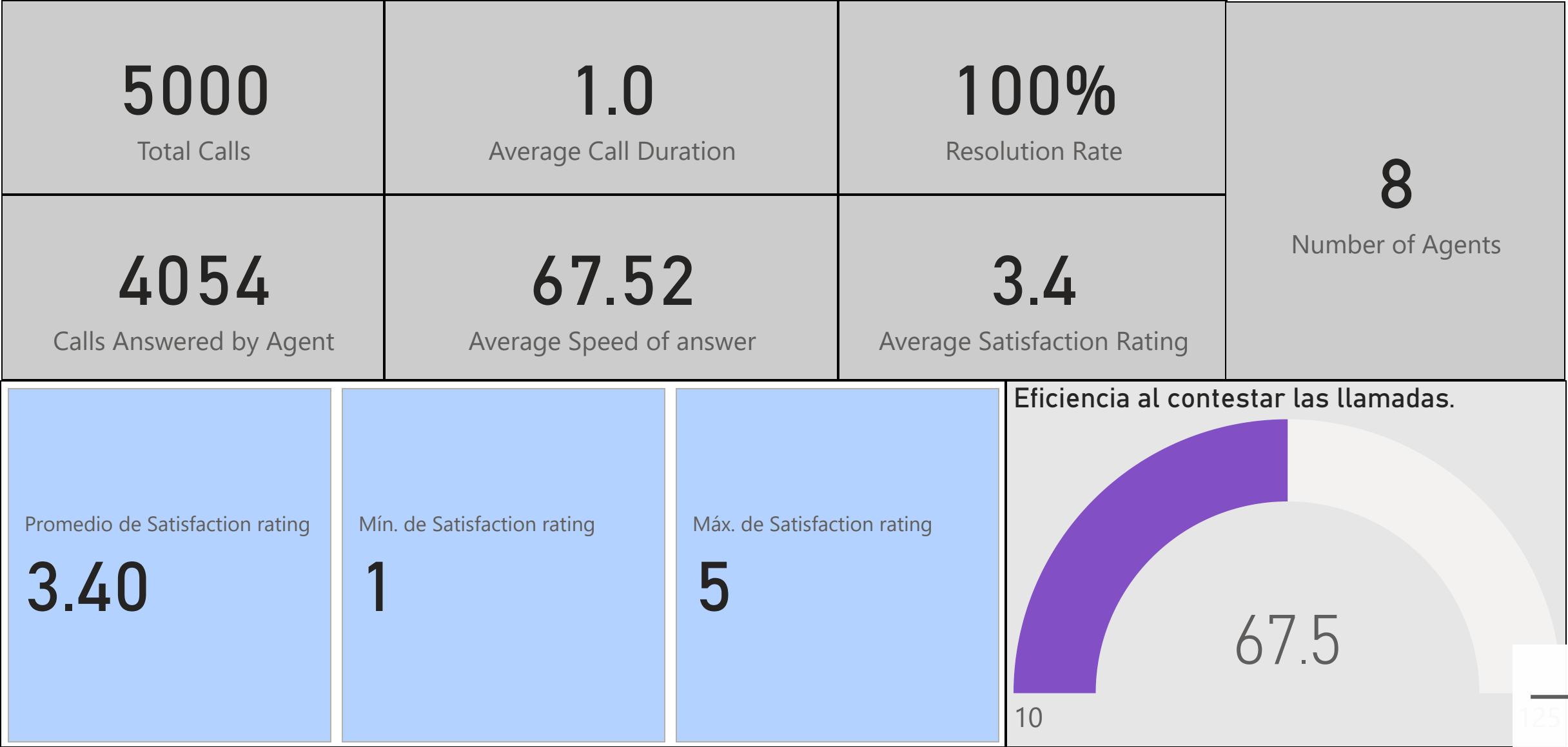


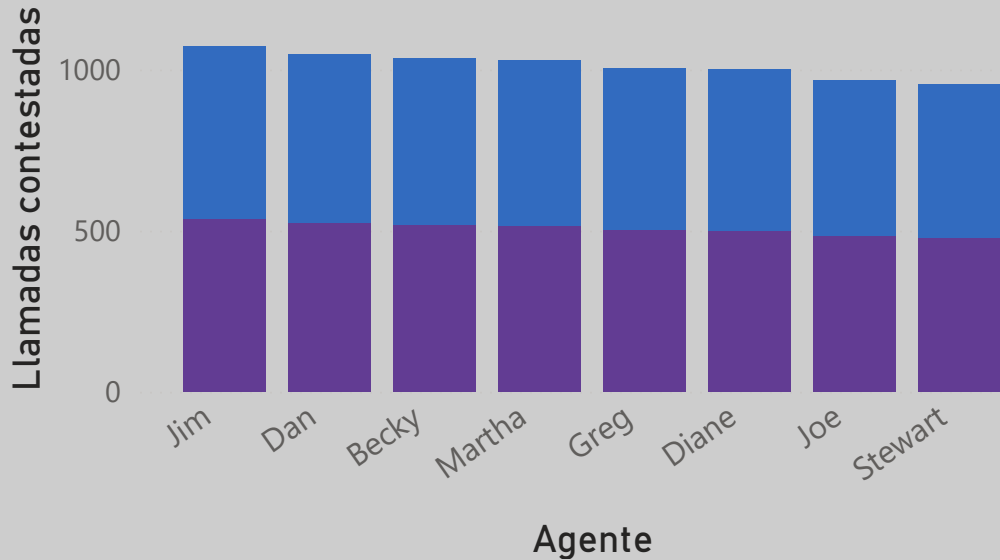
Dashboard Call Center



Dashboard Call Center

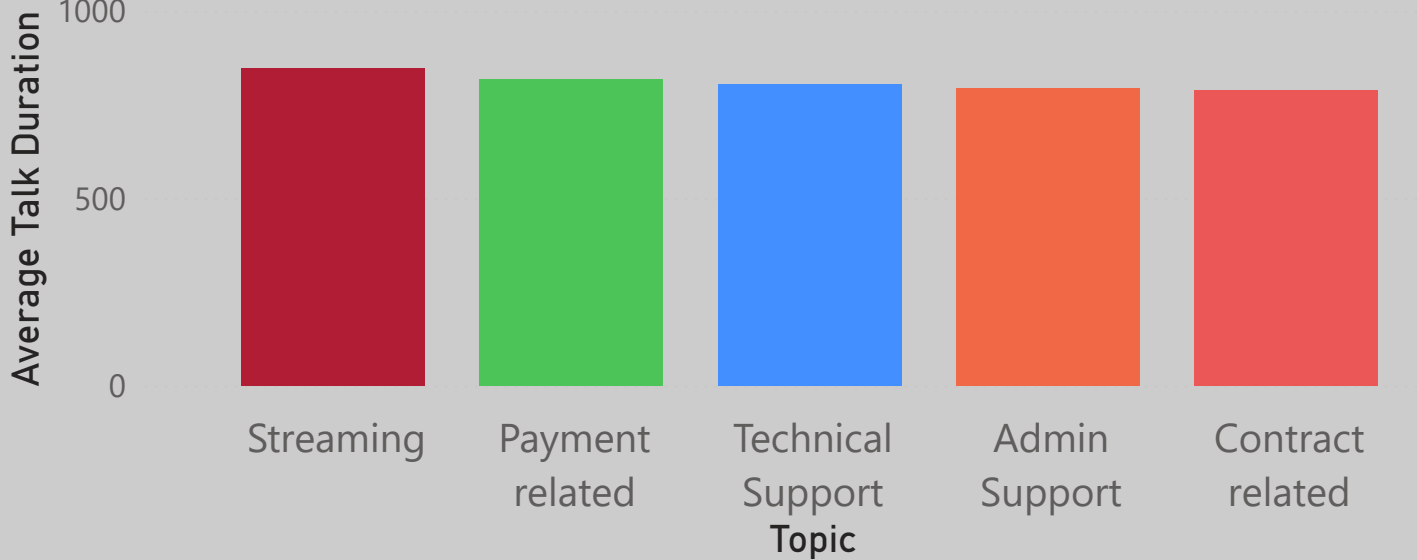
Total Calls Answered By Each Agent

