



CALL CENTER DASHBOARD

Resolved
calls
3646

Not Resolved
calls
408

Average speed of
Answer
67.52

Total calls
5000

Answered
Call
4054

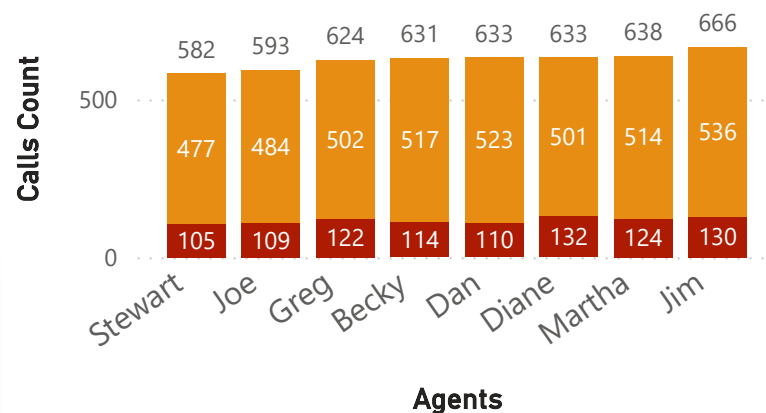
Abandoned
Calls
946

Total
Agents
8

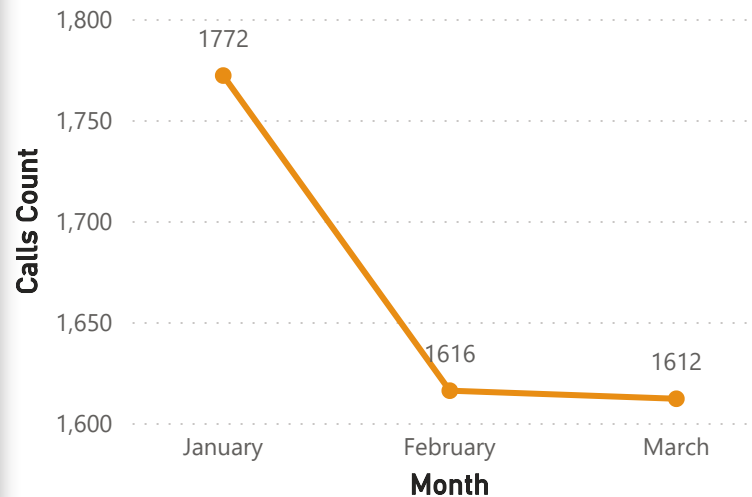
Average
Satisfaction
Rate
3.40

Numbers of calls Agent wise

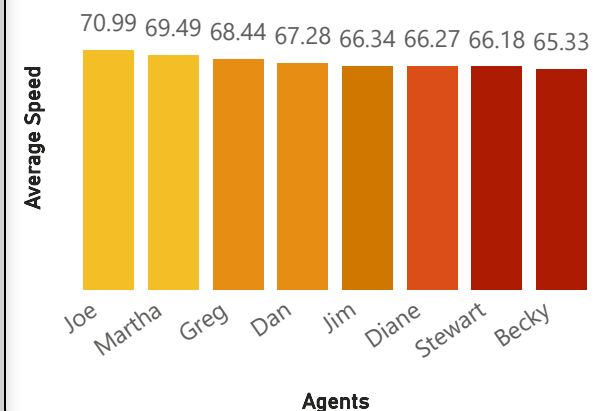
Answered ● N ● Y



Calls Count Month Wise

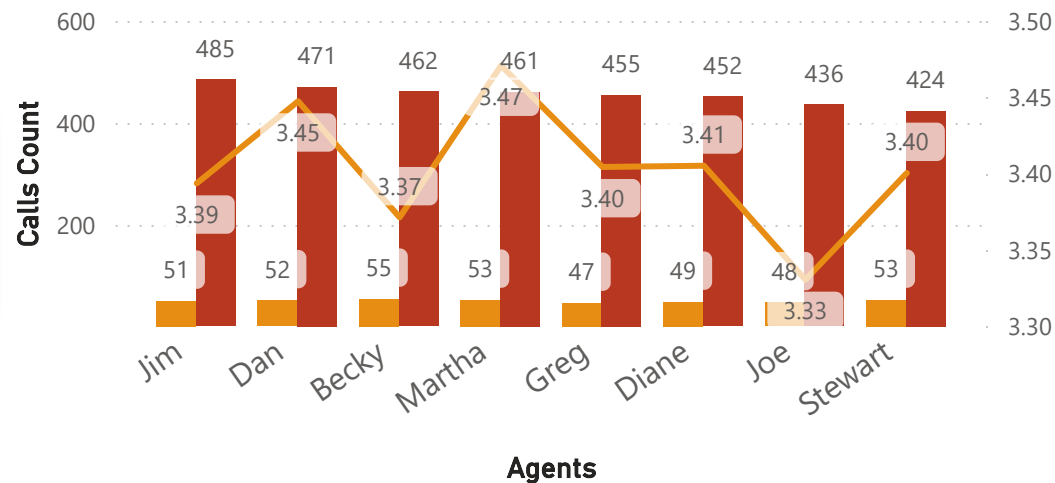


Average speed of Answer Agent wise



Average Satisfaction Rate /Call Resolved Agent wise

Resolved ● N ● Y ● Average of Satisfaction rating



Topic Answered

Answered (Y/N) ● N ● Y

