



Mr. Mehar - Call Center DashBoard

Agent

All

Total Call Recevied

5000

Total Answered Calls

4054

Total Abandoned Calls

946

Average Speed of Answer...

67.52

Query Resolved

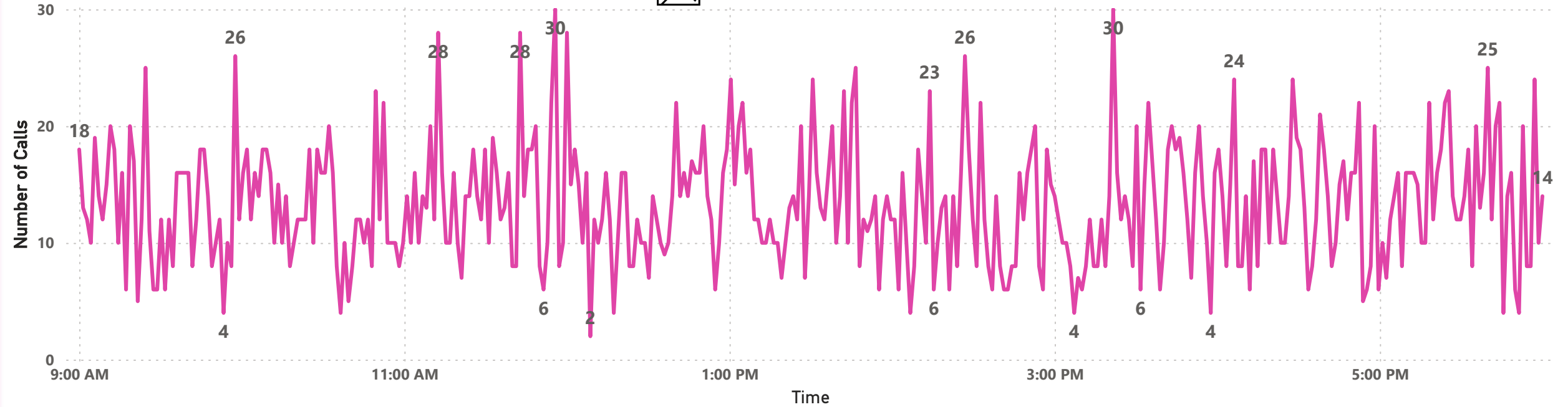
3646

Query Not Resolved

1354

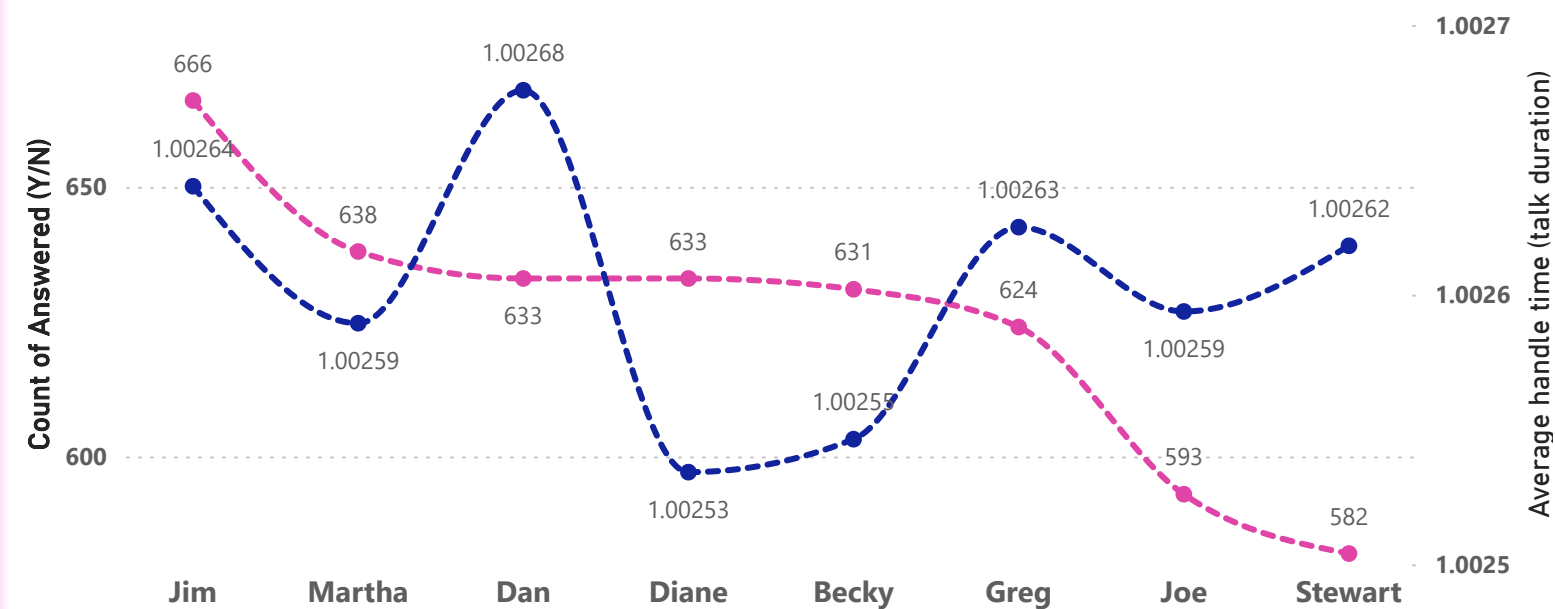


Calls By Time



Agent's Performance Quadrant

● Count of Answered (Y/N) ● Average handle time (talk duration)



Overall customer satisfaction

