



Call Center Trends Dashboard

Agent

All

Topic

- ☐ Admin Support
- ☐ Contract related
- ☐ Payment related
- ☐ Streaming
- ☐ Technical Support

Date

01-01-2021



31-03-2021



Total Calls

5000

No. Calls Answered

4054

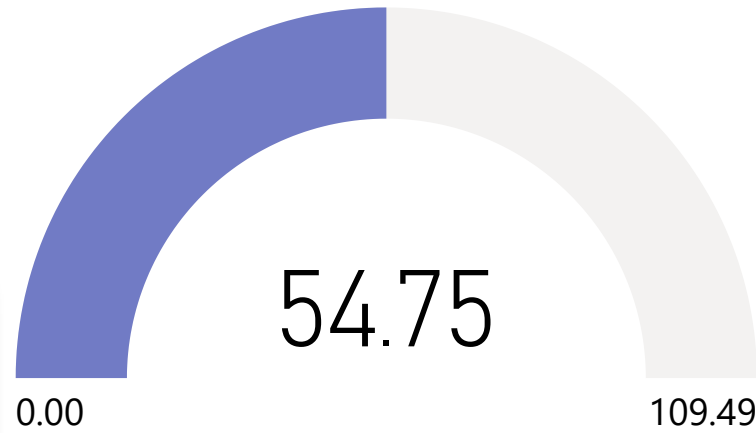
Average of Satisfaction Rating

2.76

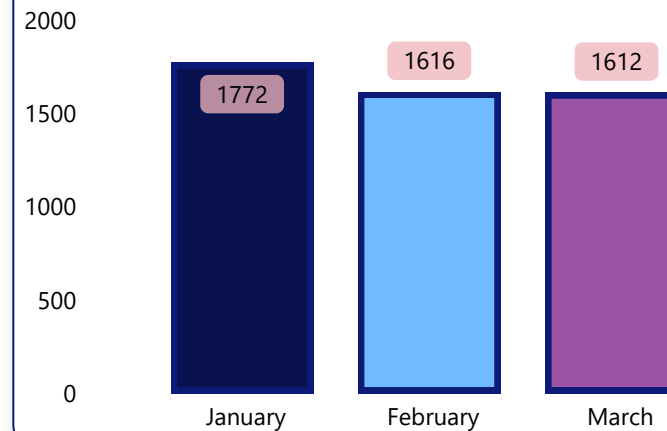
No. of Calls Resolved

3646

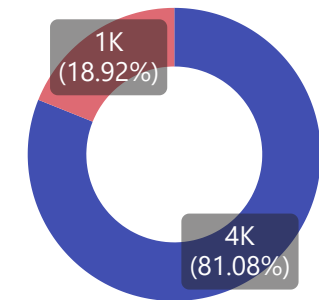
Average of Speed of answer in seconds



Total Calls by Month

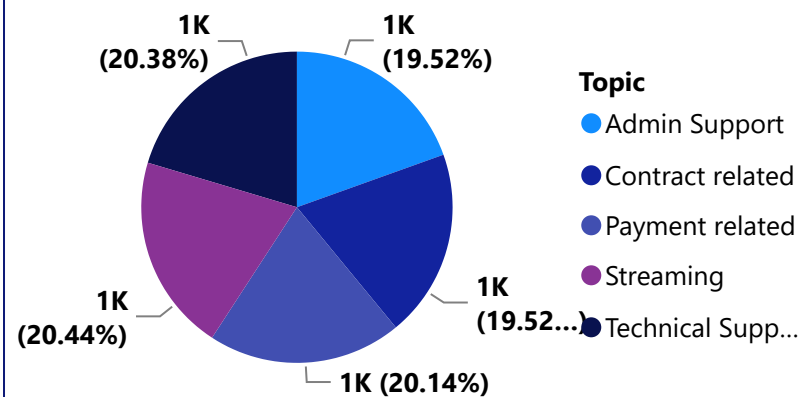


Total Calls by Answered (YES/NO)

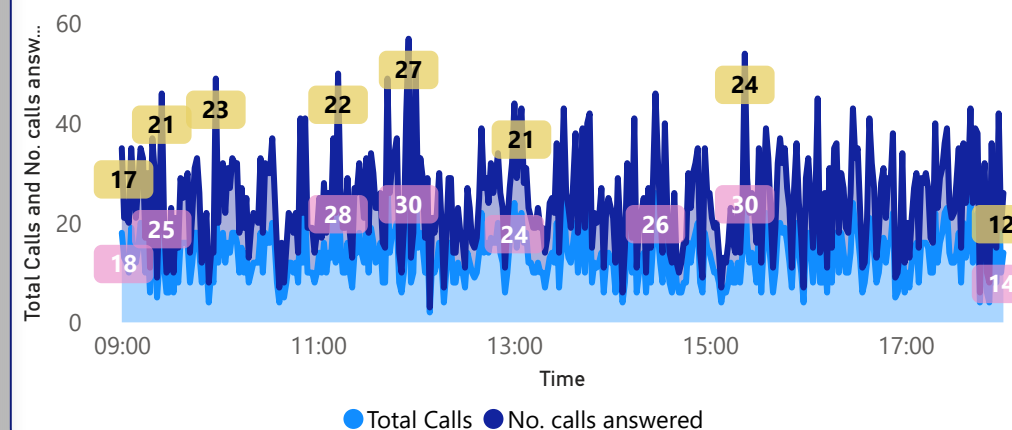


Answered ... ● Y ● N

Total Calls by Topic



Total Calls Answered by Time



Agent	No. calls answered	No. calls resolved	Average of Speed of answer in seconds
Stewart	477	424	54.24
Martha	514	461	55.98
Joe	484	436	57.94
Jim	536	485	53.39
Greg	502	455	55.06
Diane	501	452	52.45
Dan	523	471	55.59
Becky	517	462	53.53
Total	4054	3646	54.75