

DASHBOARD FOR CALL CENTER PERFORMANCE

5000

Total Calls

4054

Calls Answered

946

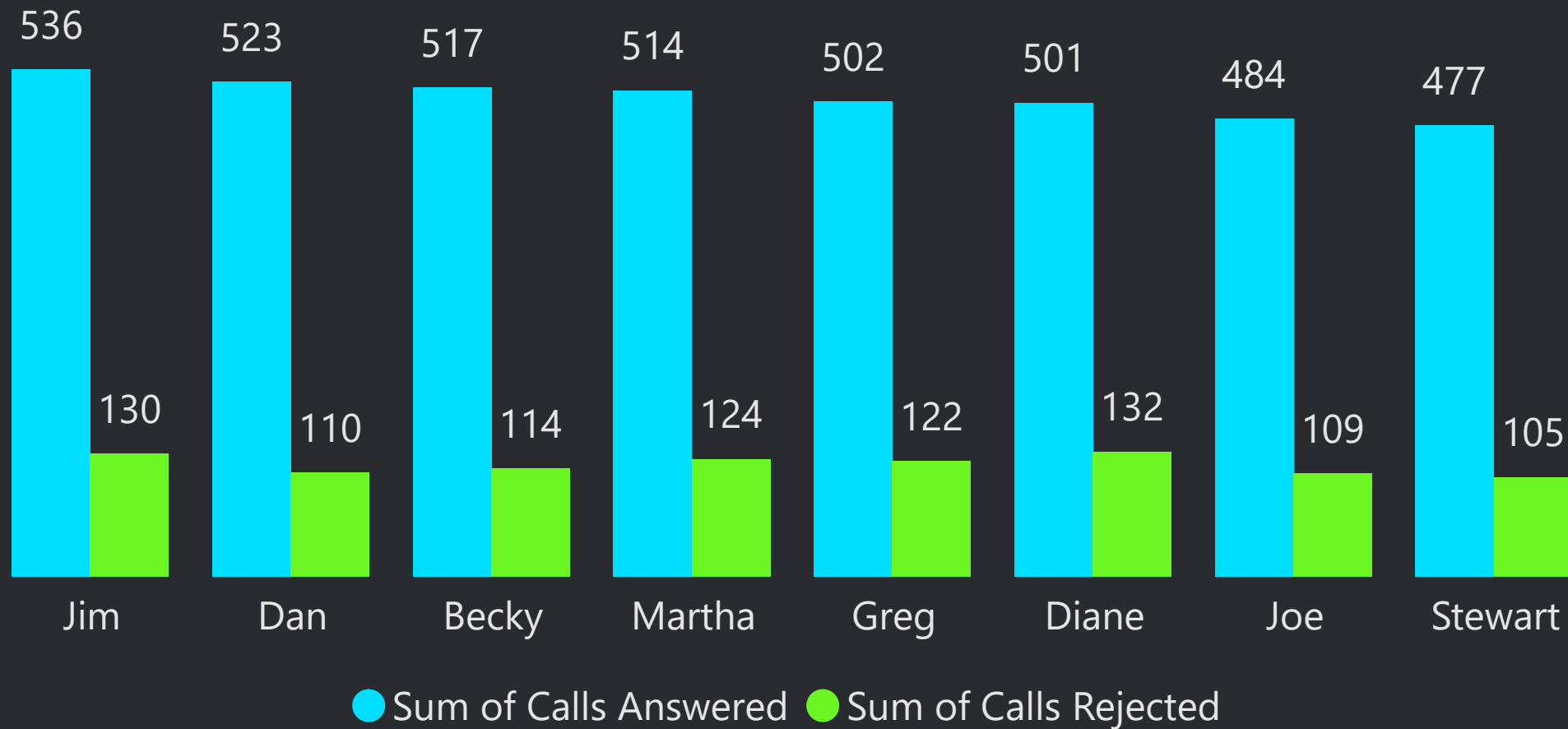
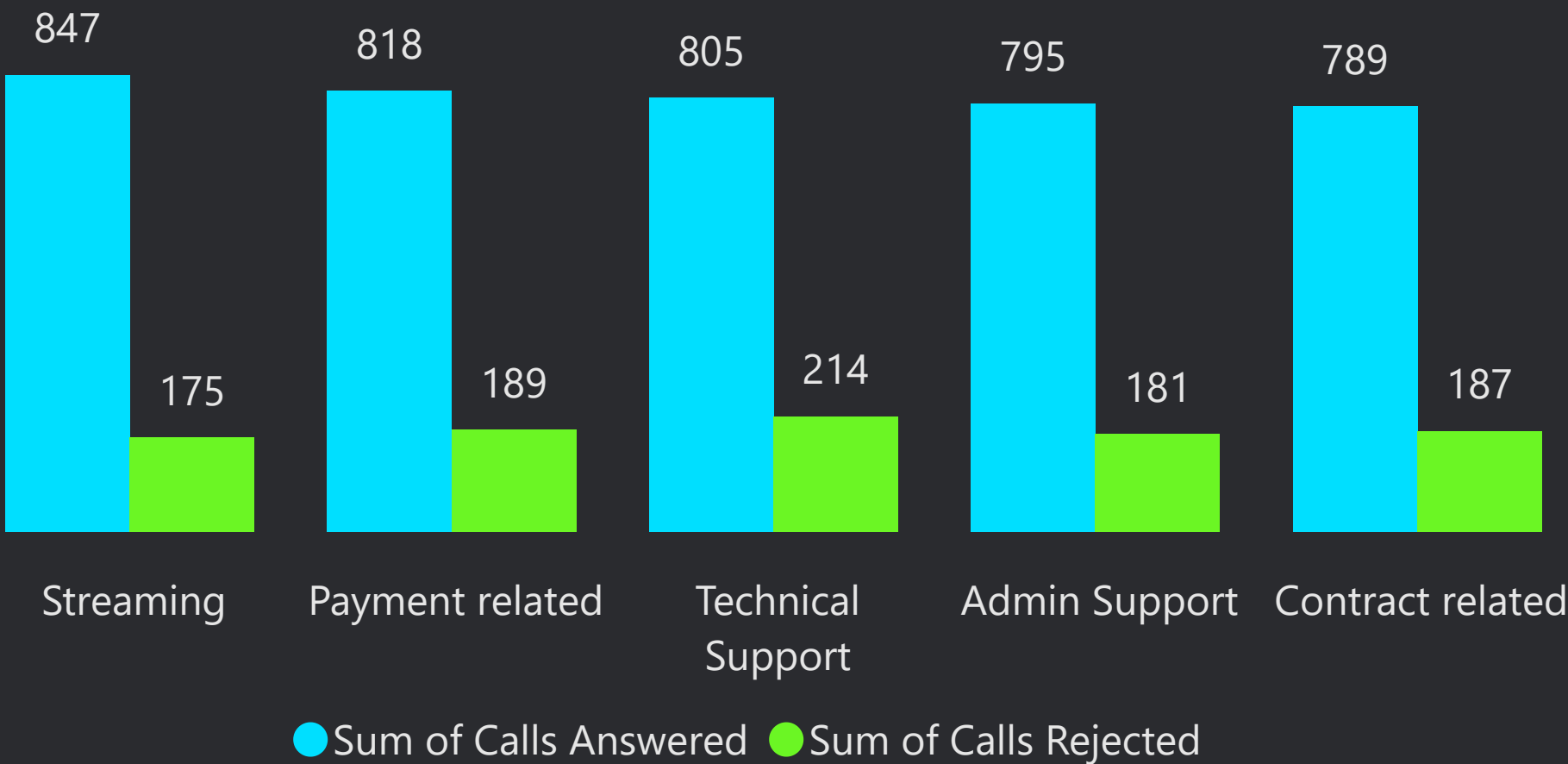
Calls Rejected

