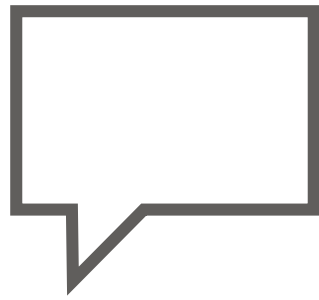


Call Center Analysis Dashboard



5000

Total Calls

1.0

Average Call Duration

100%

Resolution Rate

4054

Calls Answered by Agent

67.52

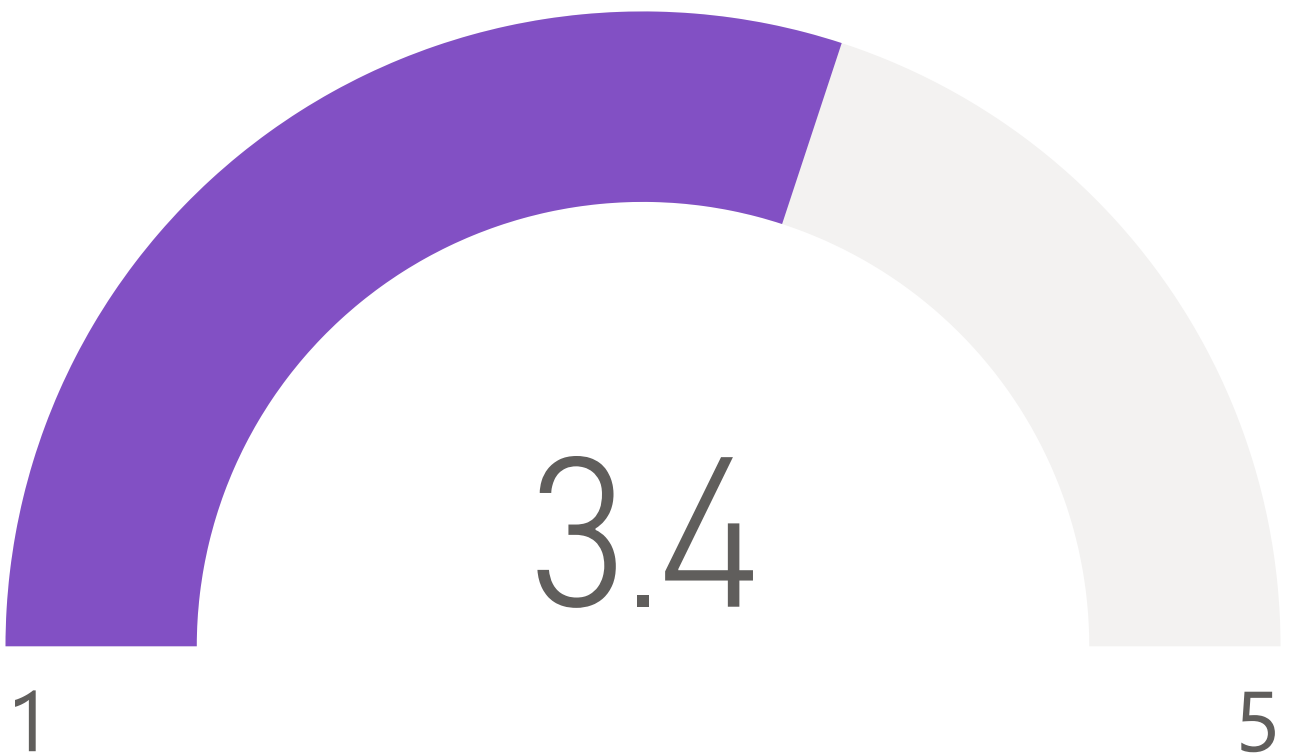
Average Speed of answer

3.4

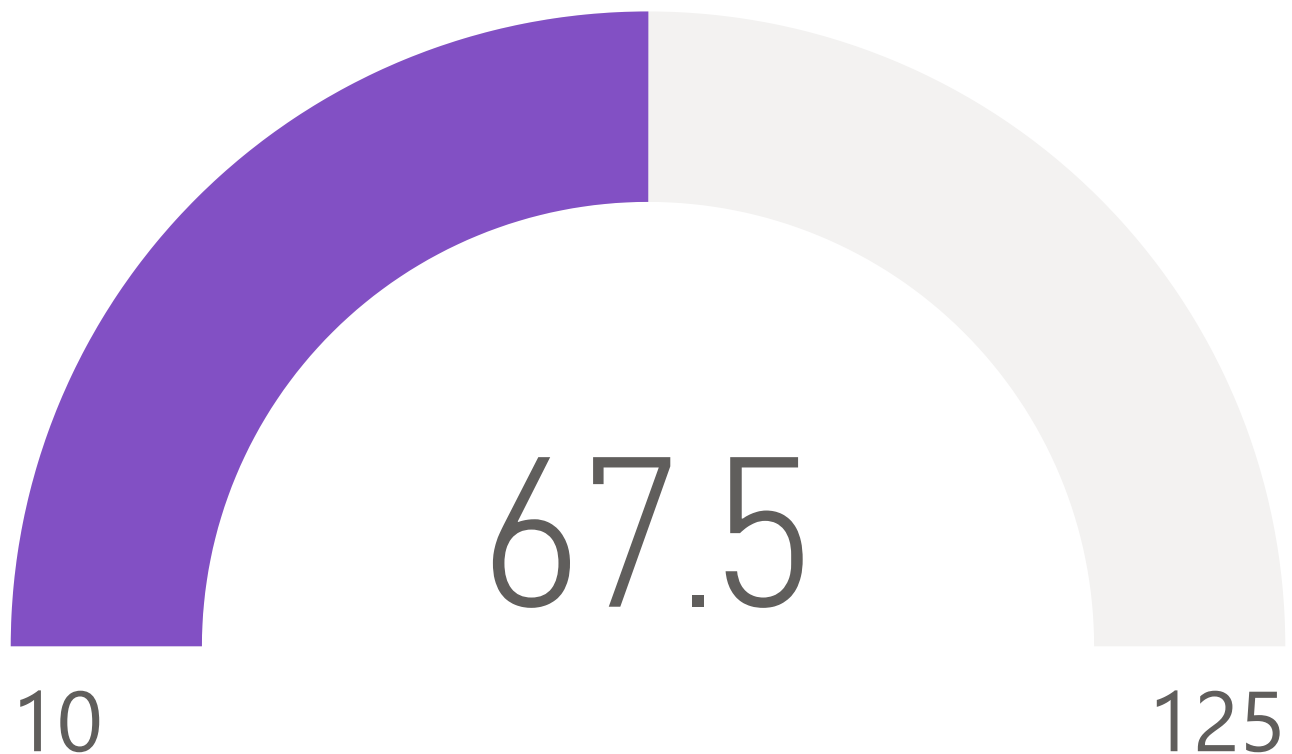
Average Satisfaction Rating



Customer Satisfaction Level

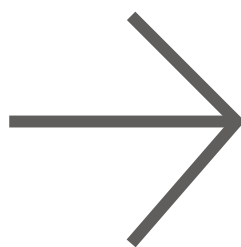


