

# Call Center Analysis Dashboard

5000

Total\_Calls

0.73

Resolution\_Rate

2.76

AVG\_SATISFACTION\_RATING

4054

Call\_answered\_by\_agent

Agent

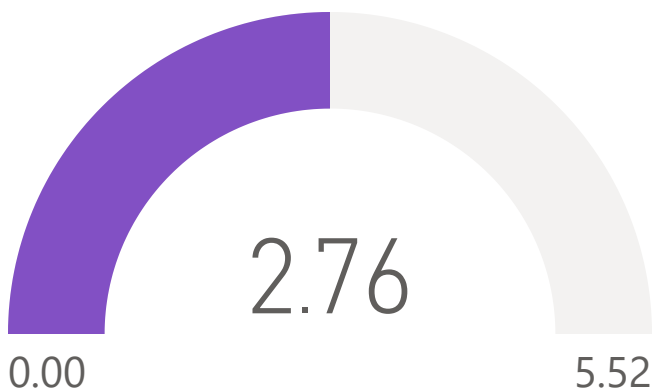
- ☐ Select all
- ☐ Becky
- ☐ Dan
- ☐ ...

54.75

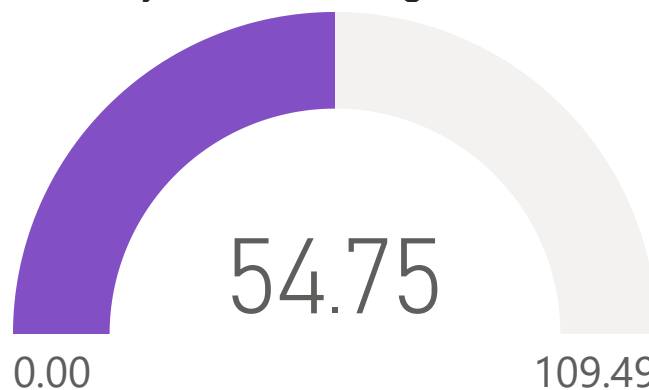
Avg\_Speed\_Answer



Customer Satisfaction Level



Efficiency in Answering Calls



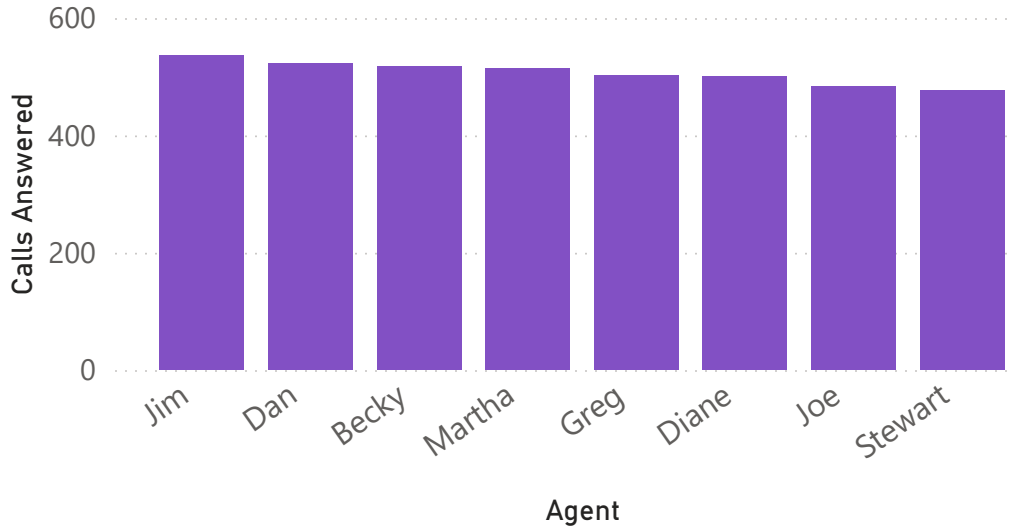
8

No\_Of\_Agents

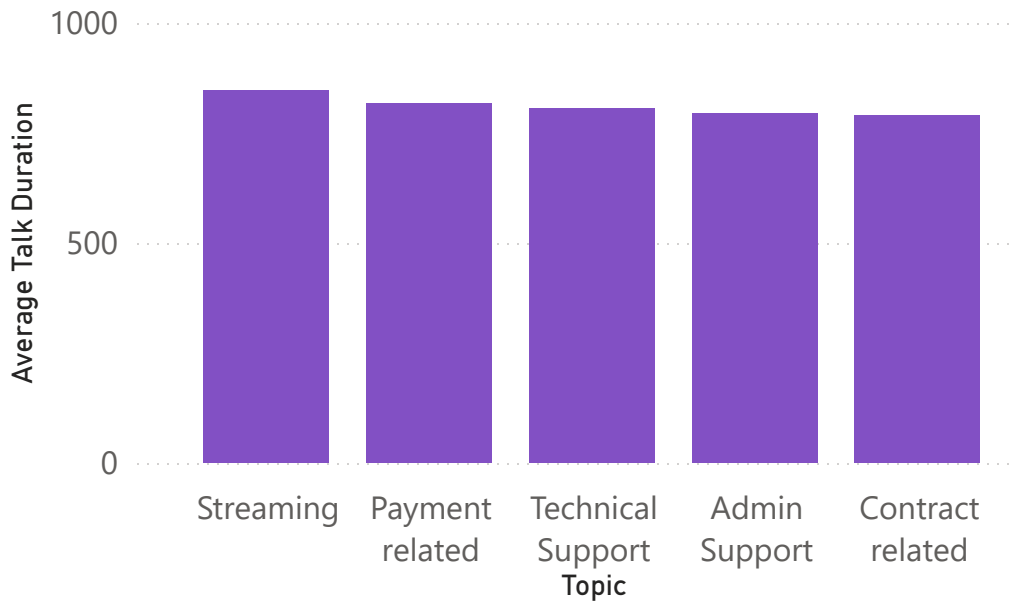


