



Call Center Performance Dashboard

Total Calls

5000

Total Answered Calls

4054

Total Agents

8

Avg Speed of Answering Calls(in Sec)

67.52

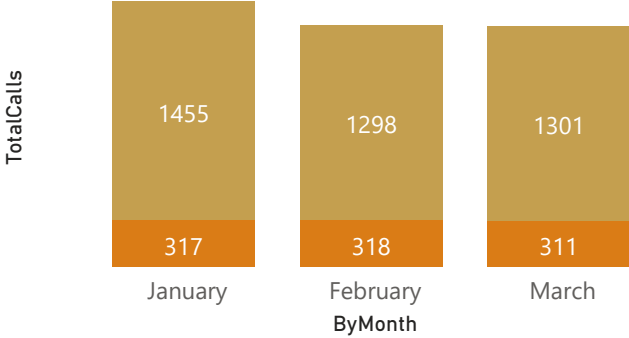
AHT (in Mins)

3.75

CSAT%

3.40

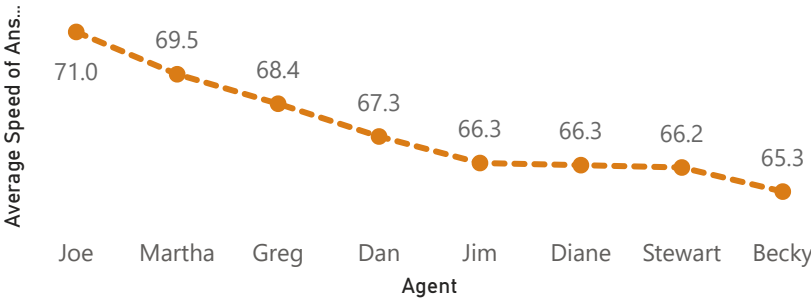
Total Calls Month Wise



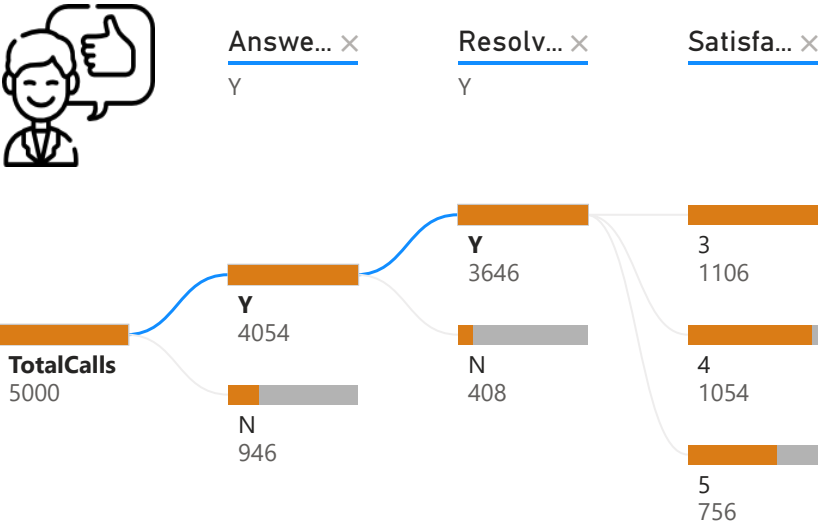
Topic Wise Resolved Cases

Topic	TotalCalls	Resolved Cases	UnResolved Cases
Admin Support	976	723	253
Contract related	976	709	267
Payment related	1007	729	278
Streaming	1022	749	273
Technical Support	1019	736	283
Total	5000	3646	1354

Average of Speed of Answer in Seconds by Agent



Customer Satisfaction Flow



Agent Wise Report

Agent	Answered Calls	Not Answered Calls	Resolved Cases	Average Speed of Answer	Average of Satisfaction Rating
Diane	501	132	452	66.27	3.41
Jim	536	130	485	66.34	3.39
Martha	514	124	461	69.49	3.47
Greg	502	122	455	68.44	3.40
Becky	517	114	462	65.33	3.37
Dan	523	110	471	67.28	3.45
Joe	484	109	436	70.99	3.33
Stewart	477	105	424	66.18	3.40
Total	4054	946	3646	67.52	3.40