

call_center, city

✓ ☐ Baltimore/MD

✓ ☐ Chicago/IL

✓ ☐ Denver/CO

✓ ☐ Los Angeles/...

SPEEDAST TELECOM'S CALL CENTER KEY PERFORMANCE (KPI) DASHBOARD

These Dashboard Displays a well structured Breakdown of the KPI, Trends and Insight that points out the Inefficiencies in Call Handling, etc.

10/1/2020



10/30/2020



8437

CSAT Score

37K

Call Duration

1490

Problems Resolved

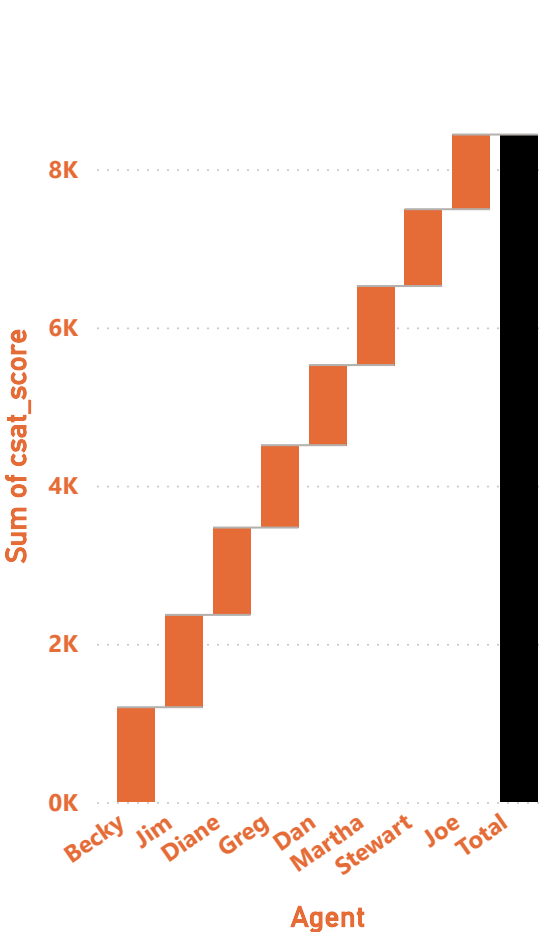
1490

Speed Taking to...

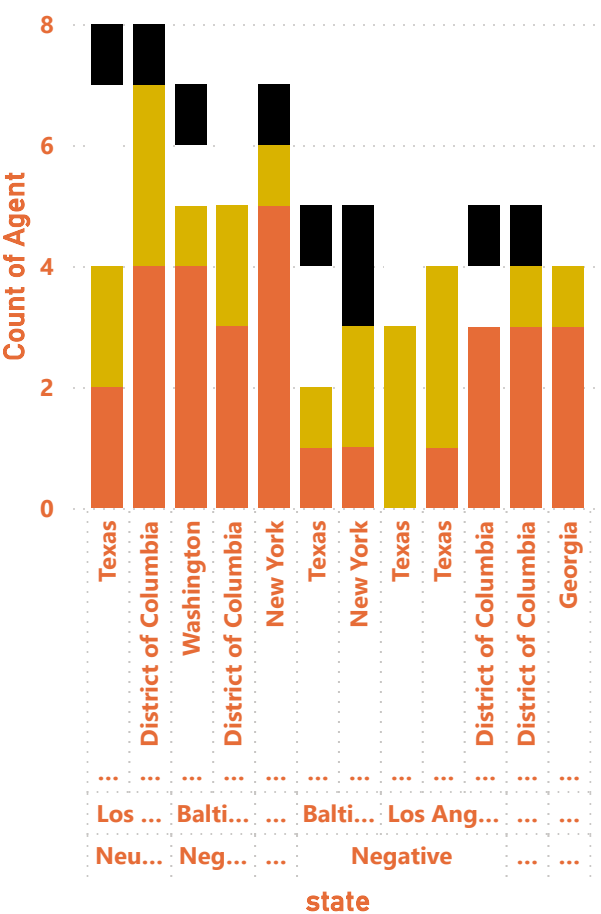
9:00:...

