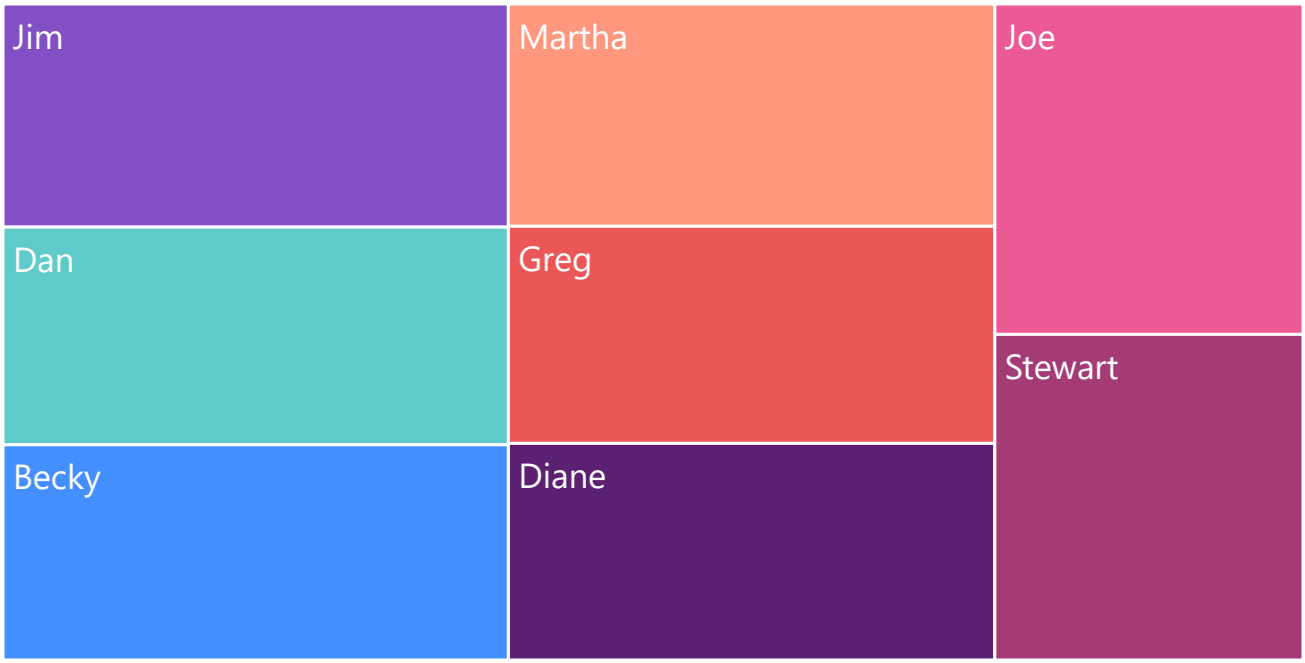
Llamadas respondidas por tema



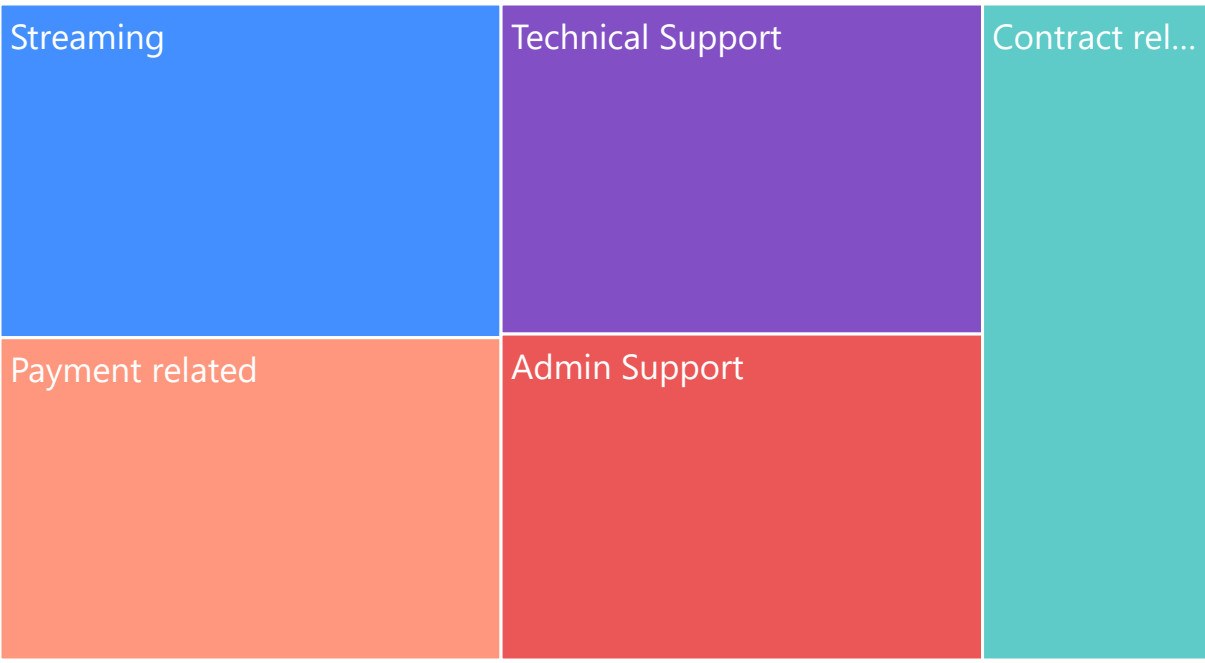
Llamadas respondidas por agente



Duración promedio de llamada segmentada por Agente



Duración promedio de llamada segmentada por tema



# Dashboard Call Center

Call Id	%CallsAnswered	IssueResolved	%TG Resolution Rate
⊕ ID0010	1.00	1	100.00%
⊕ ID0019			100.00%
⊕ ID0020	1.00	1	100.00%
⊕ ID0021	1.00	1	100.00%
⊕ ID0034	1.00		100.00%
⊕ ID0041	1.00	1	100.00%
⊕ ID0046			100.00%
⊕ ID0052			100.00%
⊕ ID0057	1.00	1	100.00%
⊕ ID0065	1.00	1	100.00%
⊕ ID0067	1.00	1	100.00%
⊕ ID0068	1.00	1	100.00%
⊕ ID0087			100.00%
⊕ ID0091	1.00	1	100.00%
⊕ ID0093	1.00	1	100.00%
⊕ ID0115	1.00	1	100.00%
⊕ ID0129	1.00	1	100.00%
⊕ ID0130	1.00	1	100.00%
⊕ ID0134			100.00%
⊕ ID0142	1.00	1	100.00%
⊕ ID0145	1.00	1	100.00%
⊕ ID0148	1.00	1	100.00%
⊕ ID0157			100.00%
⊕ ID0185	1.00	1	100.00%
⊕ ID0189	1.00	1	100.00%
⊕ ID0199			100.00%
⊕ ID0206	1.00	1	100.00%
⊕ ID0207	1.00	1	100.00%
⊕ ID0211			100.00%
⊕ ID0215	1.00	1	100.00%
Total	0.80	485	100.00%

Seleccionar todo	Diane	Joe
Becky	Greg	Martha
Dan	Jim	Stewart

Seleccionar todo	Payment related
Admin Support	Streaming
Contract related	Technical Support