

Call Center Dashboard

5000

Total Calls

4054

Calls Answered

55 %

Net Customer Satisfaction

67.5

Avg Speed of Answer (in sec)

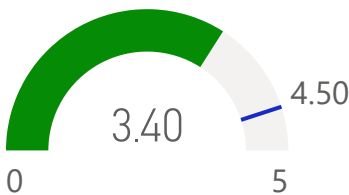
19 %

Calls Abandoned

72.92 %

Problems resolved

Avg Satisfaction rating



Answered (Y/N)

All

Resolved

All

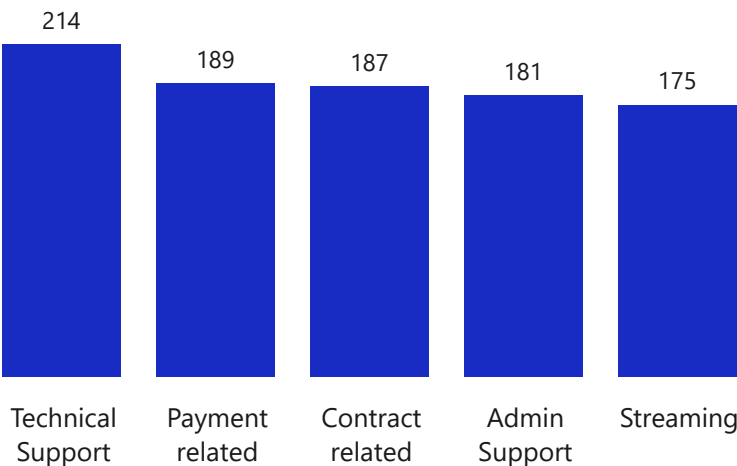
Agent

All

Month

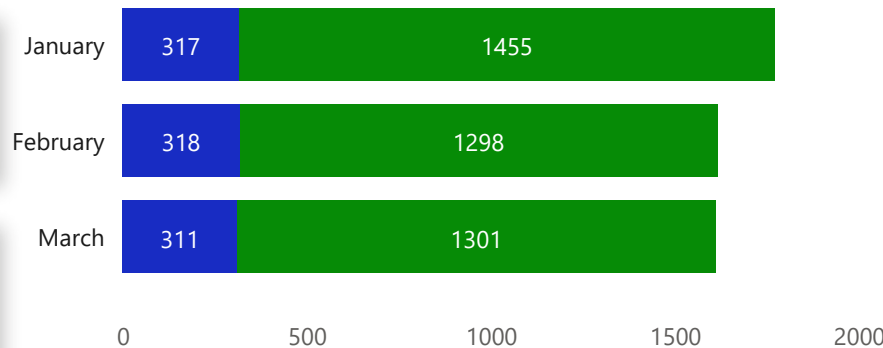
All

Calls Abandoned by Topic



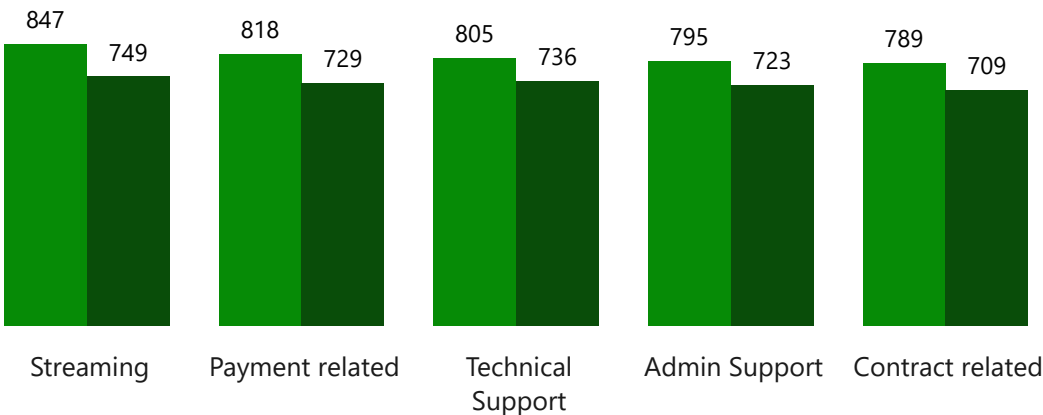
Total Calls by Month

● Calls Abandoned ● Calls Answered



Calls Answered and Problem resolution by Topic

● Calls Answered ● Problem resolution



Agents Performance

Agent	Calls Answered	Problems resolved	Average Speed of Answer (In Seconds)	Average Satisfaction rating
Becky	517	73.22 %	65.3	★★★★☆
Dan	523	74.41 %	67.3	★★★★☆
Diane	501	71.41 %	66.3	★★★★☆
Greg	502	72.92 %	68.4	★★★★☆
Jim	536	72.82 %	66.3	★★★★☆
Joe	484	73.52 %	71.0	★★★★☆
Martha	514	72.26 %	69.5	★★★★☆
Stewart	477	72.85 %	66.2	★★★★☆
Total	4054	72.92 %	67.5	★★★★☆