

-: Opti-Connect Pvt. Ltd Call-Center Dashboard :-

Overall satisfaction
rating

3.45

Calls answered

1455

Total Calls

1772

Calls abandoned

317

Agents

All 

Departments

All 

Avg speed of answer

67.22

Abandon rate

17.89%

Satisfaction less
equal to 3

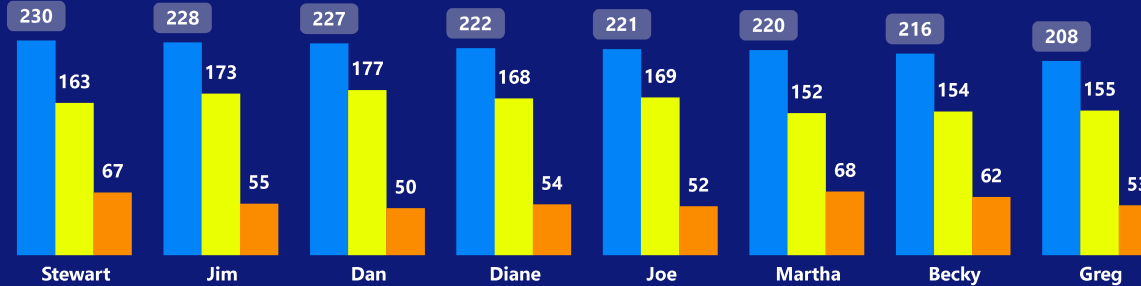
724

Calls less than 180
sec

1432

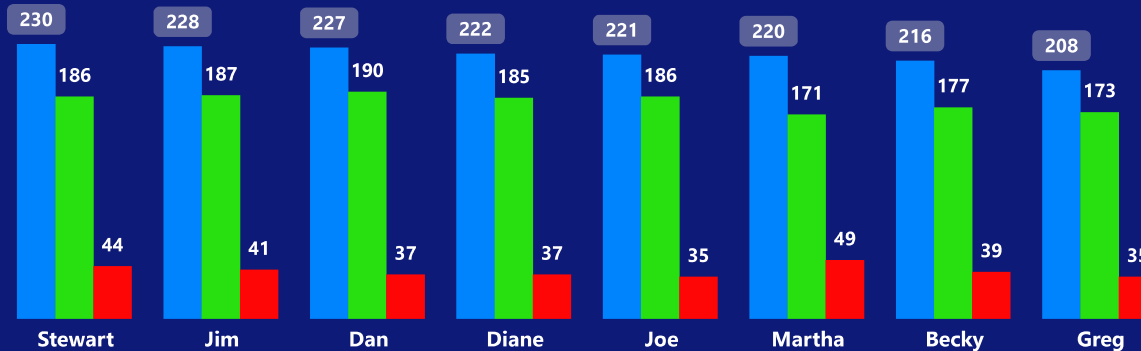
Total calls, Calls resolved, Calls unresolved by agents

● Calls ● Calls resolved ● Calls unresolved



Total calls, Calls answered, Calls abandoned by agents

● Calls ● Calls answered ● Calls abandoned



Top performers in call resolving

Dan	177
Jim	173
Joe	169

Worst performers in call
resolving

Becky	154
Greg	155
Martha	152

Summary

Agent	Calls	Calls answered	Avg speed ans	Calls resolved	Calls unresolved	Overall satisfaction
Becky	216	177	64.35	154	62	3.38
Dan	227	190	66.95	177	50	3.49
Diane	222	185	63.94	168	54	3.43
Greg	208	173	67.20	155	53	3.53
Jim	228	187	66.66	173	55	3.43
Joe	221	186	71.16	169	52	3.35
Martha	220	171	71.46	152	68	3.54
Stewart	230	186	66.24	163	67	3.48
Total	1772	1455	67.22	1311	461	3.45

Agents

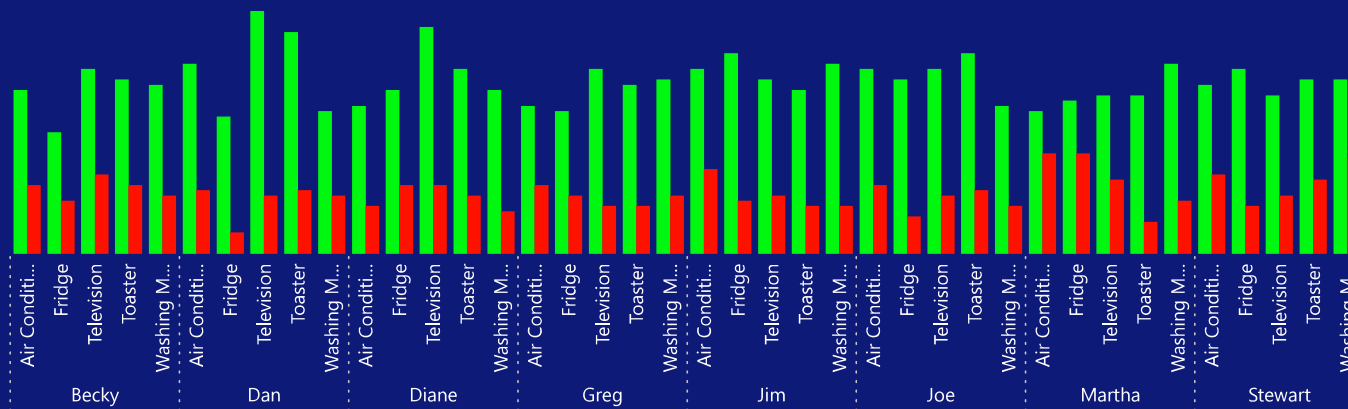
- ☐ Becky
- ☐ Dan
- ☐ Diane
- ☐ Greg
- ☐ Jim
- ☐ Joe
- ☐ Martha
- ☐ Stewart

Departments

- ☐ Air Conditioner
- ☐ Fridge
- ☐ Television
- ☐ Toaster
- ☐ Washing Machine

Calls resolved and Calls unresolved by Agent and Department

● Calls resolved ● Calls unresolved



Calls resolved by Department