Answered ● N ● Y



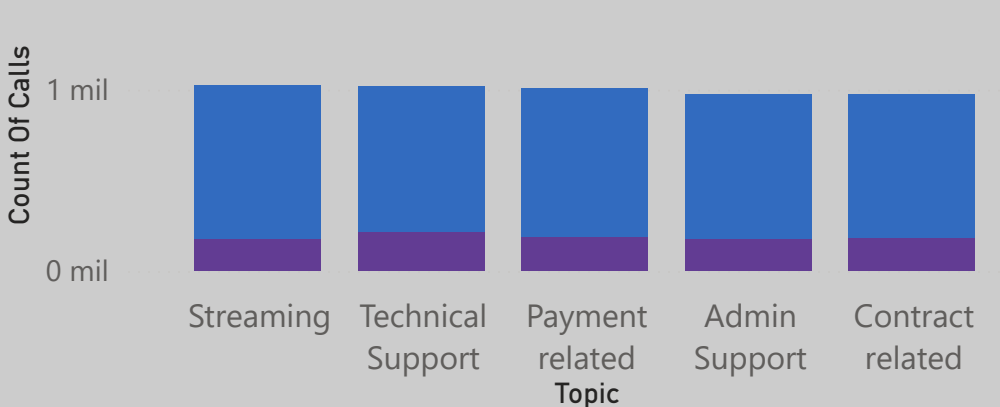
Average Call Duration by Topic

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



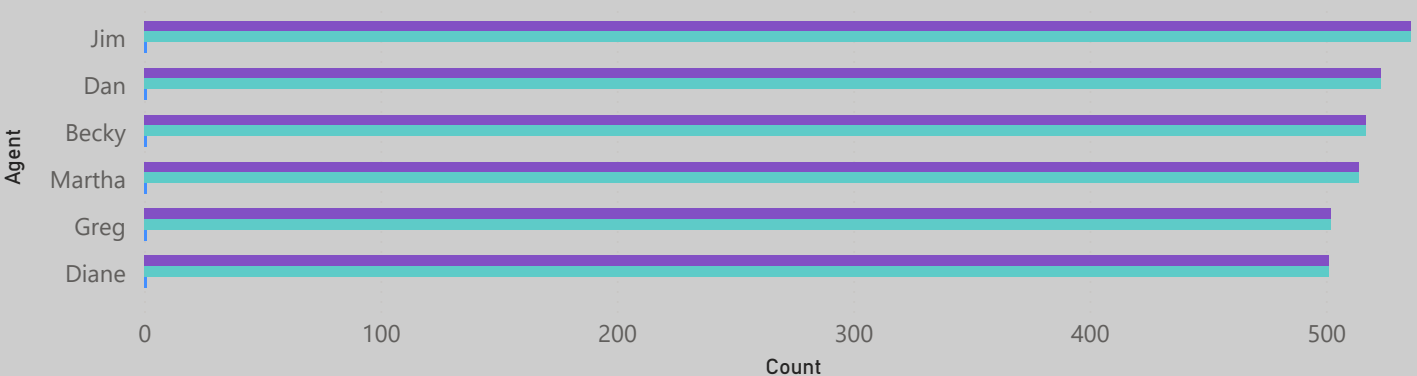
