



PhoneNOW Call Center

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CALL CENTER DASHBOARD

Showing records for January 2022 - March 2022



5000
Total Calls

4054
Answered Calls

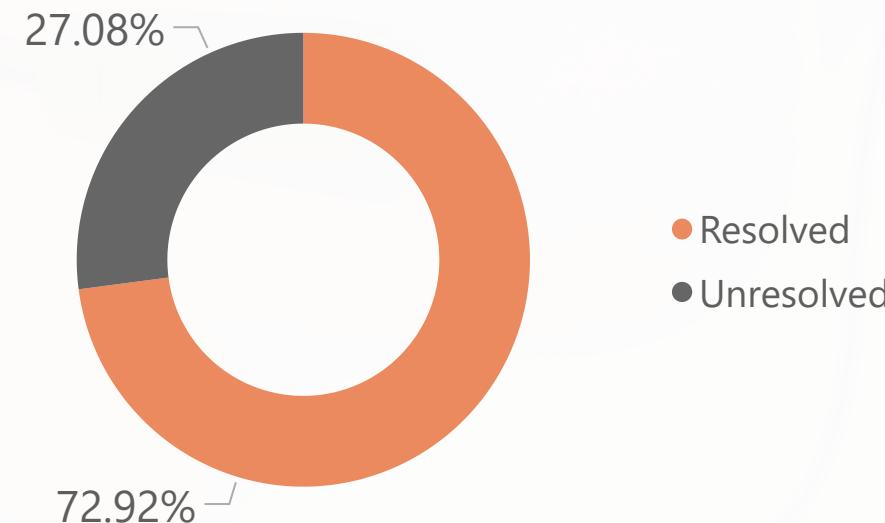
946
Abandoned Calls

67.52
Average Speed In Seconds

224.92
Average Talk Duration (Seconds)

2.76
Average Rating

Resolved/Unresolved Calls



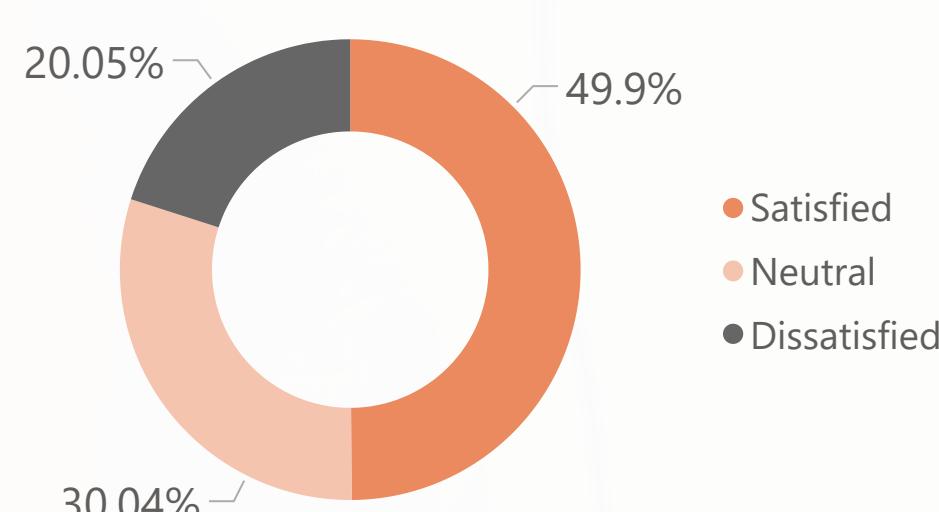
Calls By Date



Date

Tme

Satisfaction

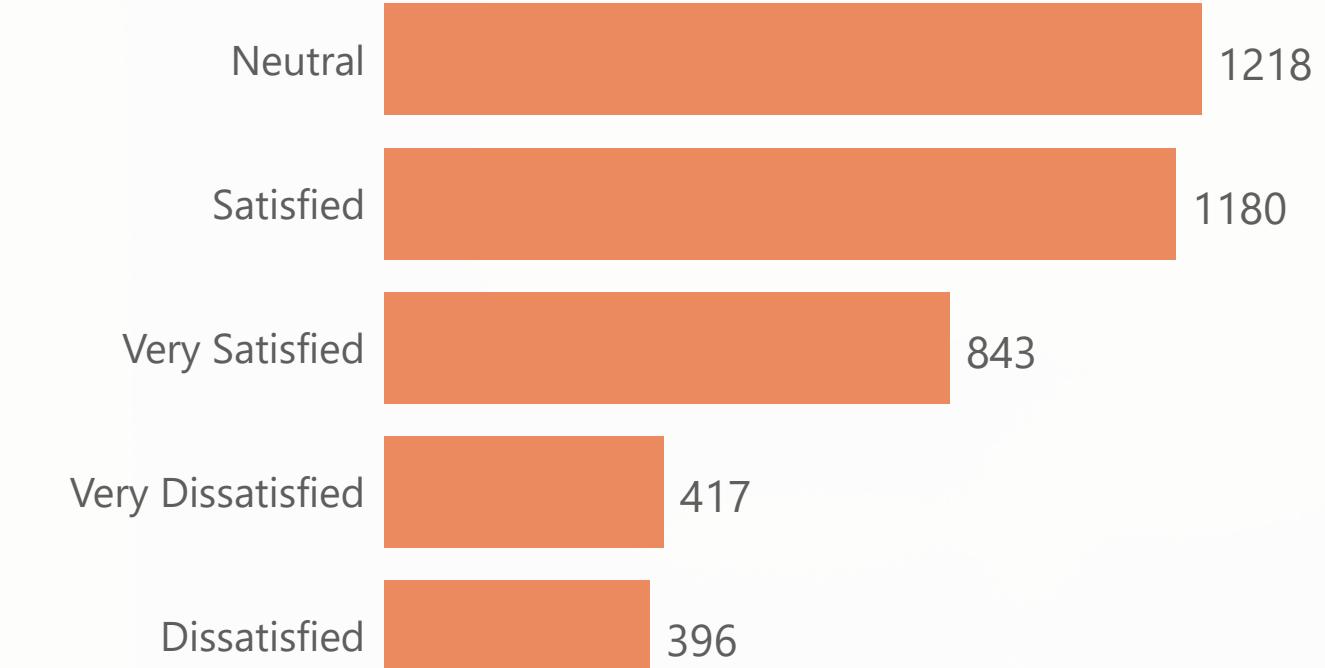


Calls by Topic

Resolved • Resolved • Unresolved

Streaming	749	273
Technical Support	736	283
Payment related	729	278
Admin Support	723	253
Contract related	709	267

Calls By Satisfaction



AGENT'S PERFORMANCE

Agent	Total Calls	Answered Calls	Abandoned Calls	Satisfied Callers	Neutral Callers	Dissatisfied Callers	Average Speed In Seconds	Average Talk Duration (Minutes)	Average Rating
Becky	631	517	114	261	150	106	65.33	3.17	2.76
Dan	633	523	110	261	166	96	67.28	3.33	2.85
Diane	633	501	132	246	155	100	66.27	3.15	2.70
Greg	624	502	122	241	161	100	68.44	3.29	2.74
Jim	666	536	130	268	157	111	66.34	3.30	2.73
Joe	593	484	109	230	149	105	70.99	3.22	2.72
Martha	638	514	124	271	149	94	69.49	3.23	2.80
Stewart	582	477	105	245	131	101	66.18	3.26	2.79