Efficiency in Answering Calls



8

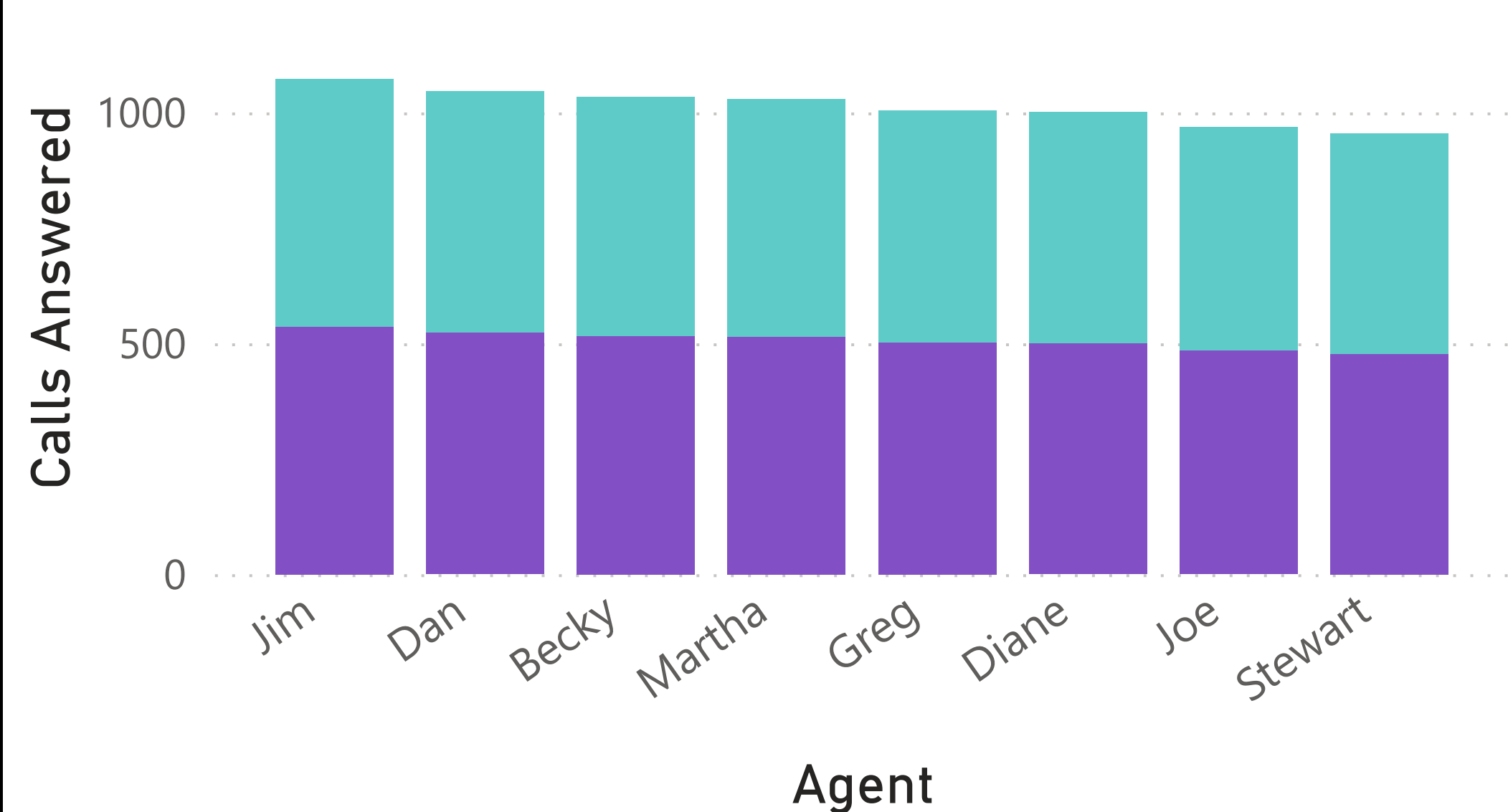
Number of Agents



Call Center Analysis Dashboard

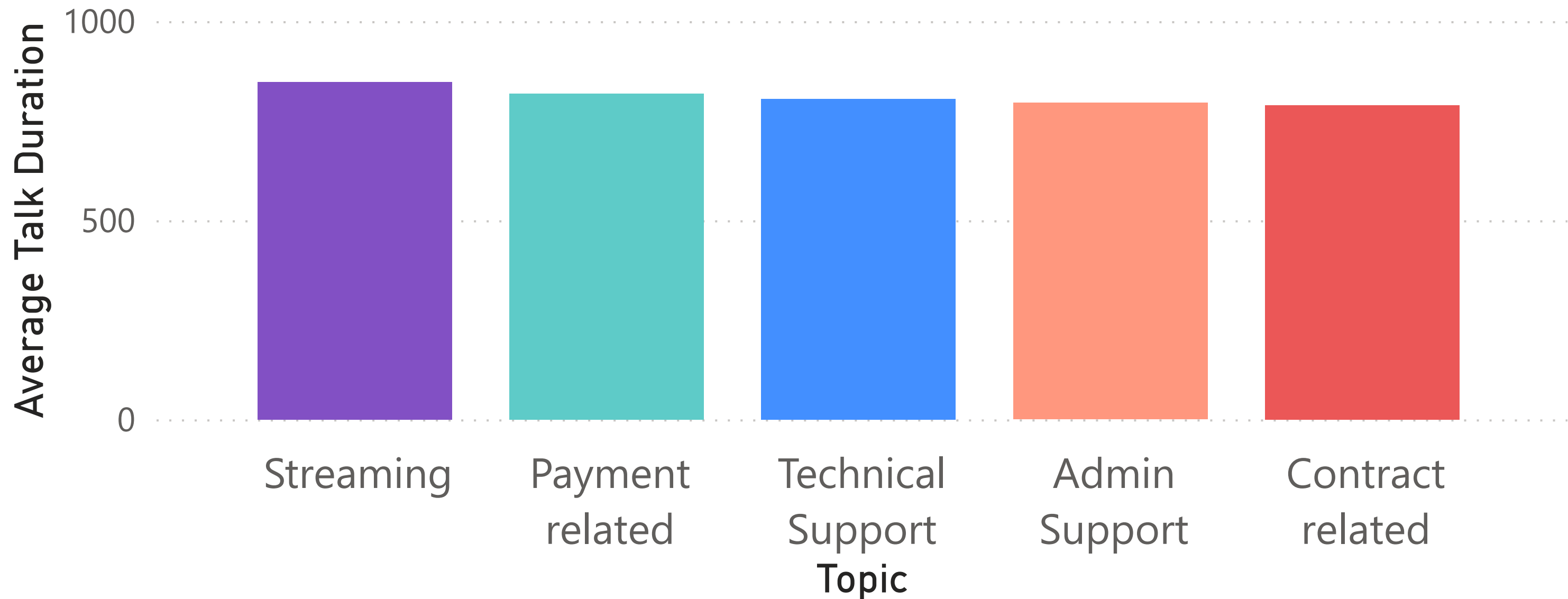