Time Answered

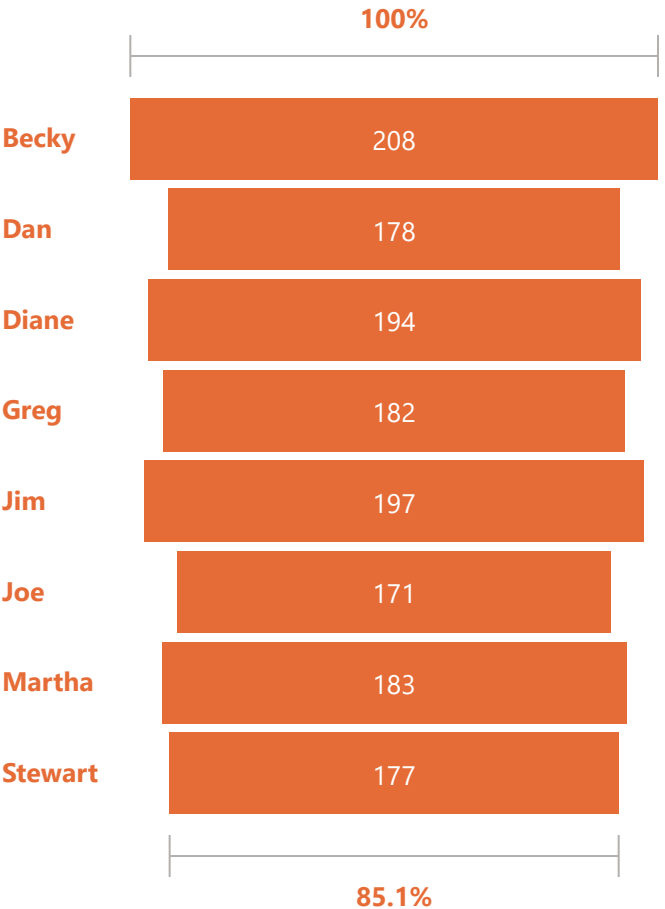
Average CSAT Score



Sentiment Distribution



Top 10 First Call Resolution Rate (FCR)



- call_center, city
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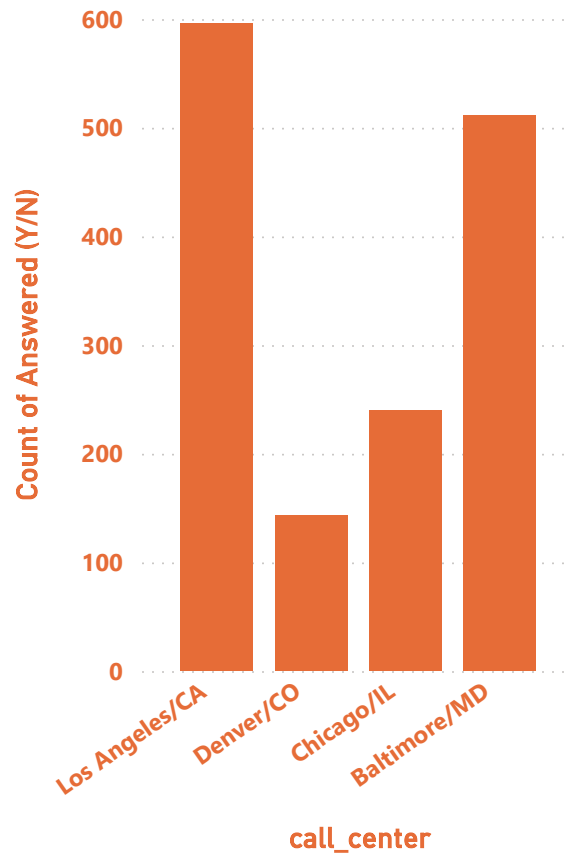
Problems Resolved

