

# CALL CENTRE SALES DASHBOARD

5000

Total calls

4054

Total calls answered

946

Total calls declined

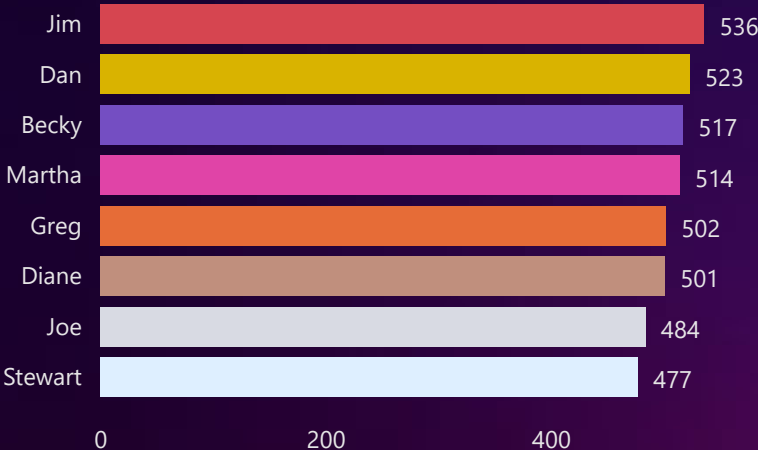
55

Avg. of Speed of answer in sec

2023

Positive Satisfaction ratings

Count of AvgTalkDuration by Agent



Total Speed of answer (in sec) by Agent



Resolved

☐ N

☐ Y

Agent

All

Topic

All

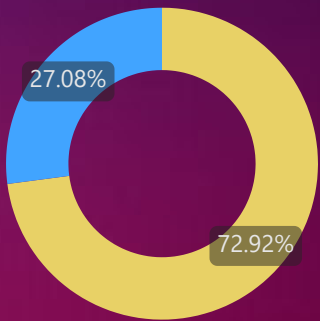
Total calls by Topic



Performance Quadrant

Agent	total calls	Total calls answered	Total calls declined	Average of Speed of answer in seconds	Resolved calls	Not_Resolved calls	Satisfaction rating
Stewart	582	477	105	54	424	158	★
Joe	593	484	109	58	436	157	3
Diane	633	501	132	52	452	181	3
Greg	624	502	122	55	455	169	3
Martha	638	514	124	56	461	177	★
Becky	631	517	114	54	462	169	★
Dan	633	523	110	56	471	162	3
Jim	666	536	130	53	485	181	4
Total	5000	4054	946	55	3646	1354	3

Resolved vs Not Resolved



● Resolved calls ● Not\_Resolved calls