Llamadas por tema

Answered (Y/N) ● N ● Y



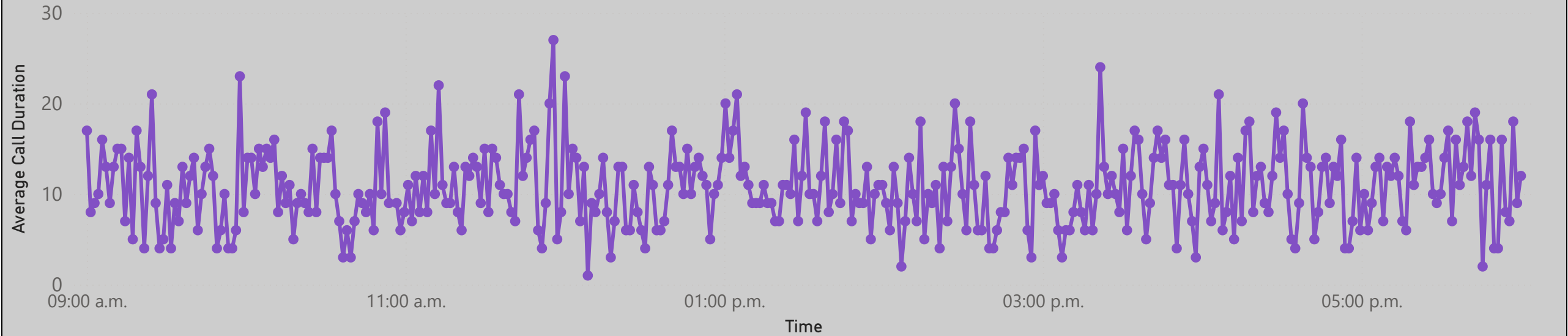
Duración de llamada promedio, llamadas contestadas y Tasa de resolución para cada agente.

