

Call Centre Trends Dashboard

Problem Resolved

No

Yes

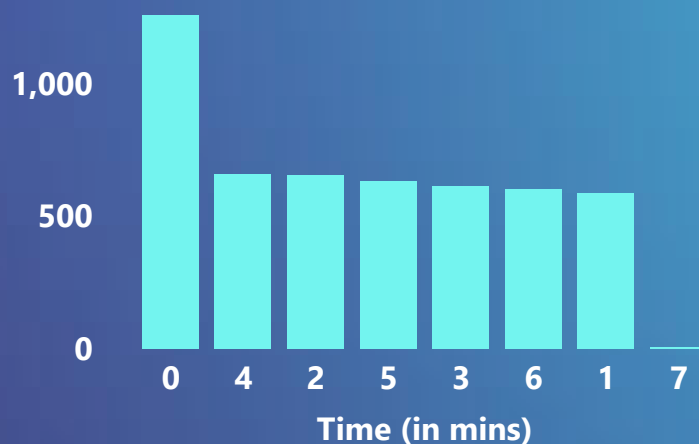
Topic of Calls

- ☐ Admin Su...
- ☐ Contract ...
- ☐ Payment ...
- ☐ Streaming
- ☐ Technical...

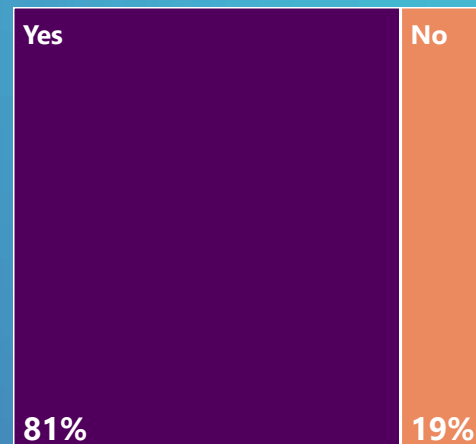
Agent on Call

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

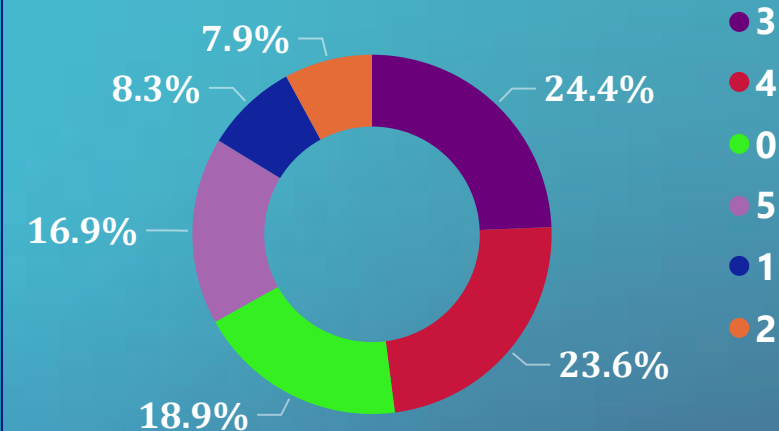
Calls by Time



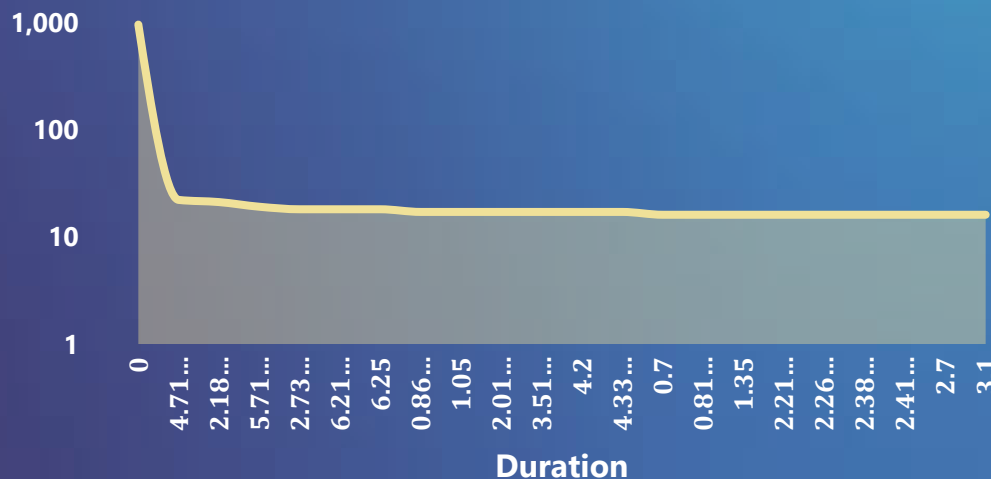
Overall Call Answered/Abandoned



Overall Customer Satisfaction



Call Duration Vs Call Answered



Average Speed of Answer