1490

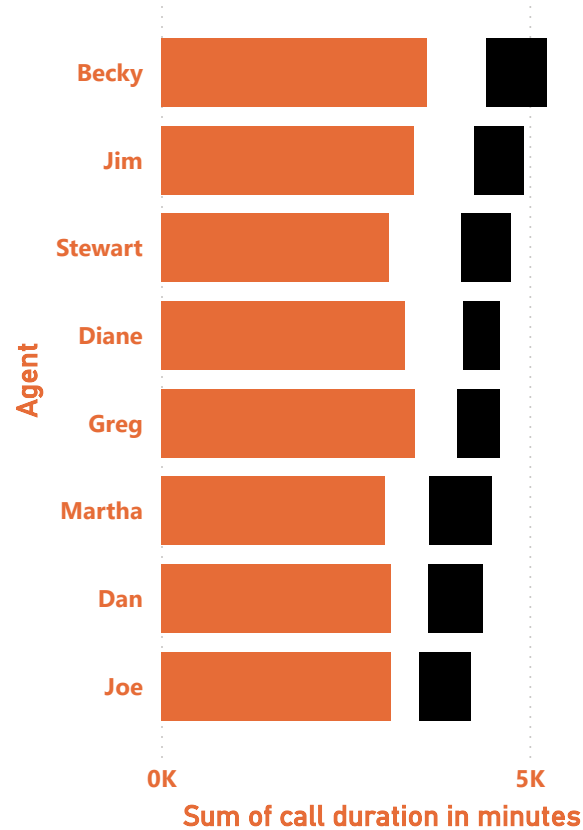
Speed Taking to...

9:00:...