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

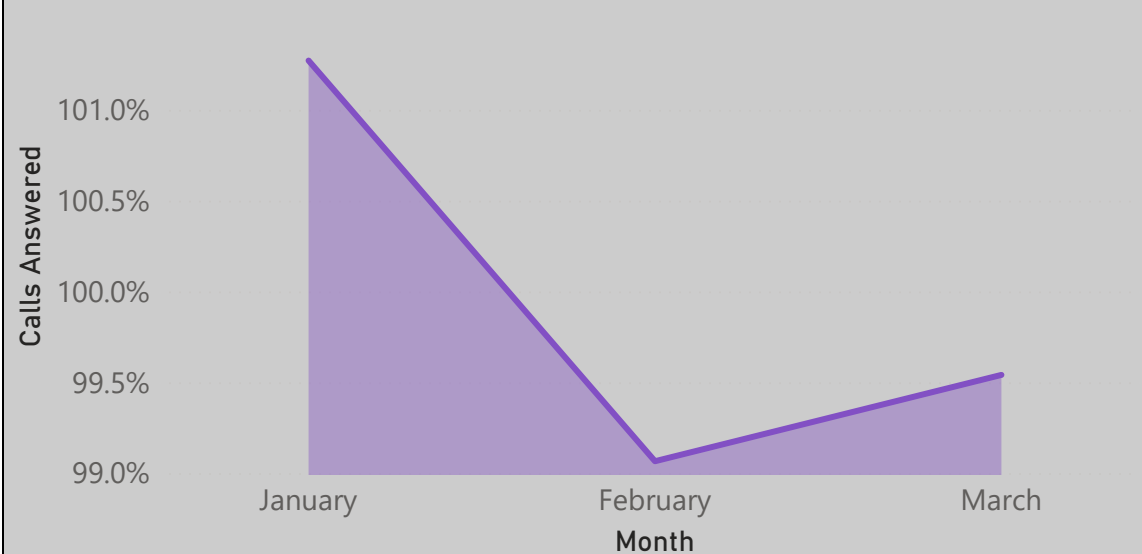


Dashboard Call Center

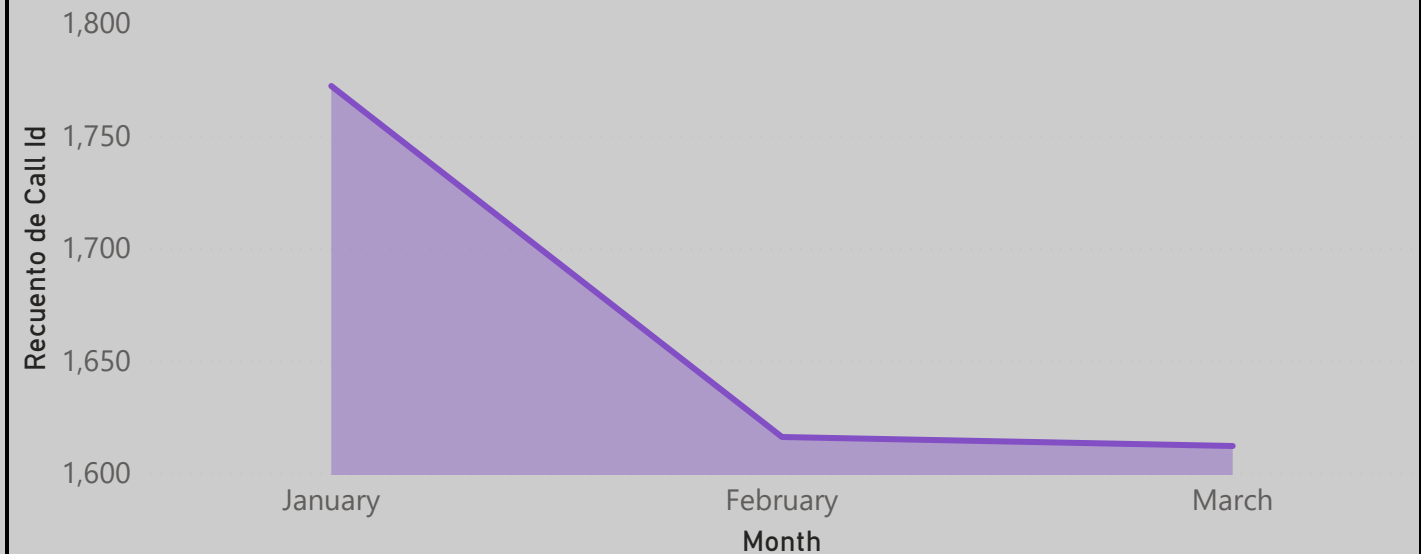