Total Calls Answered By Each Agent

Answered N Y



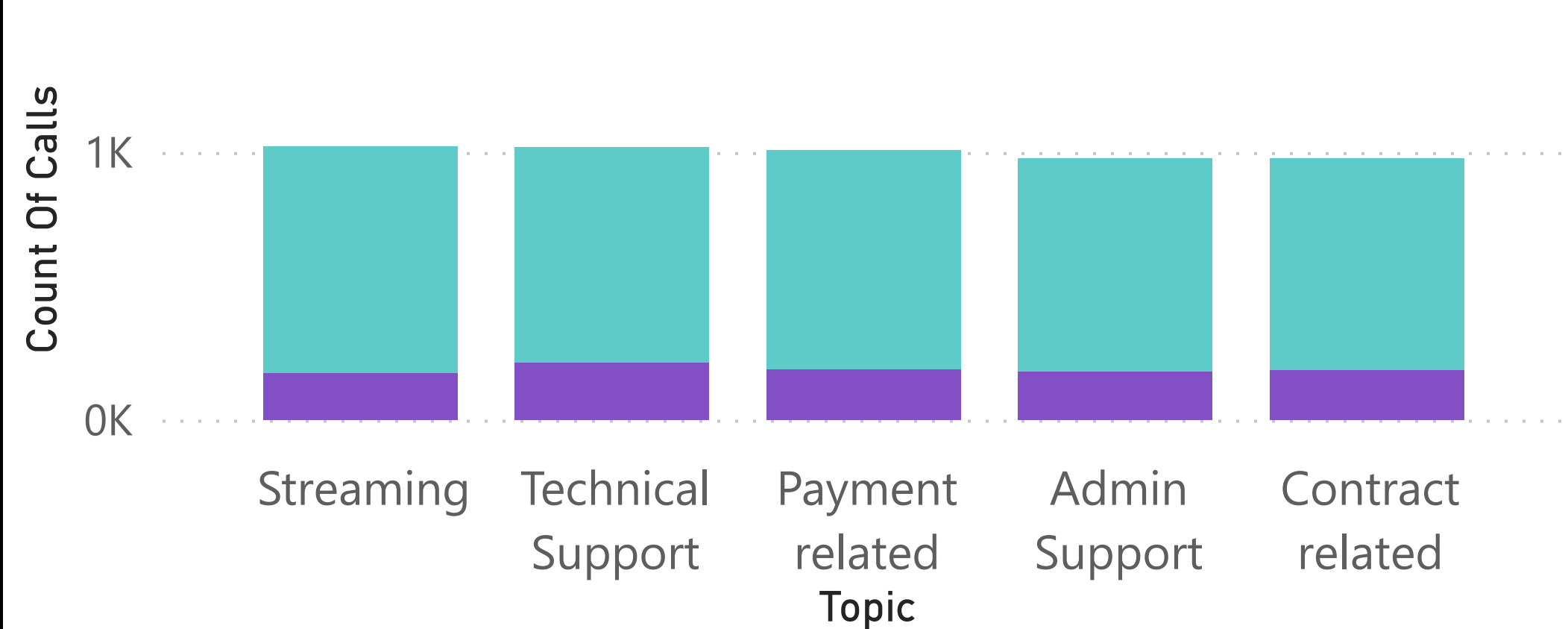
Average Call Duration by Topic

Topic Streaming Payment related Technical Sup... Admin Supp... Contract r...