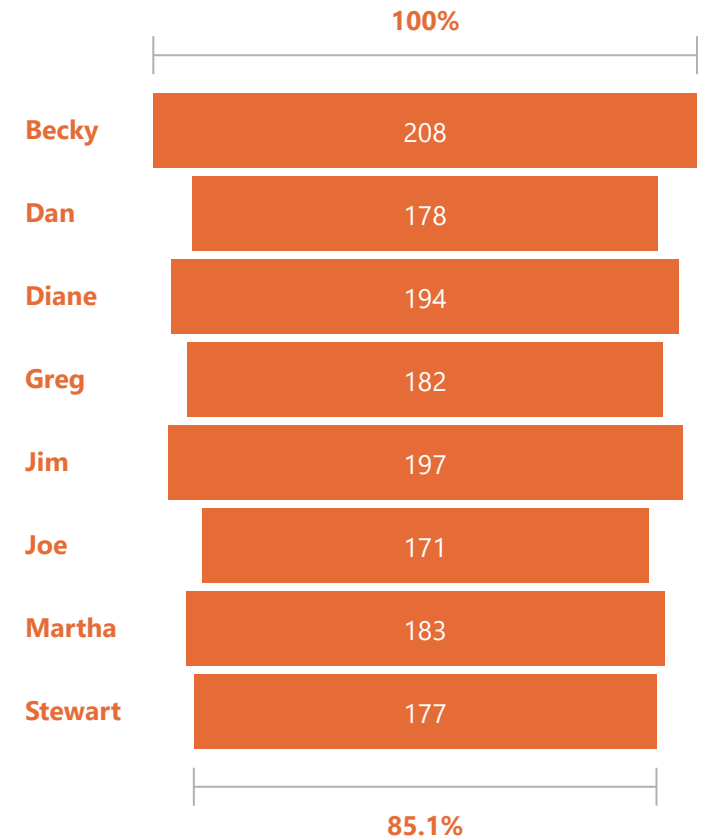
Call Answer Rate



Average Call Duration



Average Response Time



call_center, city

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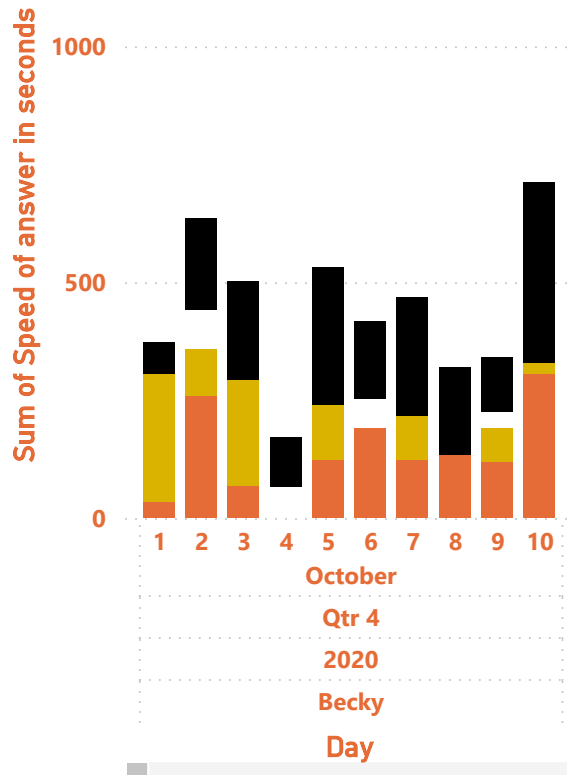
Problems Resolved

1490

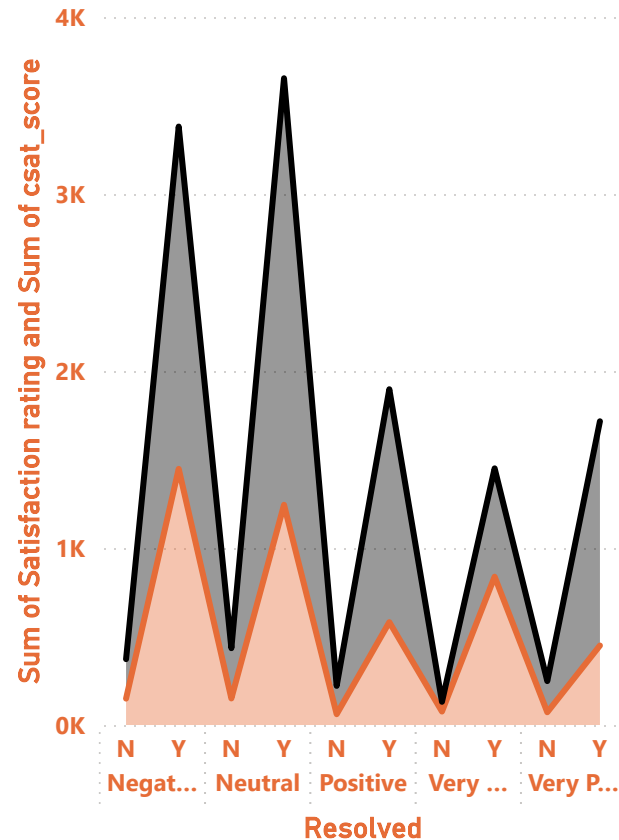
Speed Taking to...

9:00:...

Speed of Answer (Avg & Trend)