Duración promedio de las llamadas a lo largo del tiempo



Porcentaje de llamadas respondidas a lo largo de meses

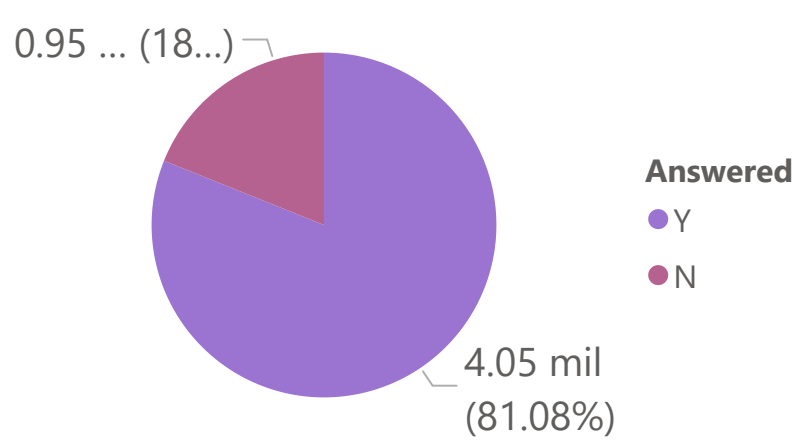


Llamadas a lo largo de los meses.

