

PWC CALL CENTRE TRENDS DASHBOARD

TOTAL CUSTOMERS

5000

TOTAL AGENTS

8

AVERAGE SPEED OF ANSWER

67.52

OVERALL RATING

2.76

OVERALL CALLS
ANSWERED/ABANDONED

Answered (Y/N) NO OF CUSTOMERS

Y	4054
N	946
Total	5000

TIME PERIOD



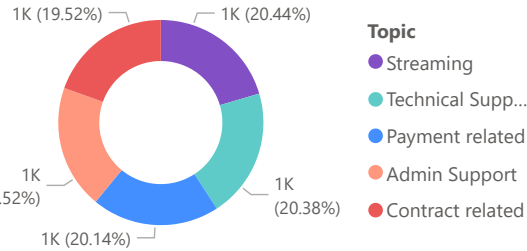
Agent

All

Topic

All

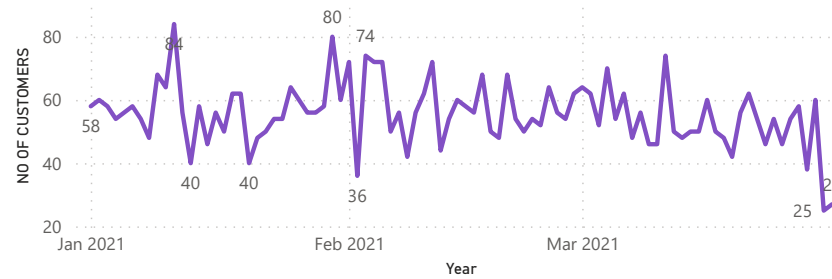
TOTAL CALLS BY TOPIC



Topic

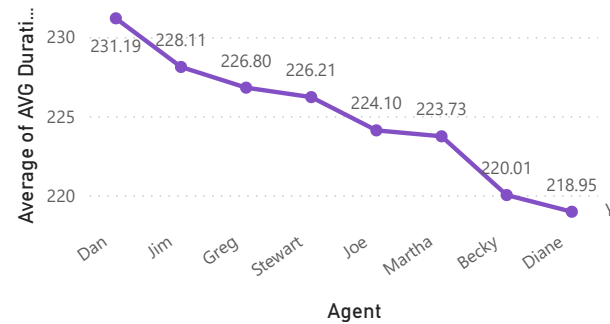
- Streaming
- Technical Support
- Payment related
- Admin Support
- Contract related

CALL TREND BY TIME

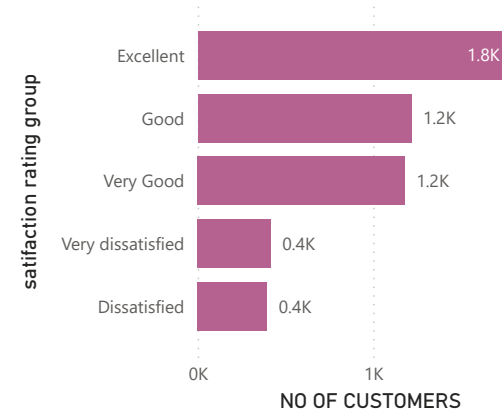


AGENT PERFORMANCE QUADRANT(AVERAGE HANDLE TIME VS CALLS ANSWERED)

Answered (Y/N) ● Y



OVERALL CUSTOMERS SATISFACTION



TOTAL CALLS BY RESOLVED STATUS FOR EVERY AGENT

Resolved ● N ● Y