# Call Center Analysis Dashboard

Total Calls Answered By Each Agent

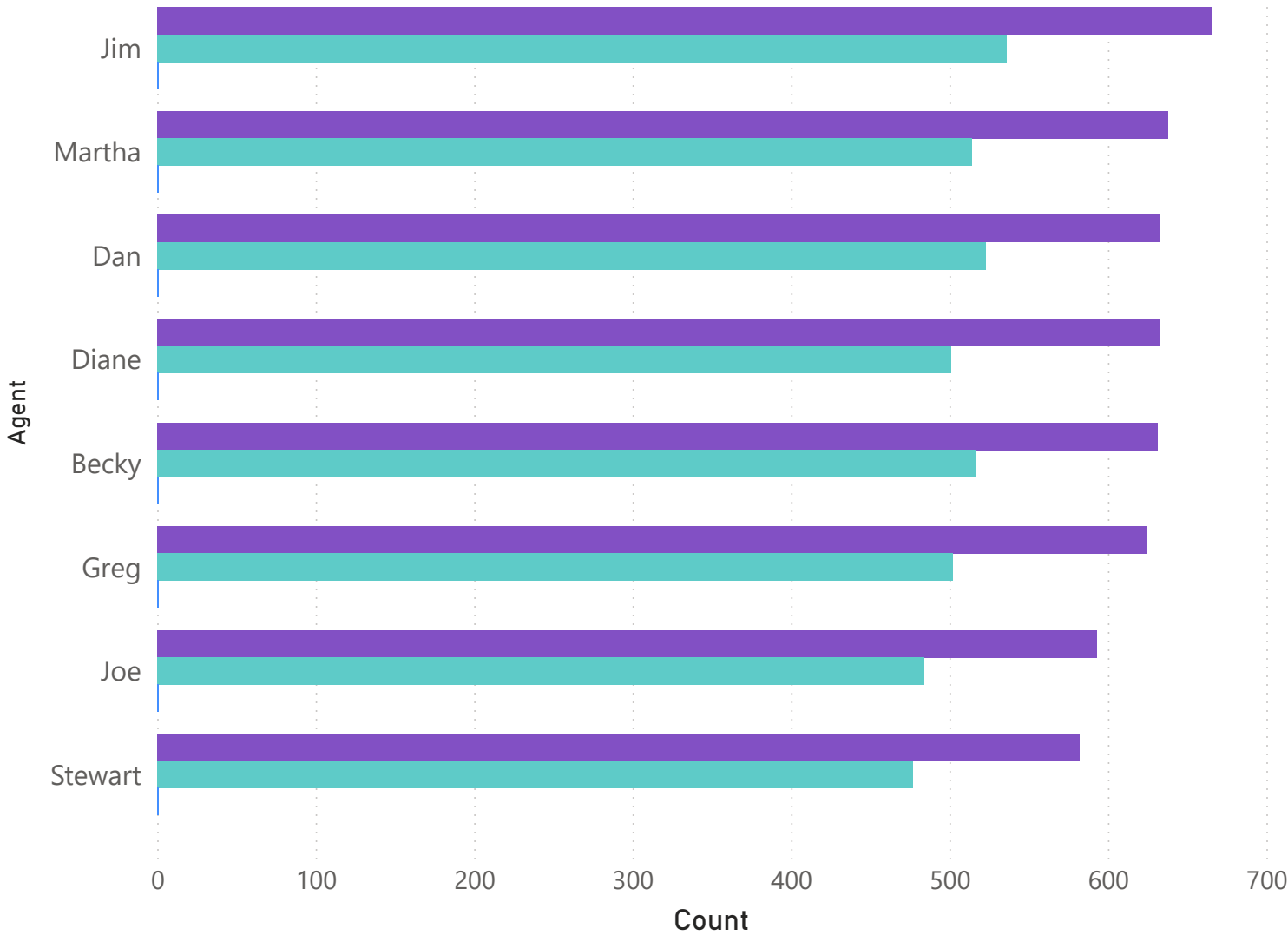


Average Call Duration by Topic



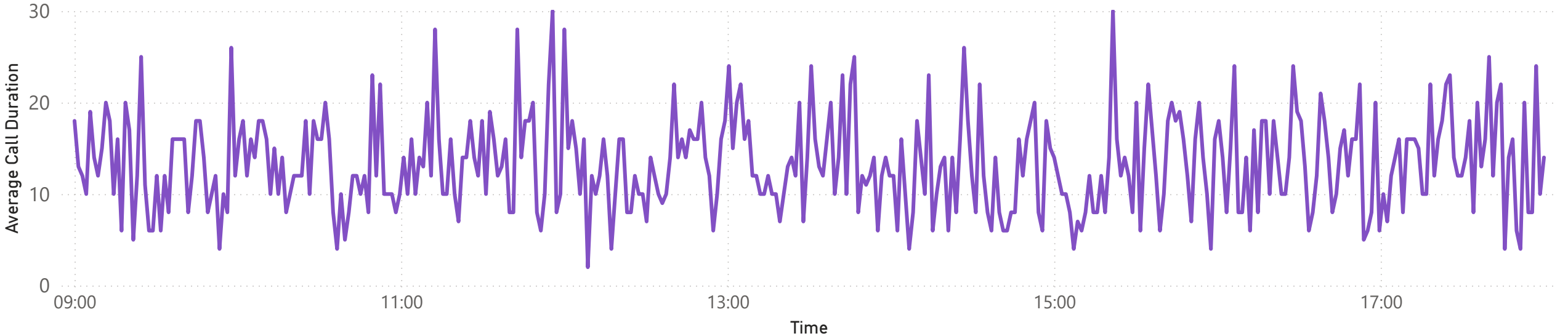
Average Call Duration, Calls Answered and Resolution Rate of Each Agent

