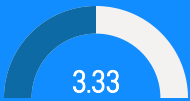




CALL CENTER PERFORMANCE DASHBOARD

CUSTOMER SATISFACTION



CUSTOMER SATISFACTION

3.33

AVG SPEED OF ANSWER

67.52

CALLS ANSWERED

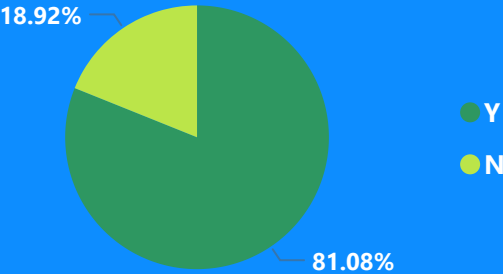
4054

CALLS ABANDONED

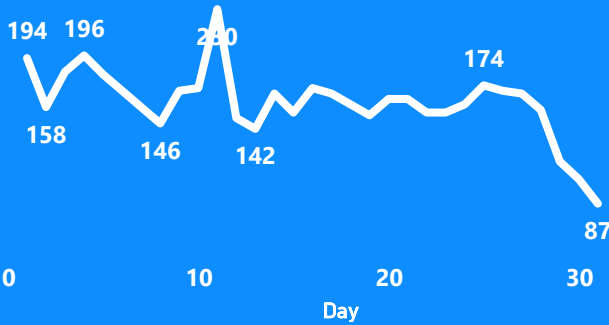
946



OVERALL CALLS



RESOLUTION BY DAY



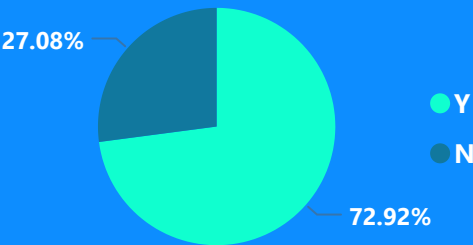
CALLS BY TOPIC



CALLS BY AGENT



CALLS RESOLUTION



SATISFACTION BY AGENT



SLCER-DATE-MONTH