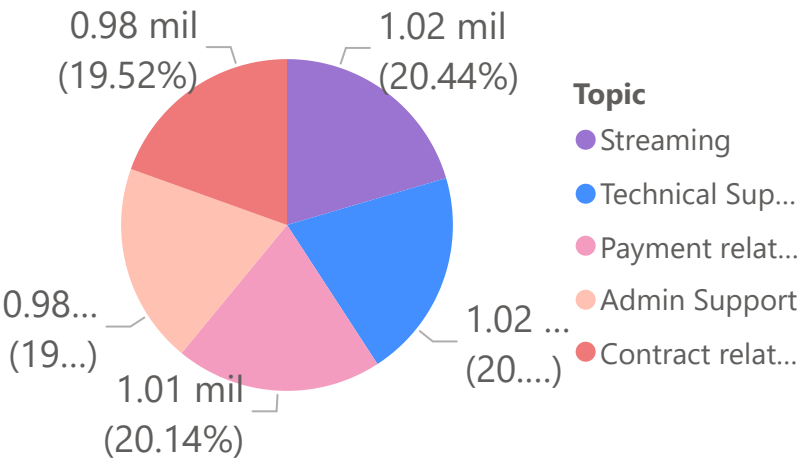


Dashboard Call Center

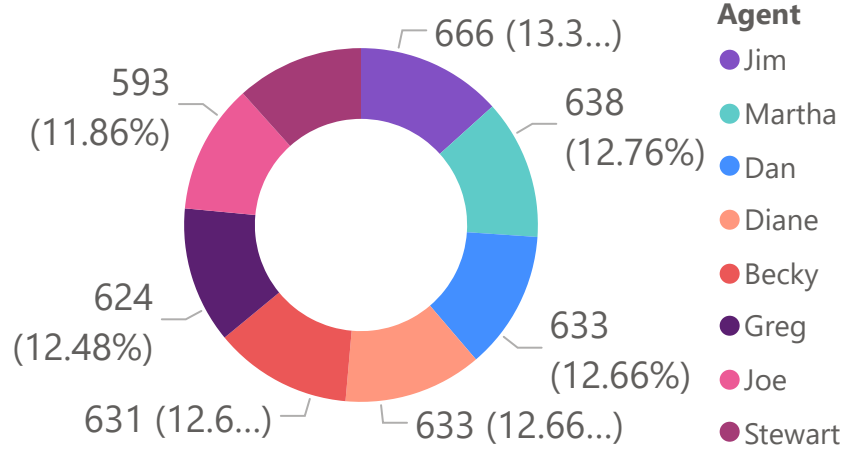
Llamadas respondidas



Llamadas respondidas por tema



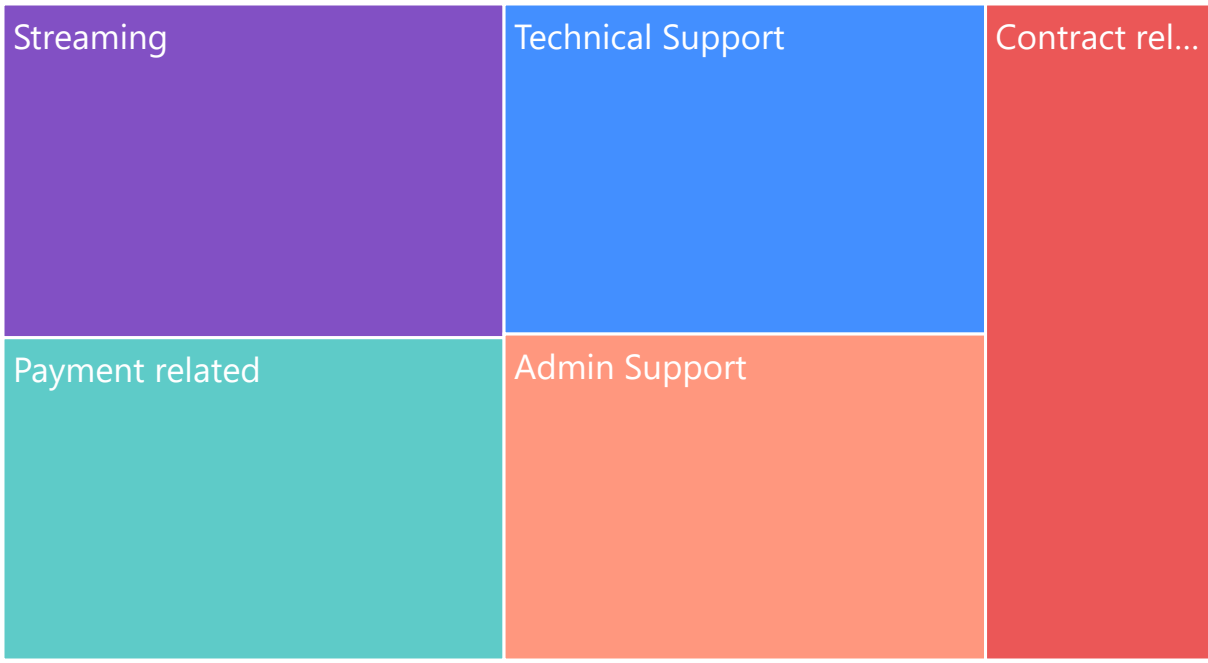
Llamadas respondidas por agente



Duración promedio de llamada segmentada por Agente



Duración promedio de llamada segmentada por tema



Dashboard Call Center

Call Id	%CallsAnswered	IssueResolved	%TG Resolution Rate
⊕ 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%

Seleccionar todo

Diane

Joe

Becky

Greg

Martha

Dan

Jim

Stewart

Seleccionar todo

Payment related

Admin Support

Streaming

Contract related

Technical Support