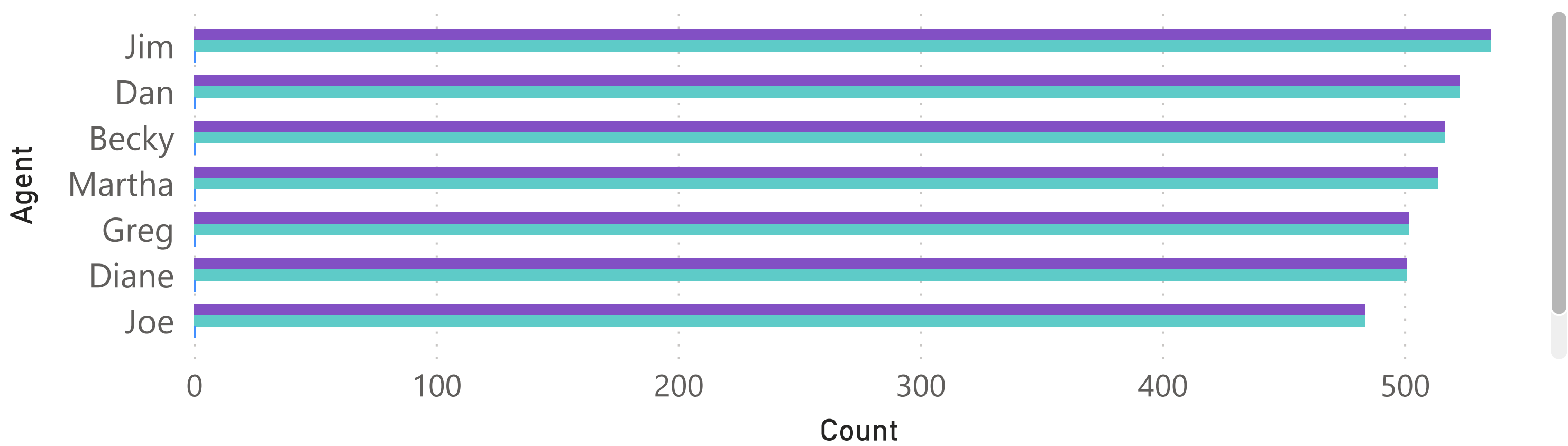
Calls Made By Topic

Answered (Y/N) N Y



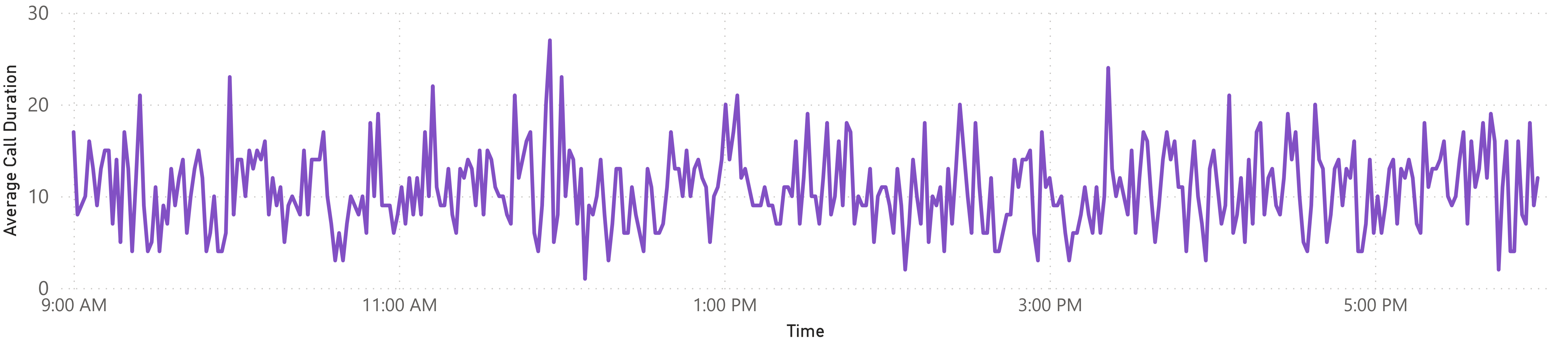
Average Call Duration, Calls Answered and Resolution Rate of Each Agent

