

OptiConnect Solutions - Dashboard Summary Report

Date Range

01 Jan 2016 - 31 Jan 2016

Scope

All Agents & Departments

Executive Summary

During the analysis period, the customer service team handled a total of 1,455 calls, with 82.11% answered and 73.98% resolved. The overall average speed of answer stood at 67.22 seconds, and the average customer satisfaction rating was 3.45 out of 5.

Operational Metrics

- Answered Calls: 82.11%
- Resolved Calls: 73.98%
- Average Answer Speed: 67.22s
- Average Satisfaction: 3.45/5

Agent Performance Highlights

- Top Performer (Resolution): Dan (177 resolutions)
- Fastest Response: Diane (63.94 seconds average)
- Highest Satisfaction: Martha (3.54 rating)
- Improvement Needed:
 - Joe and Martha have slower response times (>71s)
 - Becky and Joe show lower satisfaction scores (3.38 and 3.35 respectively)

Call Volume Trends

- Weekly calls were highest in Week 3 and 4, with a decline in Week 5.
- This trend could indicate staffing or operational adjustments during the month.

Recommendations

1. Reduce Average Answer Time: Consider queue optimization or staffing adjustments.

2. Address Unanswered Calls (17.89%): Investigate peak load times and capacity.
3. Follow-up on Unresolved Cases (26.02%): Analyze ticket types and resolution workflows.
4. Improve Satisfaction Scores: Target training or QA efforts for agents below the 3.45 average.
5. Monitor Week-wise Trends: Align resources with high-demand weeks.