

Sharolin Lacunza

201408486

03-09-2020

Dimensiones

- Tiempo
 - Año
 - Mes
 - Dia
- Tiempo Semana
 - Año
 - Semana
- Top Agent
- Agente
 - Leading agent
 - Leading Prequalifer
- MTD

Métricas

- Premiun sold
- Empleado
- In-bound close Rate
- Out-bound close rate
- Calls in QUEUE
- Calls transferred
- Above
- Below
- Goal
- Speed of answer
- Realtime Speed of answer
- SLA
- SLA violation

