



Call Centre Trends

Answered (Y/N)

- ☐ N
- ☐ Y

Agent

All

Resolved

- ☐ N
- ☐ Y

5000

Total_Calls

4054

AnsweredCalls

946

RejectedCalls

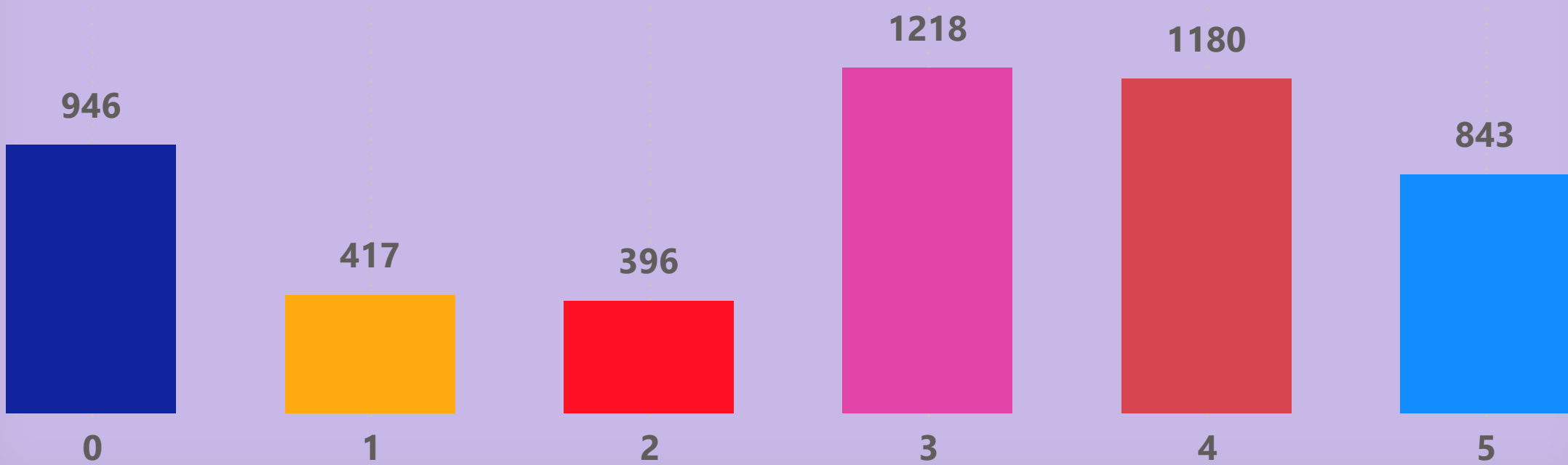
Overall Satisfaction Score

2.76

72.92%

Resolution_Rate

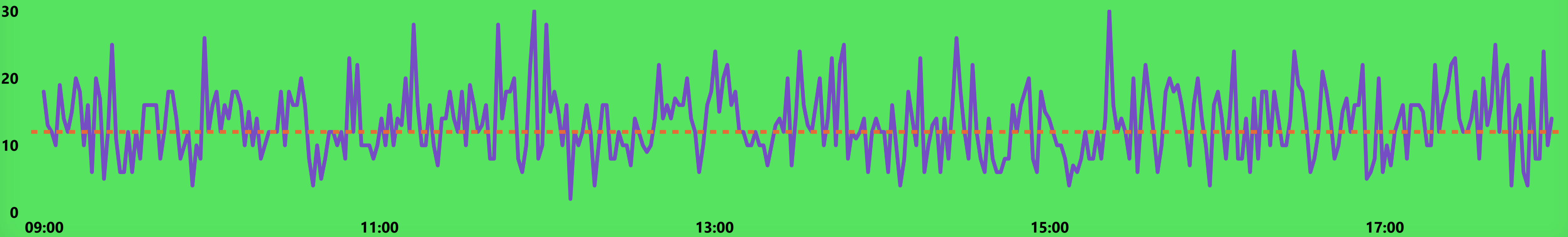
Calls by Satisfaction rating



Satisfaction rating by Agent



Calls by Time



22 Technical Support 1019 Payment related 1007 Admin Support 976 Contract related 9



Call Centre Dashboard

Date

All

Agent

All

Satisfaction rating

0

1

2

3



Resolved

☐ N

☐ Y

Answered (Y/N)