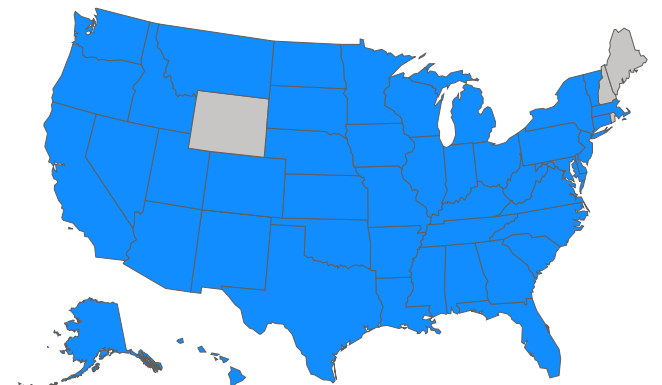
Customer Satisfaction Rating



Location

state and city

city ● Aiken ● Akron ● Albany ● Albuquerque



call_center, city

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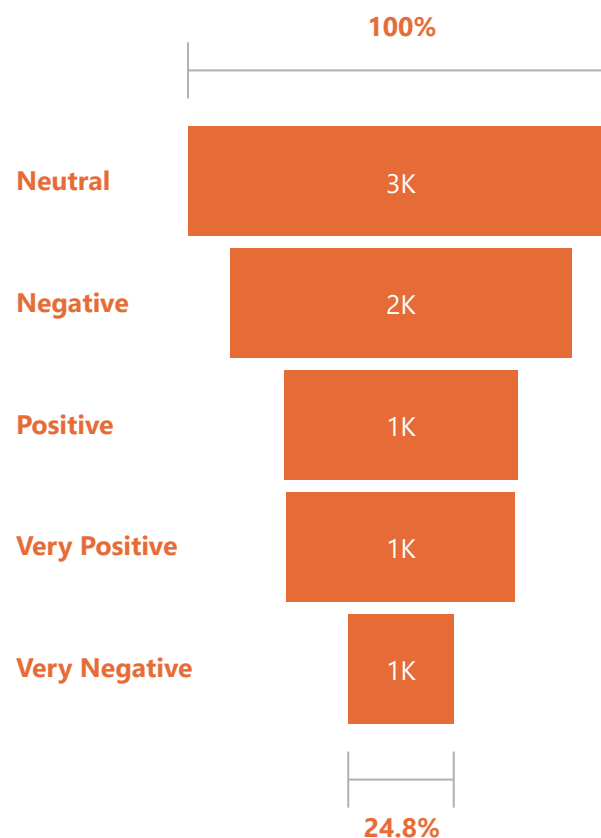
Speed Taking to...

9:00:...

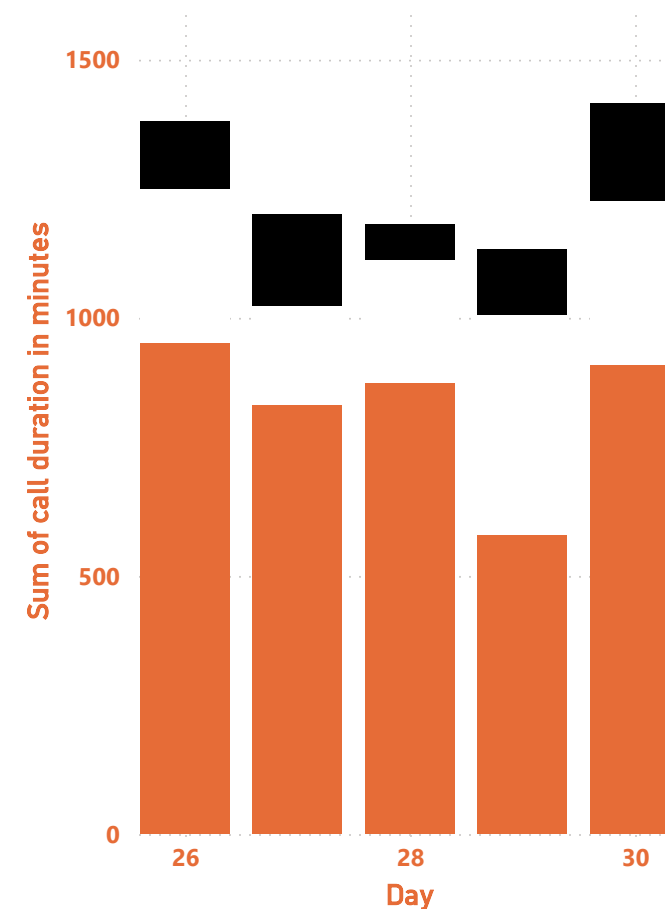
Call Volume Over Time (Daily/weekly/monthly)



Sentiment vs CSAT Relationship



Top 5 Peak Call / Hours/ Days



call_center, city

Baltimore/MD

Chicago/IL

Denver/CO

Los Angeles/...

