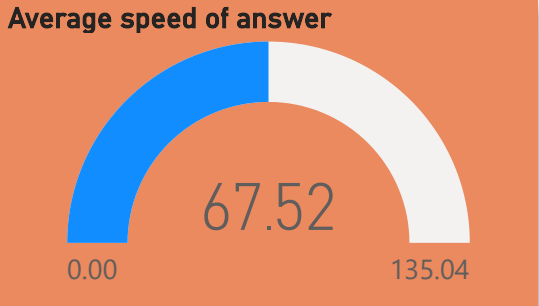
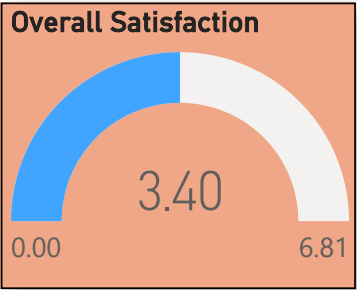
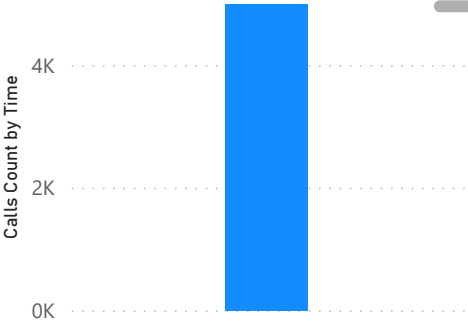




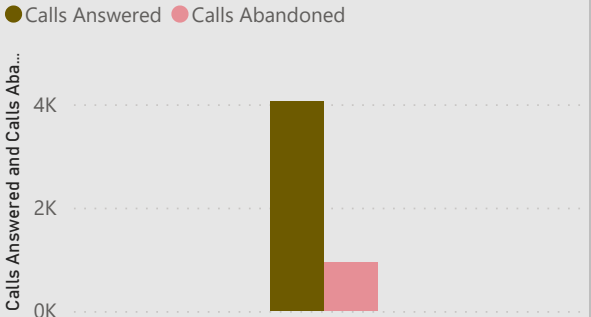
Task 2: "Key Performance Indicators (KPIs) for Customer Service Analysis"

Agent	Calls Answered	Calls resolved	Overall Satisfaction	Average speed of answer
Martha	514	461	3.47	69.49
Dan	523	471	3.45	67.28
Diane	501	452	3.41	66.27
Greg	502	455	3.40	68.44
Stewart	477	424	3.40	66.18
Jim	536	485	3.39	66.34
Becky	517	462	3.37	65.33
Joe	484	436	3.33	70.99
Total	4054	3646	3.40	67.52

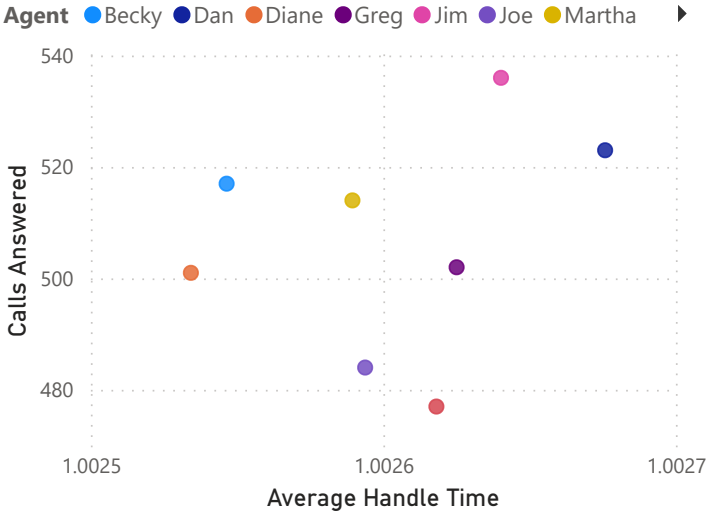
Calls Count by Time



Calls Answered and Calls Abandoned



Average Handle Time and Calls Answered by Agent



Build a visual ... >>

Visual types



☐ Off Suggest a type

Data