☐ N

☐ Y

5000

Total_Calls

4054

AnsweredCalls

946

RejectedCalls

Overall Satisfaction Score

2.76

Avg Speed of Answer

54.75

AGENT

Agent Resolution_Rate

Diane 71.41%

Martha 72.26%

Jim 72.82%

Stewart 72.85%

Greg 72.92%

Becky 73.22%

Joe 73.52%

Dan 74.41%

Agent Avg_Talk_Duration

Becky 82

Dan 83

Diane 79

Greg 81

Jim 81

Joe 82

Martha 81

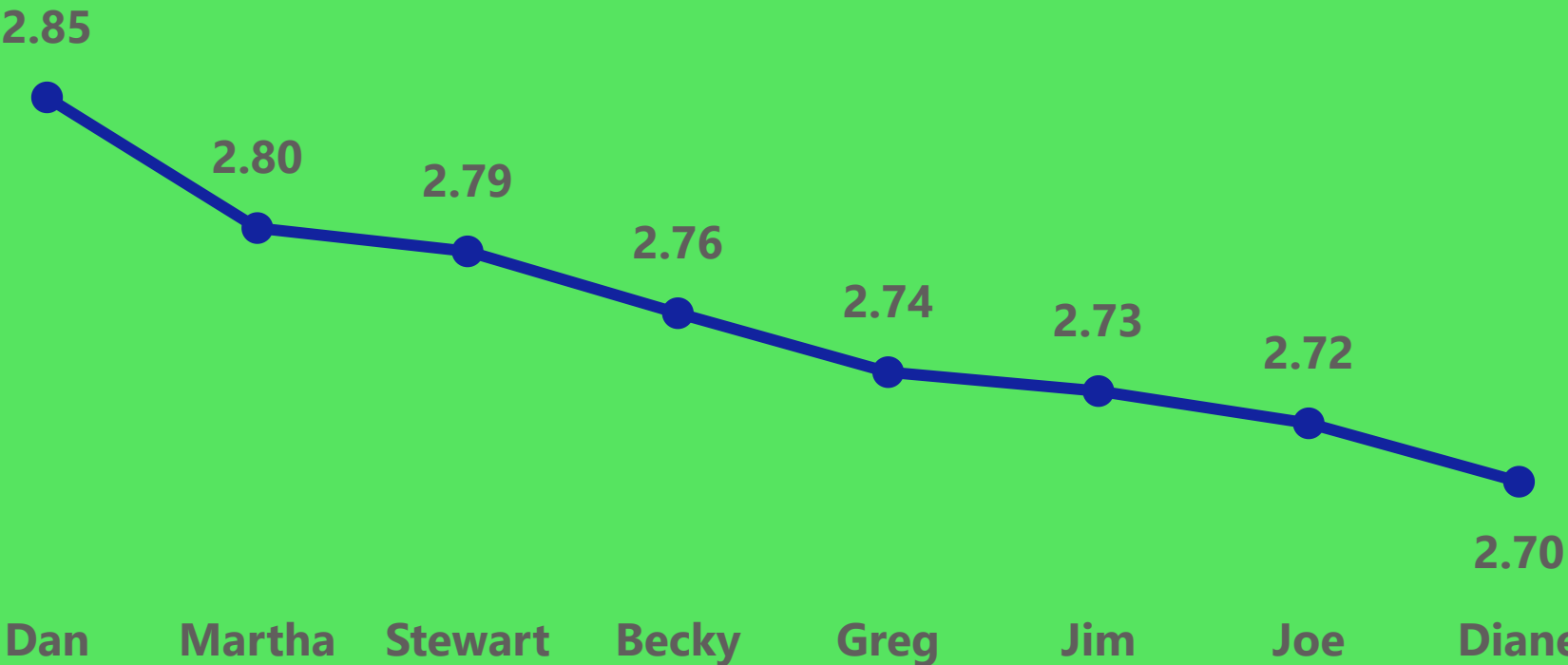
Total Agents

8

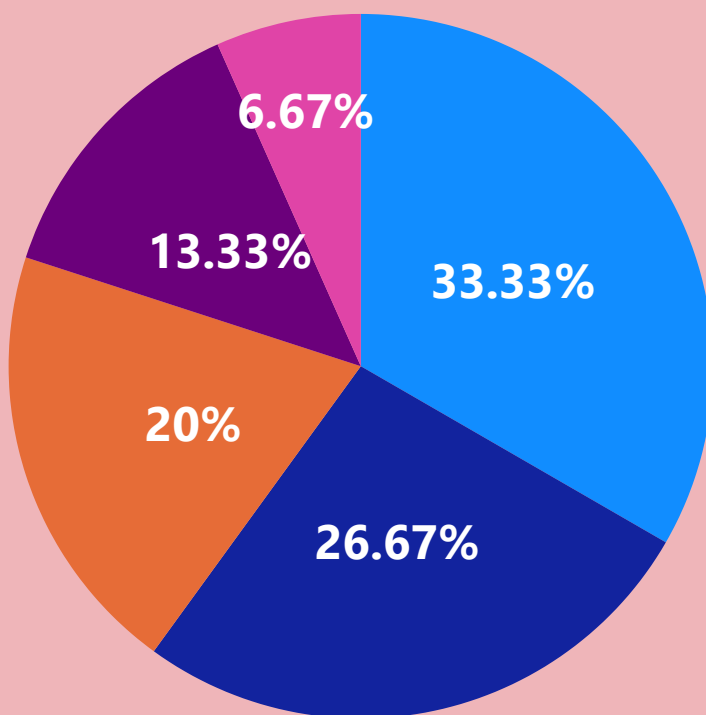
81.08%

Answered_Percentage

Satisfaction rating by Agent