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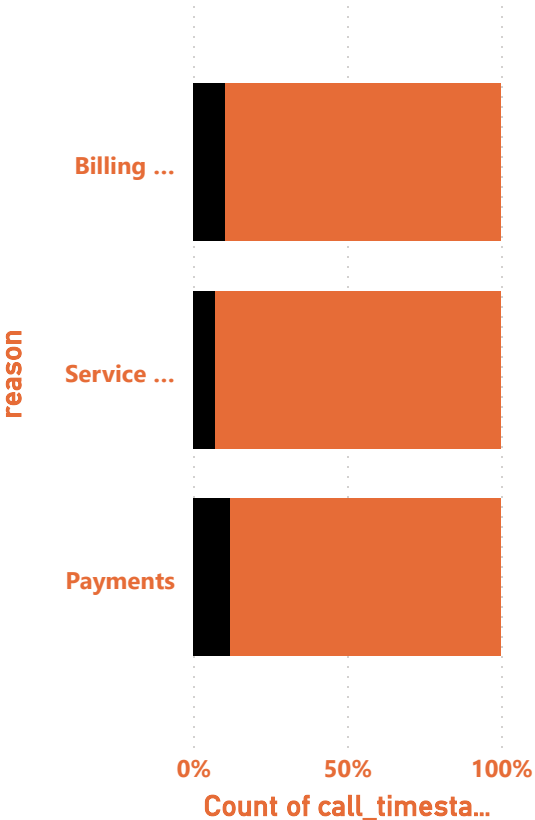
Problems Resolved

1490

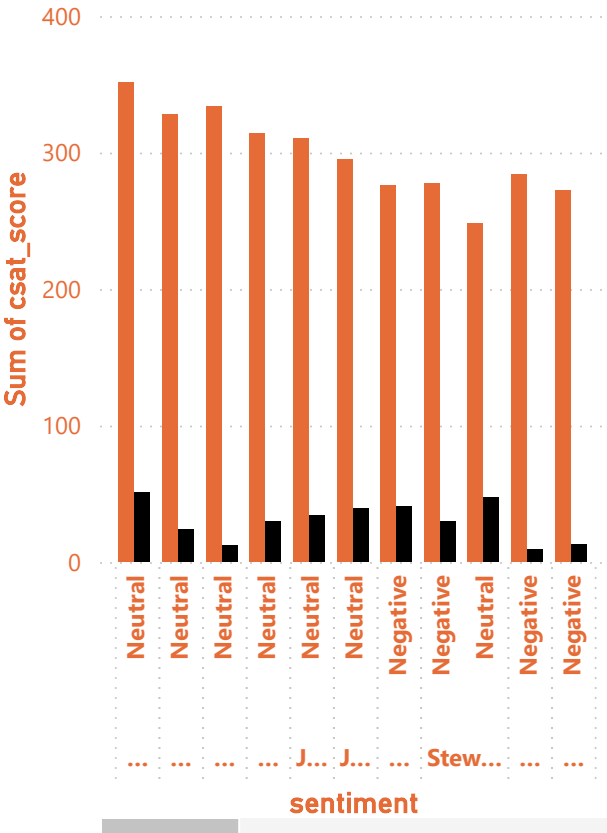
Speed Taking to...

9:00:...