Sum of AvgTalkDuration Calls Answered by Agent Resolution Rate

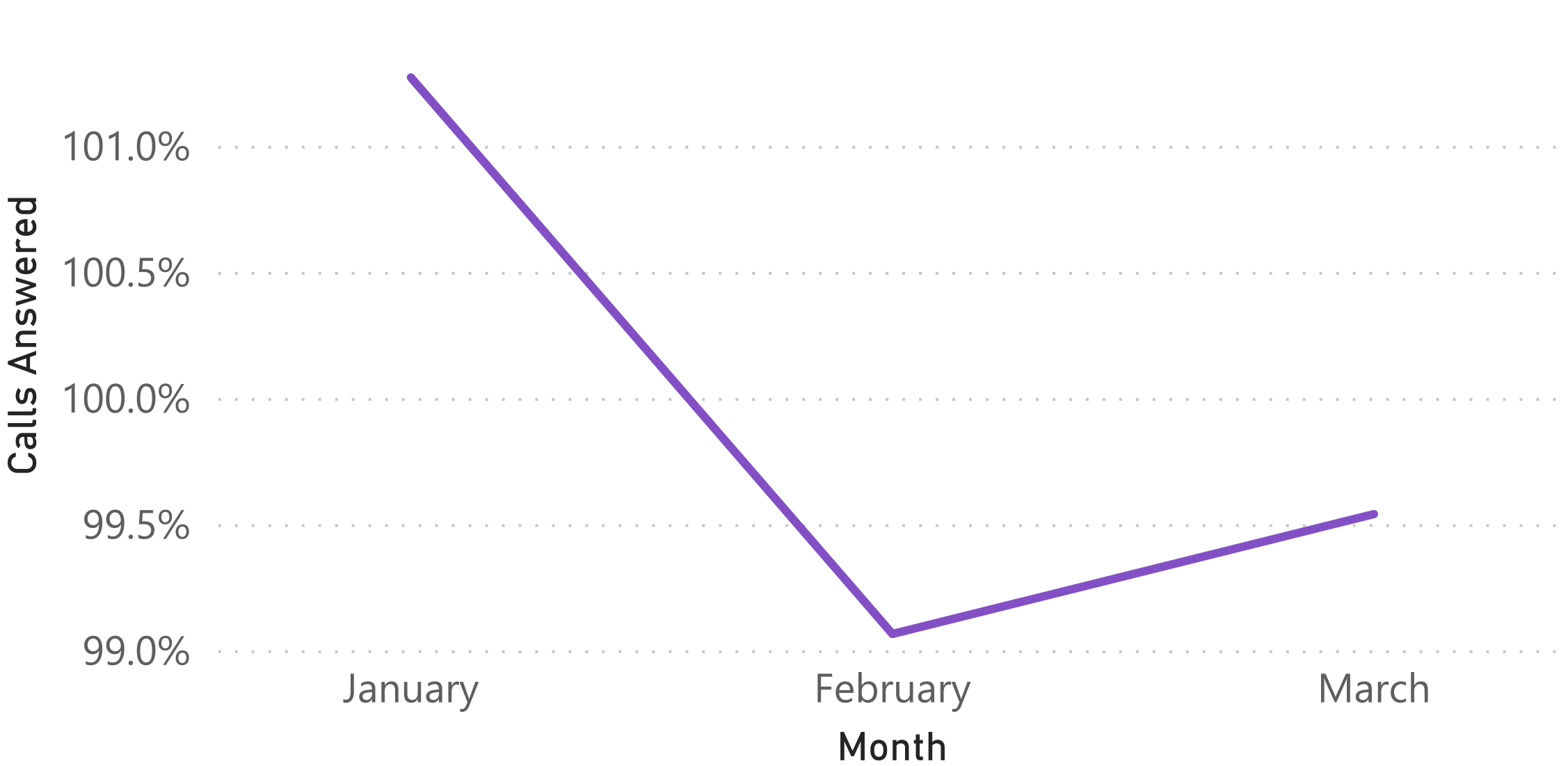


Call Center Analysis Dashboard

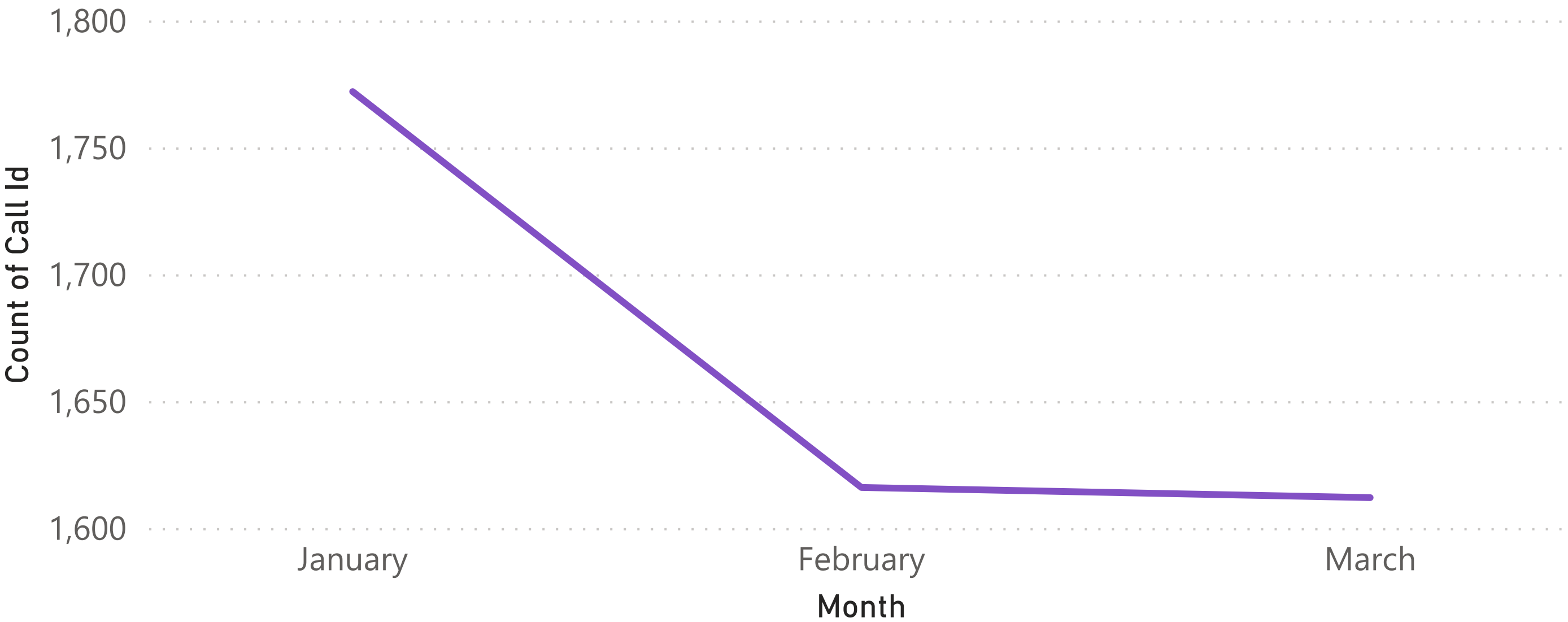
Average Call Duration Over Time



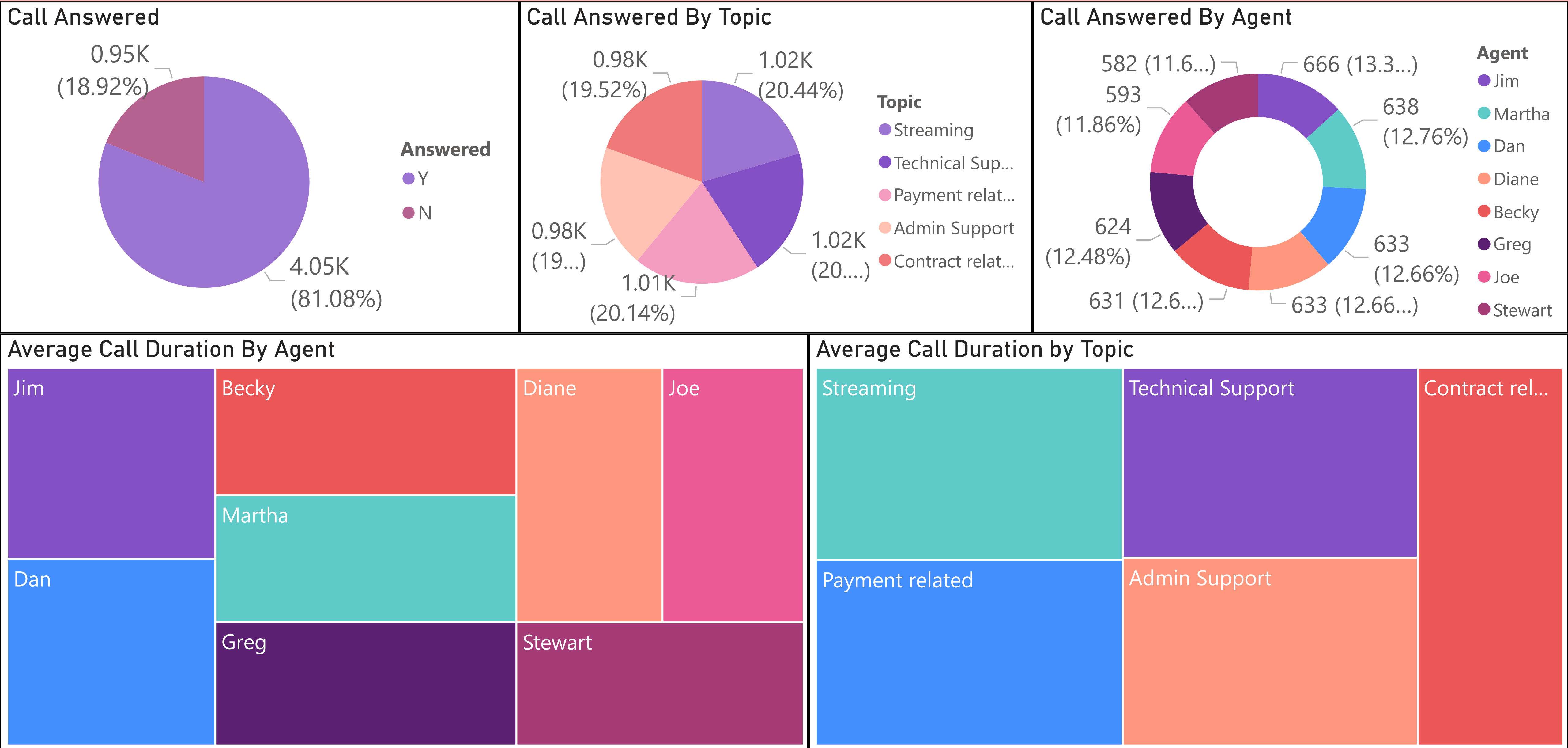
Percentage of Calls Answered Over A Month



Calls Made Over A Month



Call Center Analysis Dashboard



Call Center Analysis Dashboard