Satisfaction Distribution



5 4 3 2 1 0

Speed of Answer(s)

54.75

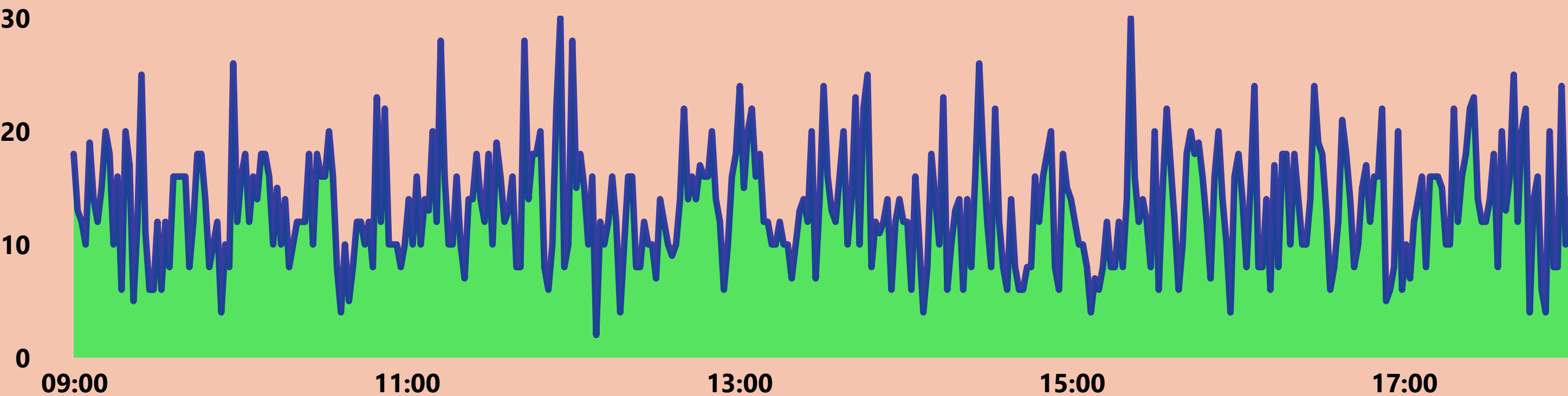
72.92%

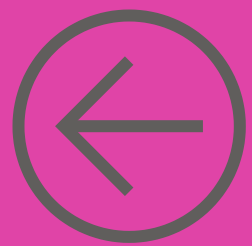
Resolution Rate

Calls by Answered (Y/N)



Calls by Time





Call Centre Overall Dashboard

Topic

All



5000

Total_Calls

81.08%

Answered_Percentage

Avg Speed of Answer

54.75

72.92%

Resolution_Rate

Overall Satisfaction

Score

2.76

Agent

☐ Becky

☐ Dan

☐ Diane

☐ Greg

☐ Jim

☐ Joe

☐ Martha

☐ Stewart

Satisfaction ...