3646

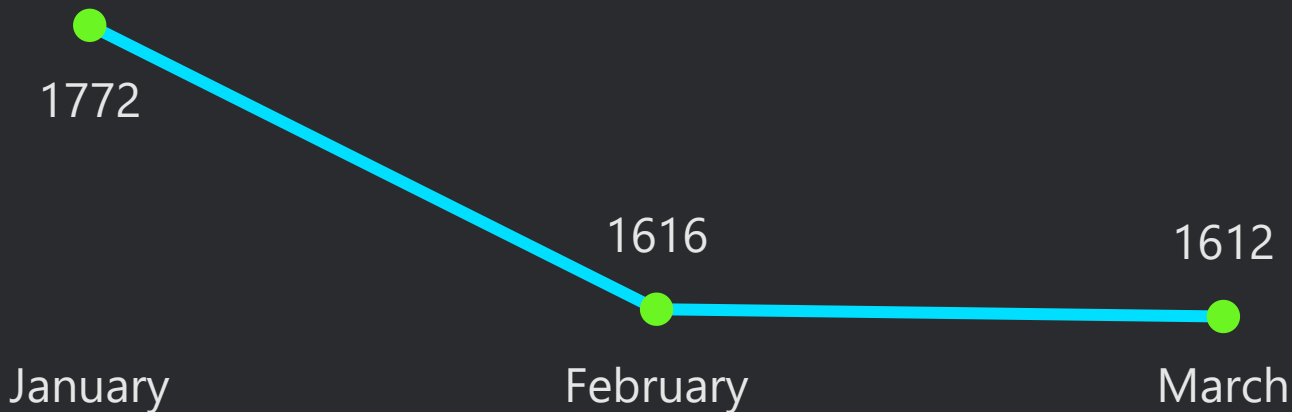
Calls Resolved

946

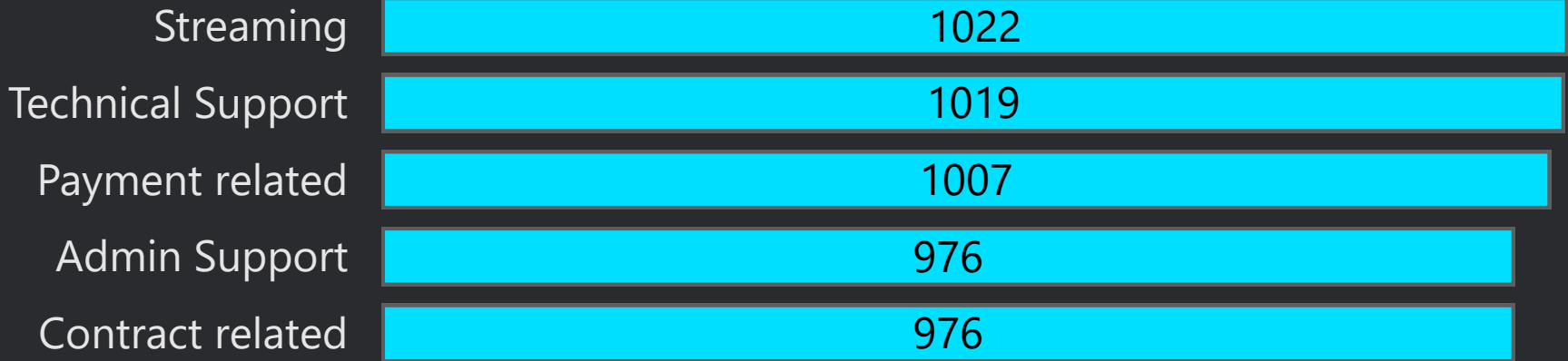
Calls UnResolved



Total Calls by Month



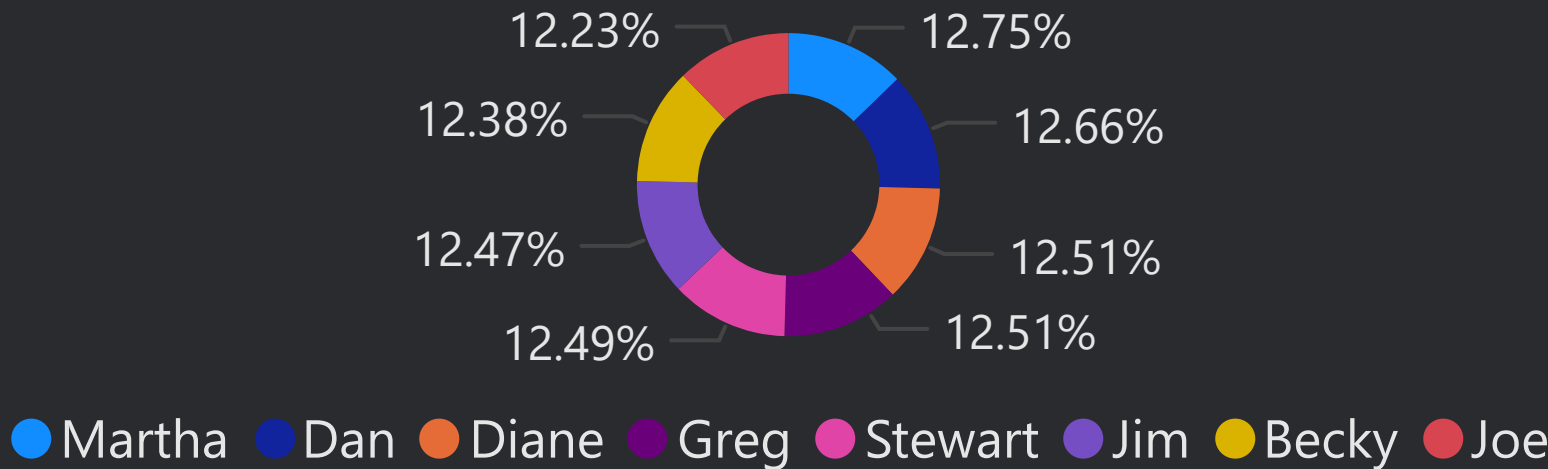
Total Calls by Topic



Average of Speed of answer in seconds



Average of Satisfaction rating by Agent



Agent	Total Calls
Becky	631
Dan	633
Diane	633
Greg	624
Jim	666
Joe	593
Martha	638
Stewart	582