



Phone-Now Call Center Performance Dashboard

January 2021

February 2021

March 2021



Calls Recieved

5000

Calls Answered

4054

Calls Abandoned

946

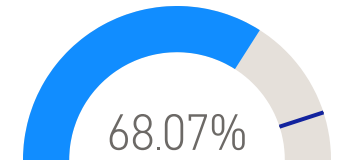
Average Wait Tlme

1m 8s

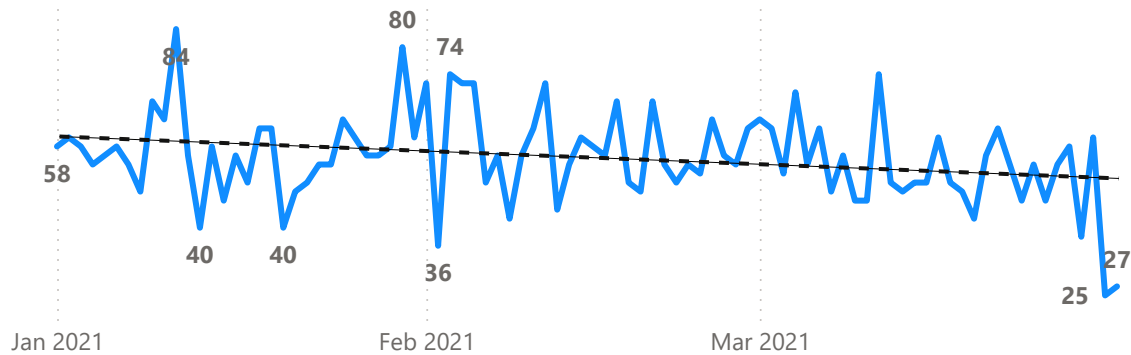
Average Call Duration

3m 45s

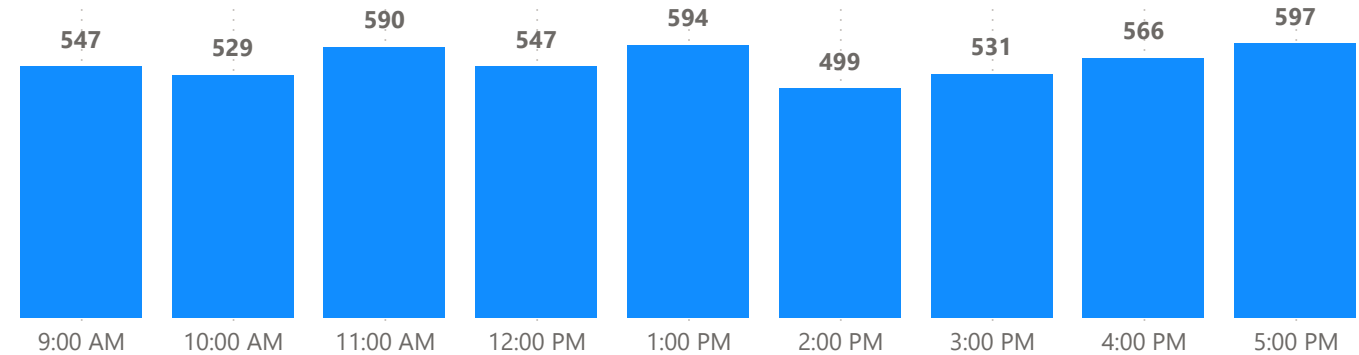
Customer Satisfaction



Calls Recieved By Date

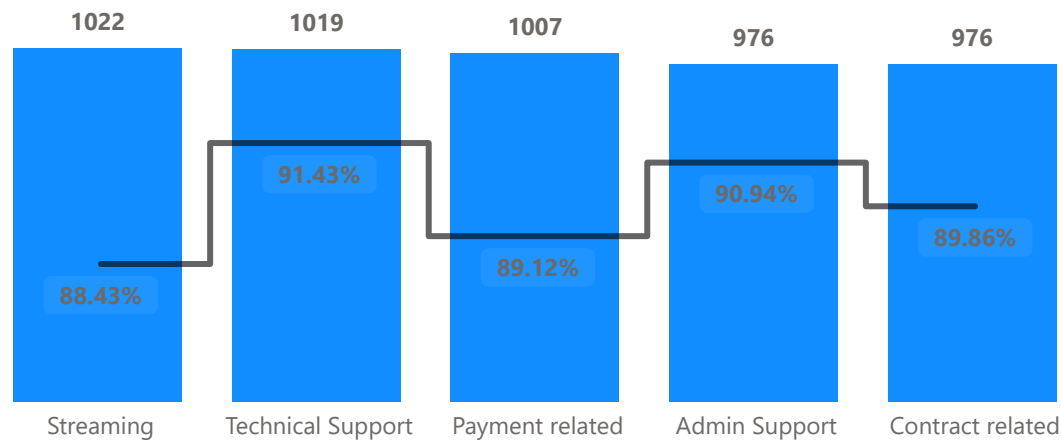


Calls Recieved by Time

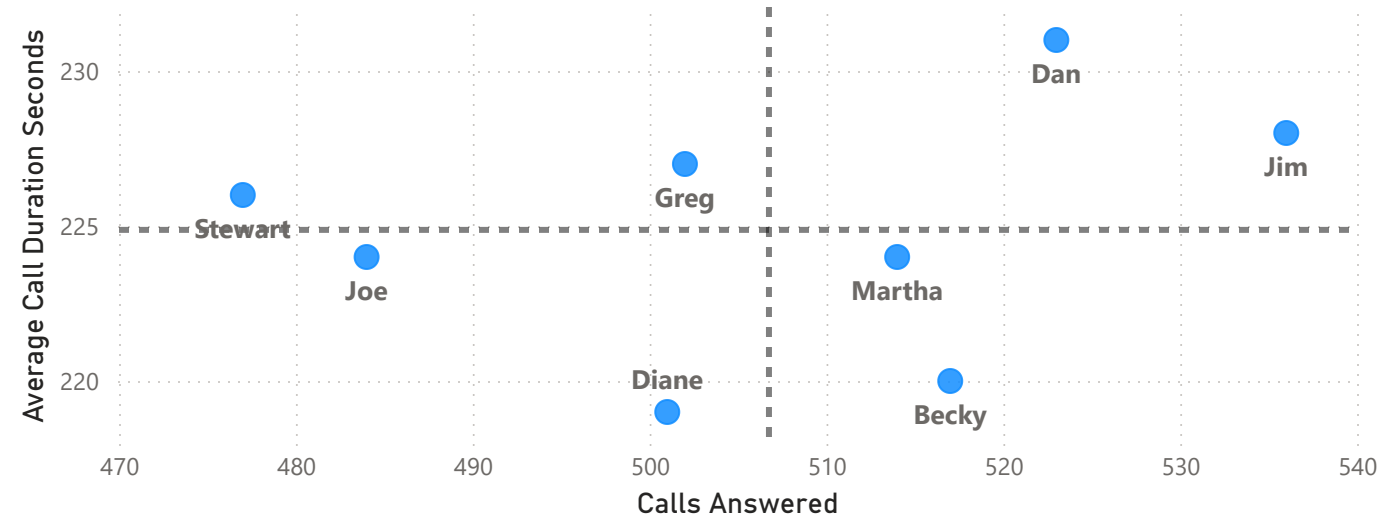


Calls By Category

● Total Calls Recieved ● Resolution %



Agent performance Quadrant