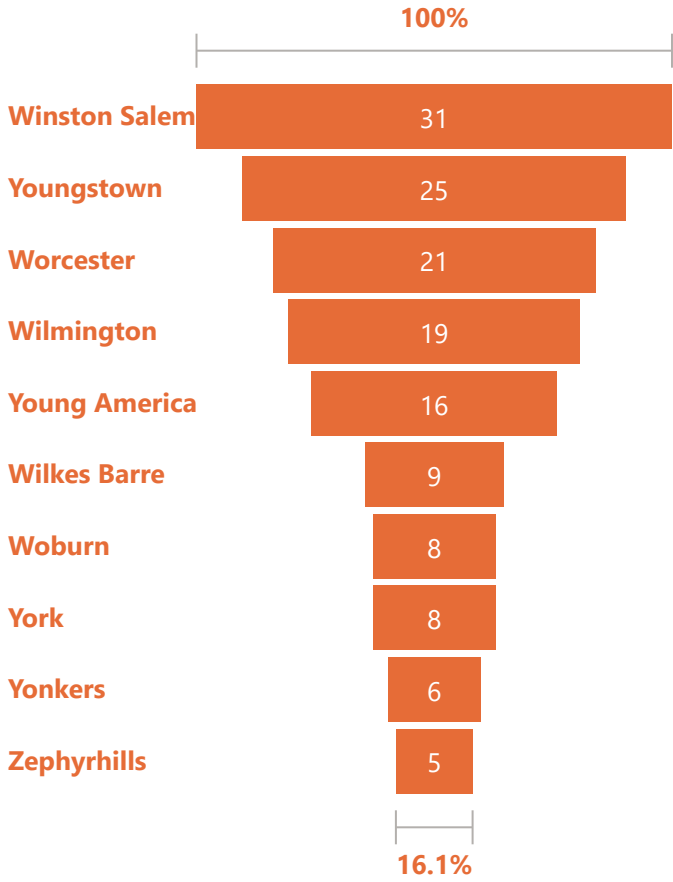
Most Common Call Reasons



Top 10 Agent Performance Benchmark



Top 10 Geographical Performance



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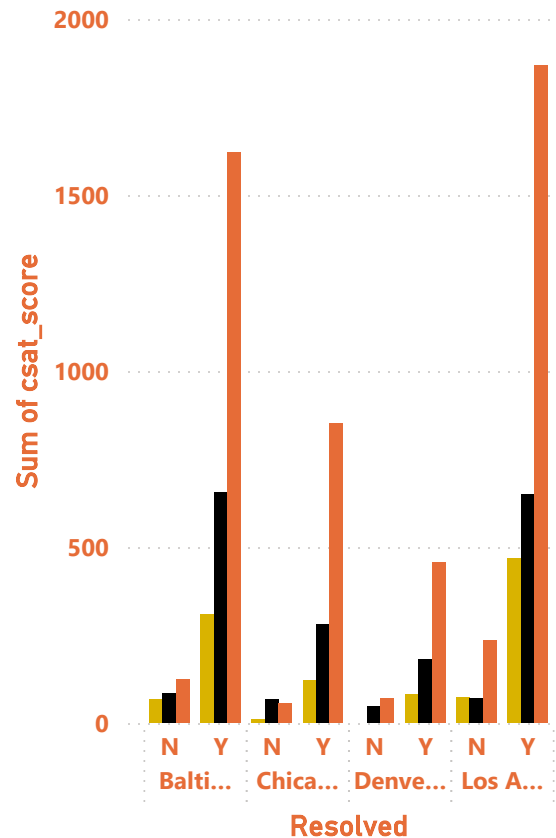
Problems Resolved

1490

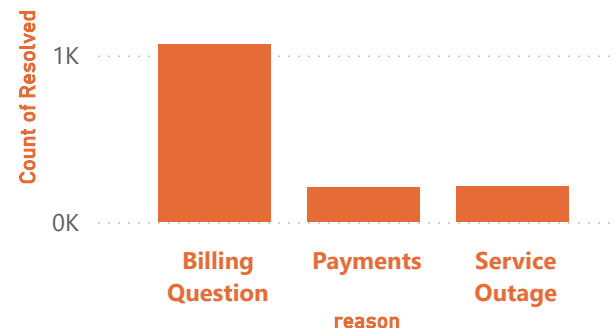
Speed Taking to...

367

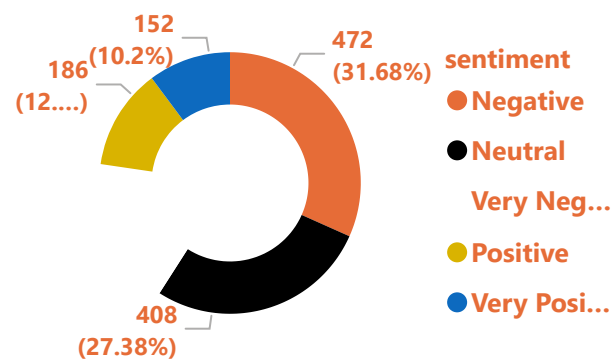
Call Center Comparison



Resolution Rate by Reason



Sentiment by City



Agent Load vs Performance