☐ 0

☐ 1

☐ 2

☐ 3

☐ 4

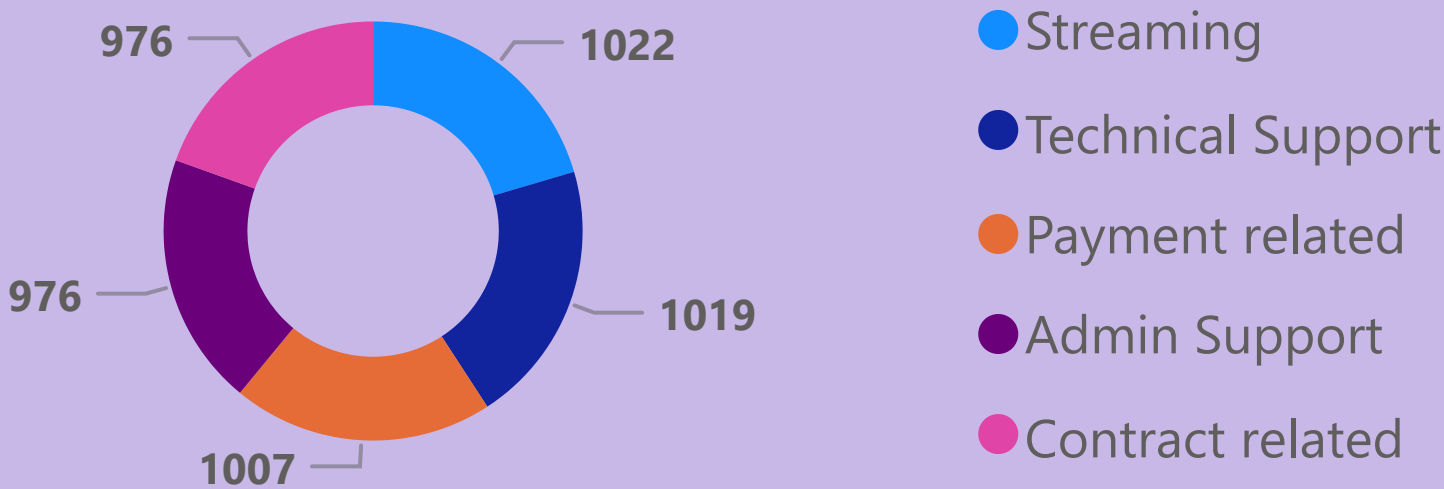
☐ 5

Answered (Y...

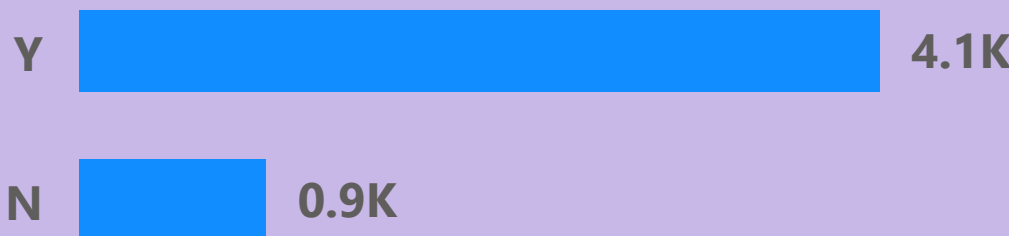
☐ N

☐ Y

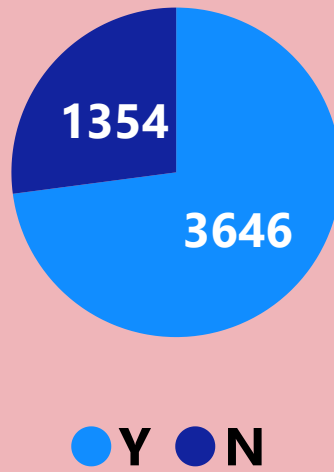
Calls by Topic



Count of Call Id by Answered (Y/N)