Call Id	%CallsAnswered	IssueResolved	Satisfaction rating	AvgTalkDuration	Resolution Rate
ID0001	1.0	1	3	1	100%
ID0002	1.0		3	1	100%
ID0003	1.0	1	3	1	100%
ID0004	1.0	1	2	1	100%
ID0005	1.0	1	3	1	100%
ID0006					100%
ID0007	1.0	1	2	1	100%
ID0008	1.0	1	4	1	100%
ID0009	1.0	1	4	1	100%
ID0010	1.0	1	3	1	100%
ID0011					100%
ID0012	1.0	1	4	1	100%
ID0013	1.0	1	3	1	100%
ID0014	1.0	1	3	1	100%
ID0015	1.0	1	4	1	100%
ID0016	1.0	1	2	1	100%
ID0017	1.0	1	5	1	100%
ID0018					100%
ID0019					100%
ID0020	1.0	1	3	1	100%
ID0021	1.0	1	5	1	100%
ID0022	1.0	1	5	1	100%
ID0023					100%
ID0024	1.0	1	2	1	100%
ID0025	1.0	1	2	1	100%

Select all	Diane	Joe
Becky	Greg	Martha
Dan	Jim	Stewart

Select all	Payment related
Admin Support	Streaming
Contract related	Technical Support