

# CALL CENTER DASHBOARD

Agent

All

Resolved

All

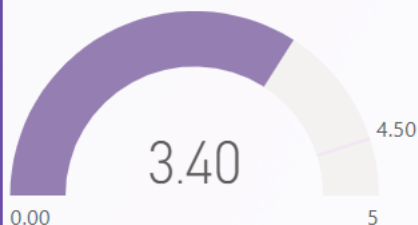
Date

All

67.52

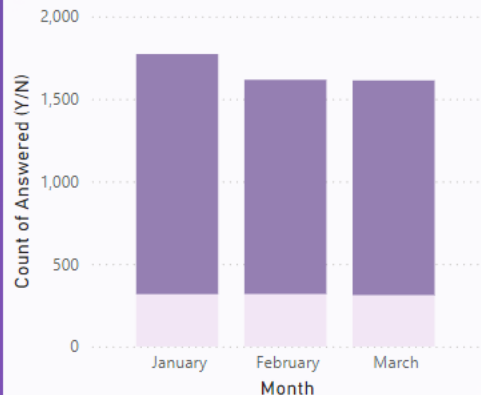
Average of Speed of  
answer in seconds

Average of Satisfaction rating and Max  
of Satisfaction rating



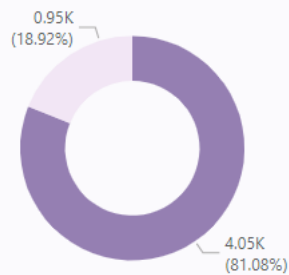
Count of Answered (Y/N) by Month and  
Answered (Y/N)

Answered ... ● N ● Y



Agent	Answered	Resolved(Y)	Average of Satisfaction rating	Average of Speed of answer in seconds
Becky	517	462	3.37	65.33
Stewart	477	424	3.40	66.18
Diane	501	452	3.41	66.27
Jim	536	485	3.39	66.34
Dan	523	471	3.45	67.28
Greg	502	455	3.40	68.44
Martha	514	461	3.47	69.49
Joe	484	436	3.33	70.99
Total	4054	3646	3.40	67.52

Count of Answered (Y/N) by  
Answered (Y/N)



Count of Resolved by Resolved

