

Dashboard of call center data

Select ...

Becky

Dan

Diane

Greg

Jim

Joe

Martha

Stewart

Calls_Details

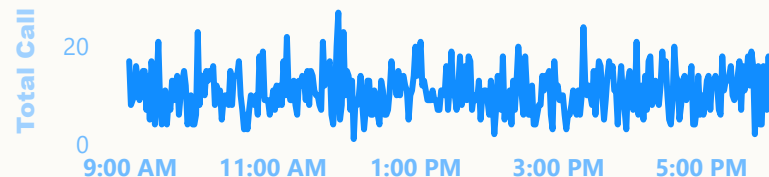
4054

Count of Answered call

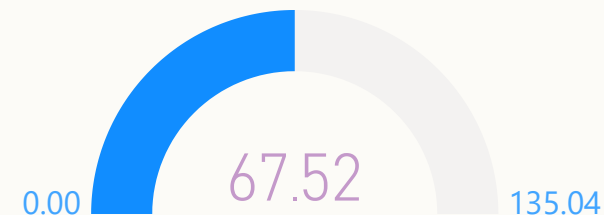
4054

Count of Total_call

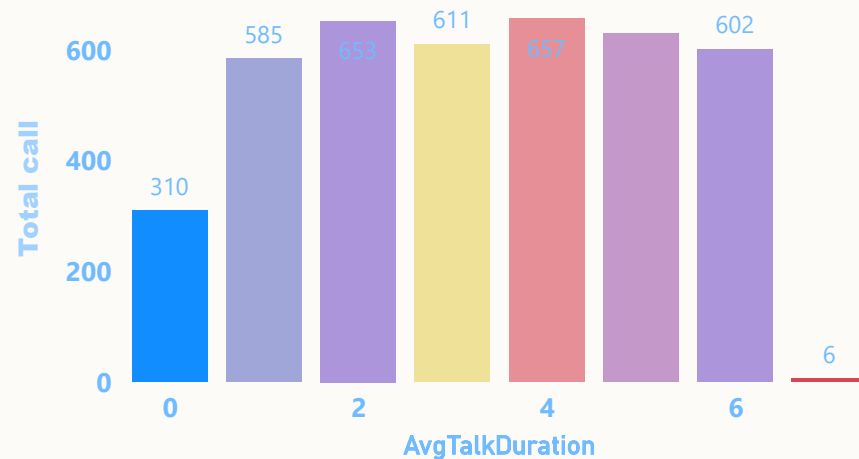
call by Time



Average Speed of answer (sec)



AvgTalkDuration (min)



Agent_performance

AvgTalkDuration	Becky	Dan	Diane	Greg	Jim	Joe	Martha	Stewart
0	39	45	36	38	36	40	38	38
1	94	61	76	82	60	68	73	71
2	81	90	89	70	89	79	85	70
3	74	70	82	67	92	73	78	75
4	62	84	84	85	110	76	83	73
5	92	84	61	72	81	79	89	72
6	73	89	72	86	68	69	68	77
7	2		1	2				1

Customer satisfaction rating

