Welcome to PhoneNow

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Key Performance Indicators

1) Increase Average Customer Satisfaction Rating to 4.5

2) Increase Resolved Calls by 85%

3) Monitoring Agent's Performance

Call Center Manager

- Average Satisfaction
- # of Answered Calls
- # of Resolved Calls

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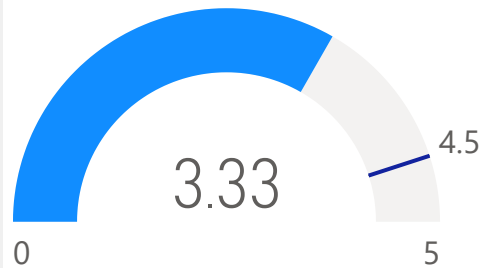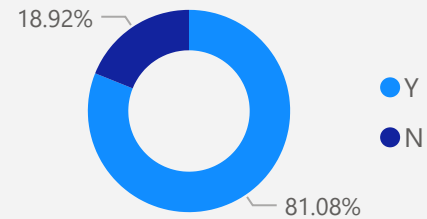# Call Center

Agent

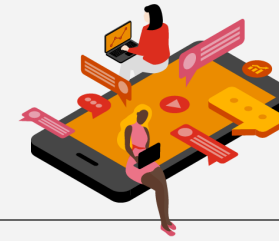All

Topic

All

1/1/2021   3/31/2021

Average satisfaction

3.33

0   5

Answered

18.92%

● Y
● N

81.08%

Resolved

27.08%

● Y
● N

72.92%
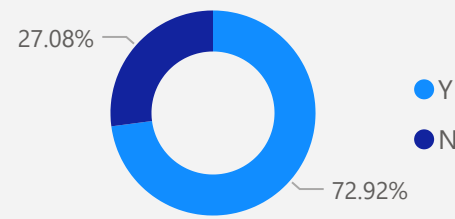
Average speed of answer (s)

67.61

Number of calls per month

Answered ● N ● Y

January	February	March
1455	1298	1301
317	318	311
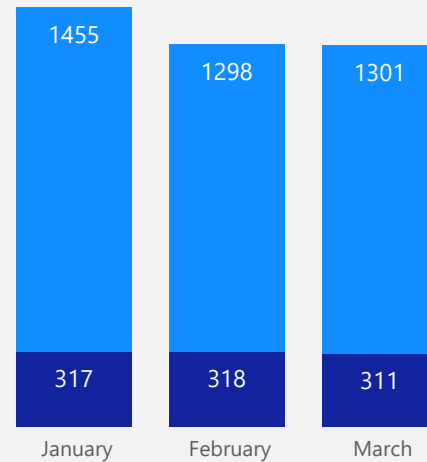
Agent statistics

Agent	# of answered	# of resolved	Average of Satisfaction rating	Average of Speed of answer in seconds
Becky	517	462	3.30	65.81
Dan	523	471	3.37	67.41
Diane	501	452	3.32	66.63
Greg	502	455	3.33	68.36
Jim	536	485	3.32	66.67
Joe	484	436	3.27	70.44
Martha	514	461	3.38	69.20
Stewart	477	424	3.33	66.51