● Count of AvgTalkDuration ● Sum of Answered ● Resolution\_Rate

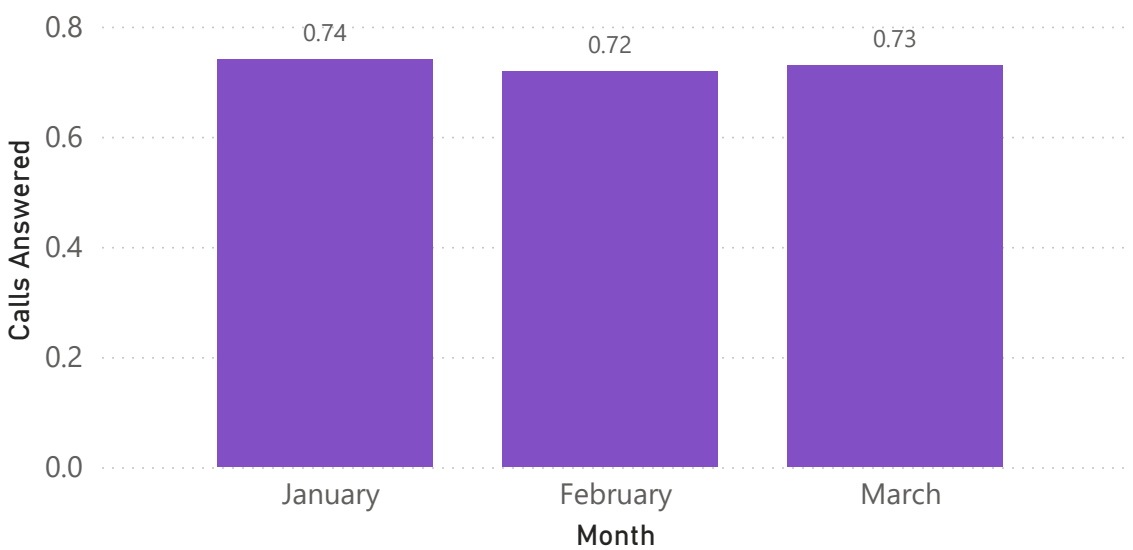


# Call Center Analysis Dashboard

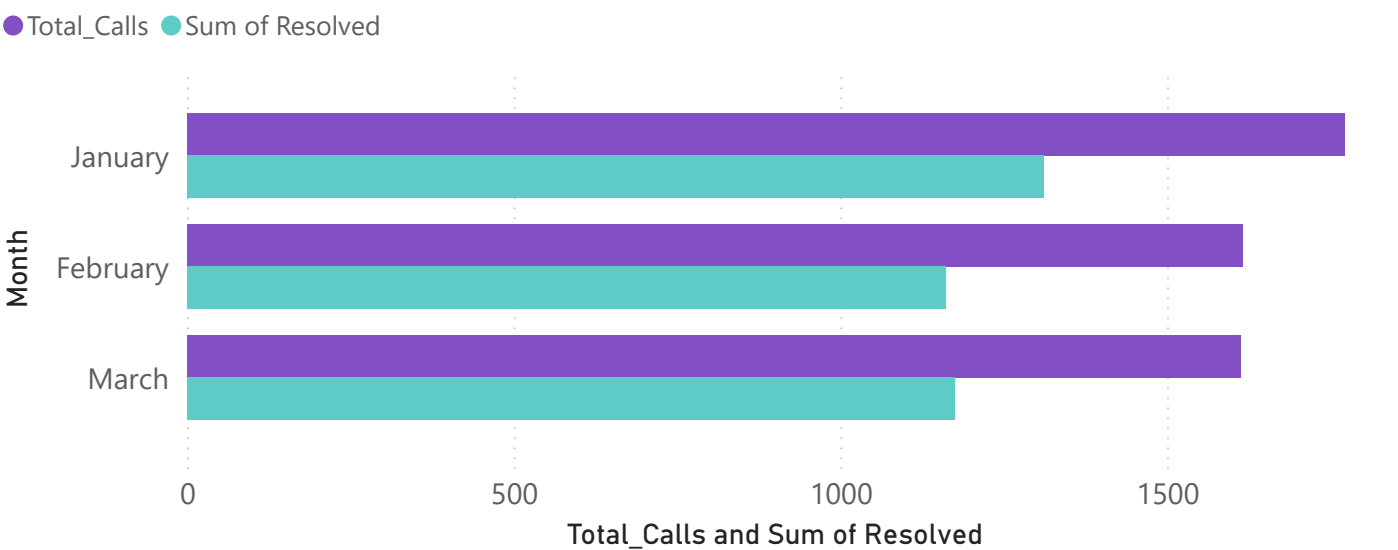
Average Call Duration Over Time



Calls Answered Over A Month

