

# CALL CENTRE DASHBOARD

Calls Resolved

All

Calls Above 5 mins

All

Day of the week

All

Total Incoming Calls

5000

Total Call Duration

1,681

Hours

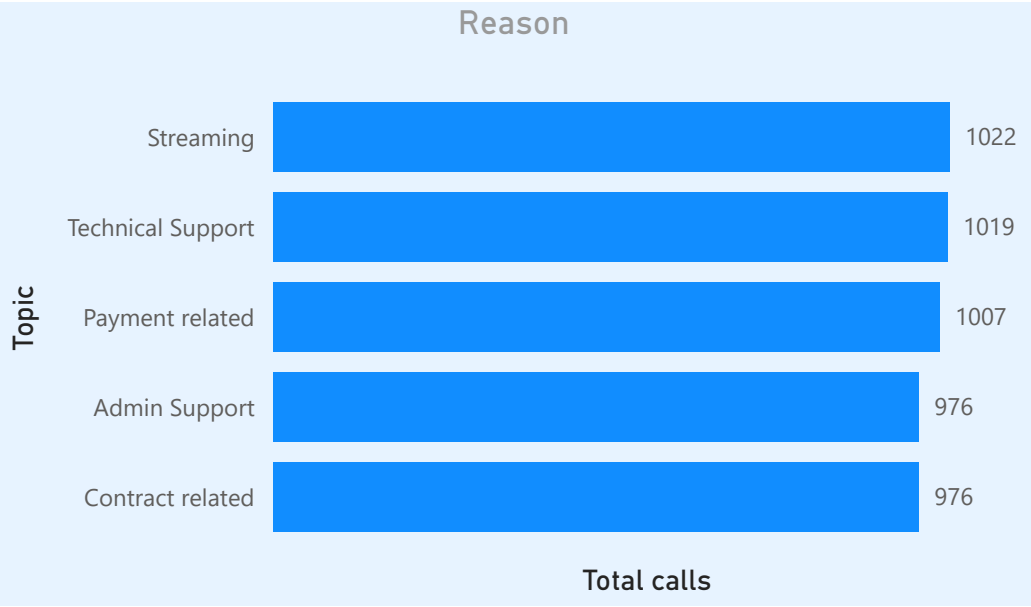
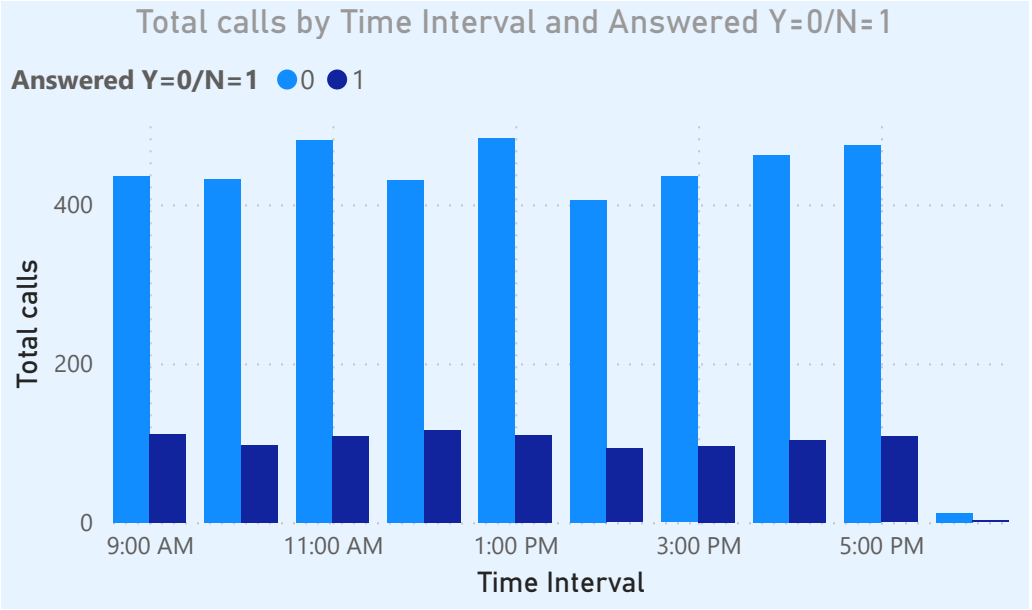
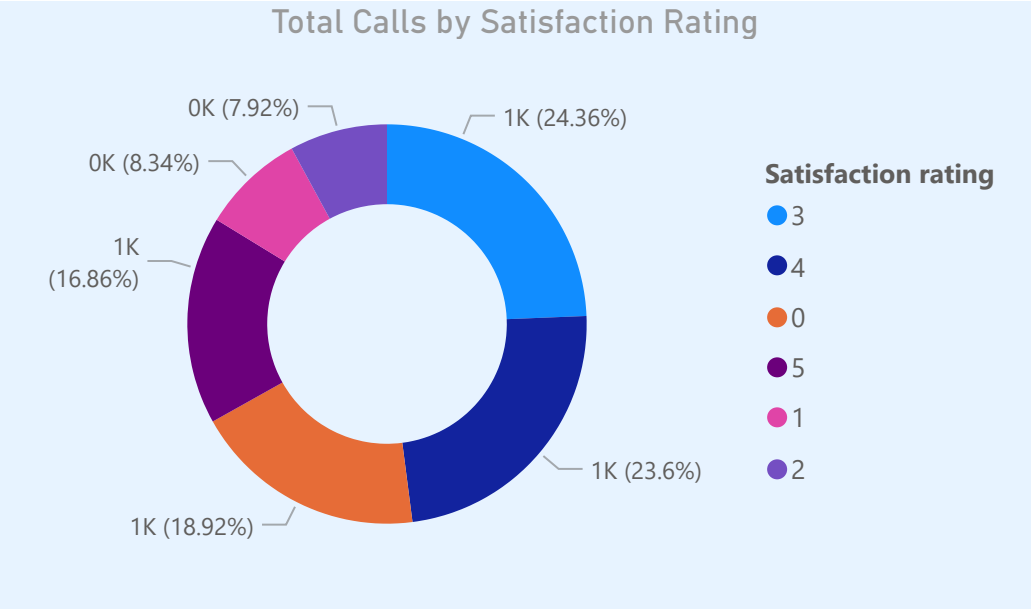
Average Call Duration

20

Minutes

Total Abandoned Calls

946



Agent	Total calls	Av Call time in minutes	Average Satisfaction rating
Becky	631	20.21	2.76
Dan	633	20.04	2.85
Diane	633	19.33	2.70
Greg	624	20.27	2.74
Jim	666	20.24	2.73
Joe	593	19.79	2.72
Martha	638	20.38	2.80
Stewart	582	21.22	2.79
Total	5000	20.18	2.76