Count of Call Id by Resolved

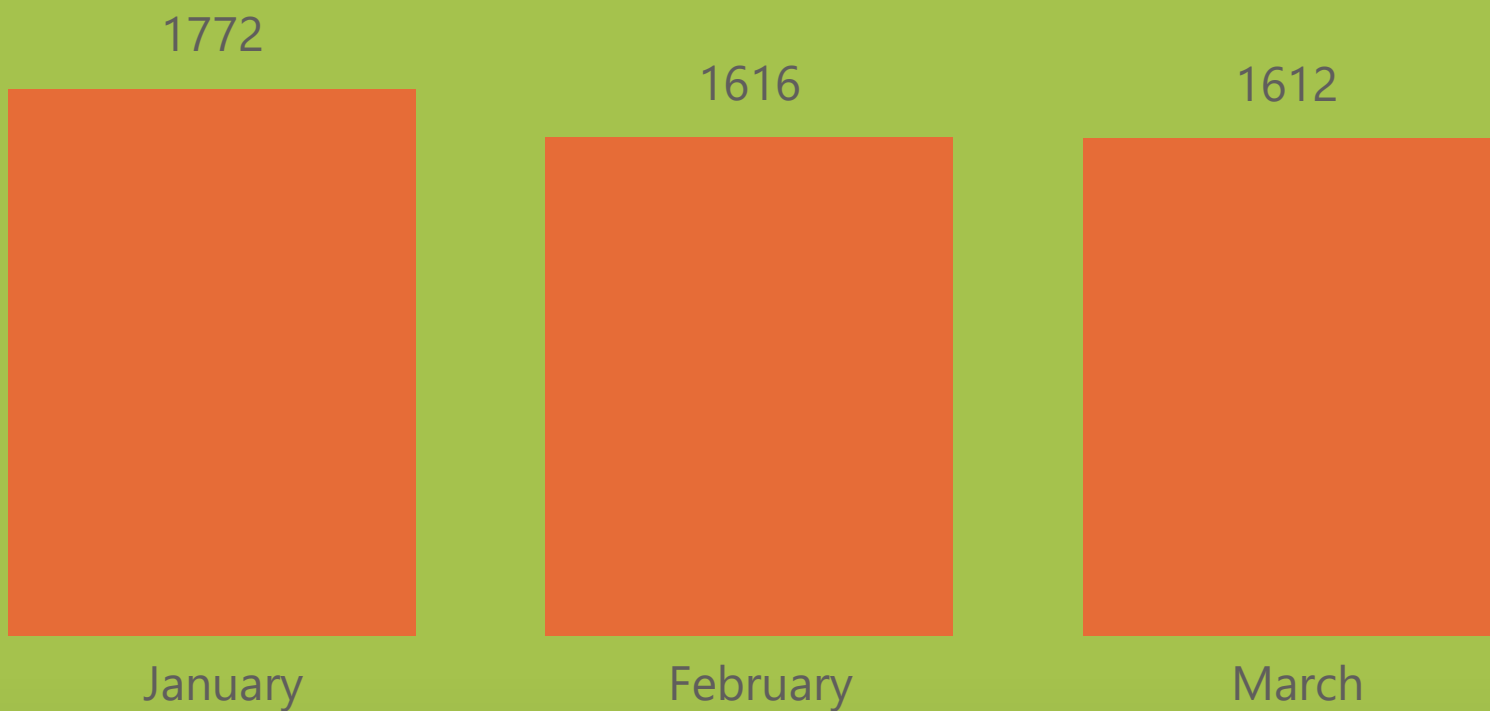


Agent Count of Call Id

Jim	666
Martha	638
Dan	633
Diane	633
Becky	631
Greg	624
Joe	593
Stewart	582
Total	5000

Agent	Total_Calls	AnsweredCalls	RejectedCalls	Average of Satisfaction rating
Becky	631	517	114	2.76
Dan	633	523	110	2.85
Diane	633	501	132	2.70
Greg	624	502	122	2.74
Jim	666	536	130	2.73
Joe	593	484	109	2.72
Martha	638	514	124	2.80
Stewart	582	477	105	2.79
Total	5000	4054	946	2.76

Calls by Month



Call Centre Trends

Call Centre Dashboard

Call Centre Overall Dashboard

Martha 638

Dan 633

Diane 633

Becky 631

Greg 624

Joe 593

Stewart 582