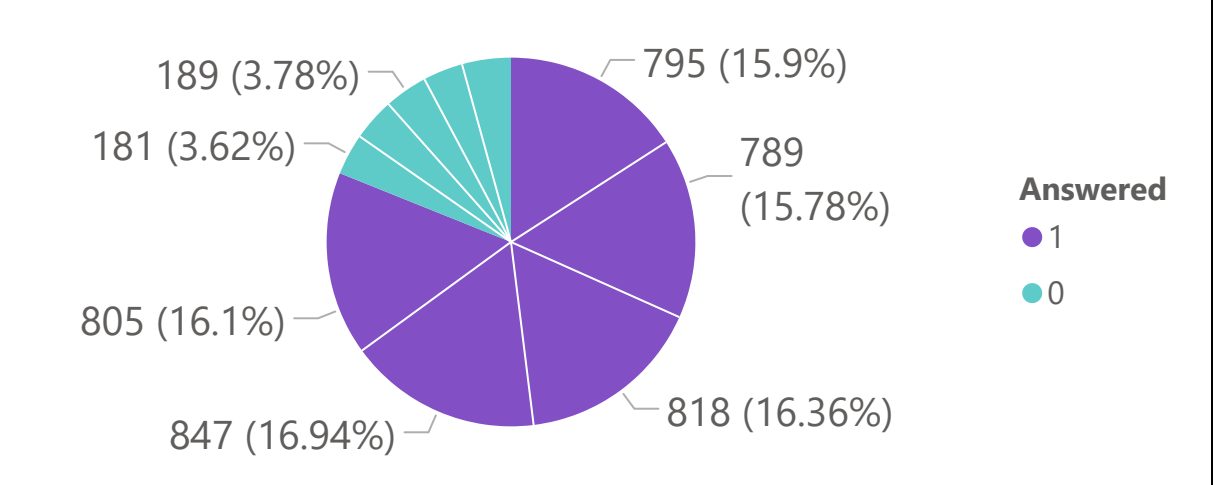


Calls Made Over A Month

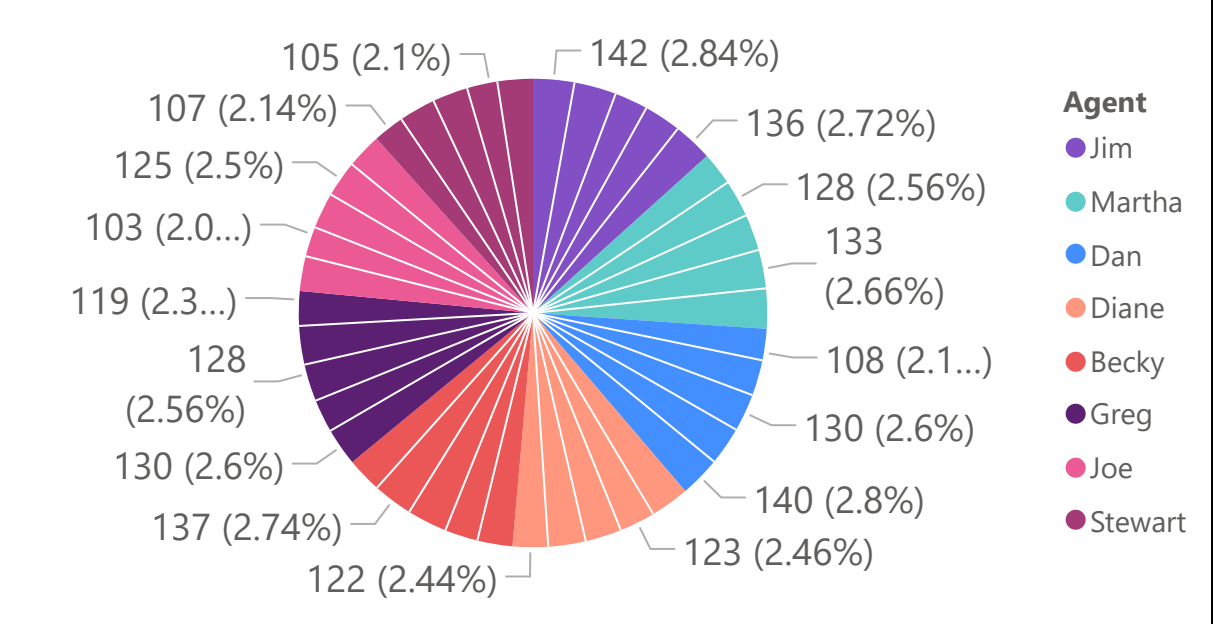


# Call Center Analysis Dashboard

Call Answered



Call Answered By Agent



Average Call Duration by Topic