Phone-Now Call Center Performance Analysis



Agent

All

Topic

All

Date

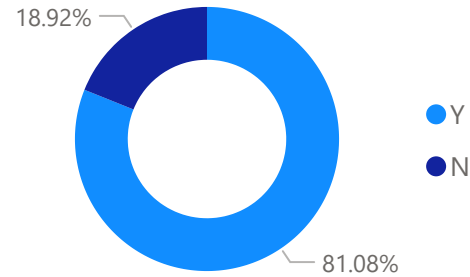
1/1/2021

3/31/2021

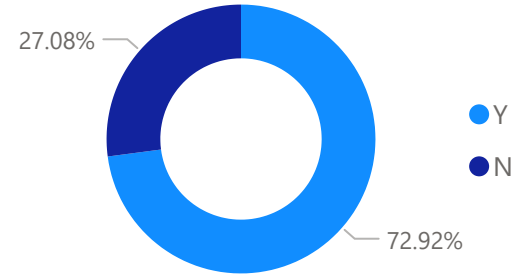
👍 Average Satisfaction



Answered



Resolved

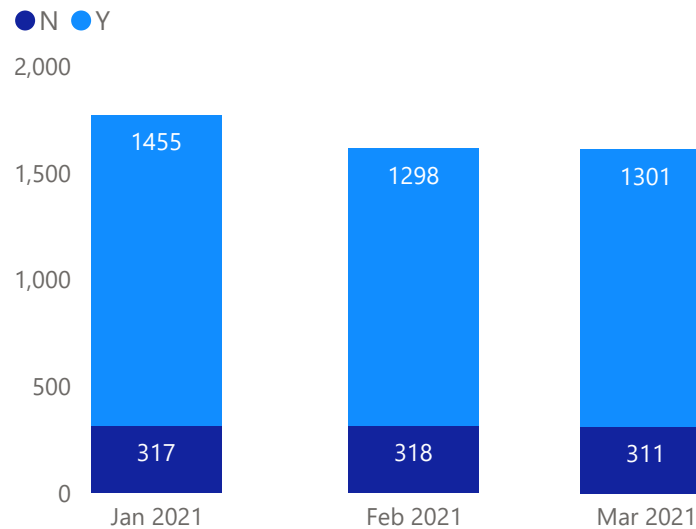


Average Speed of answer

1m 8s



Number of calls per month



Agent Statistics

Agent	# of Answered	# of Resolved	Avg Satisfaction Rate	Avg speed of answer in sec
Becky	517	462	3.37	65
Dan	523	471	3.45	67
Diane	501	452	3.41	66
Greg	502	455	3.40	68
Jim	536	485	3.39	66
Joe	484	436	3.33	71
Martha	514	461	3.47	69
Stewart	477	424	3.40	66