



Call Centre Dashboard



Agent

All

Topic

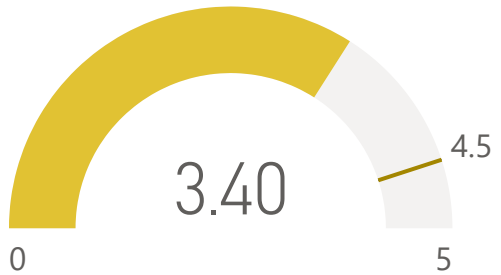
All

01/01/2021

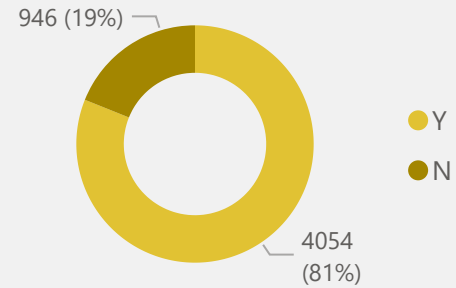
31/03/2021



Average satisfaction

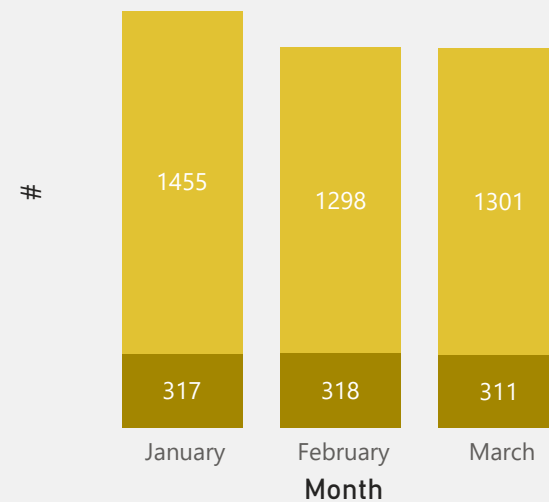


Answered

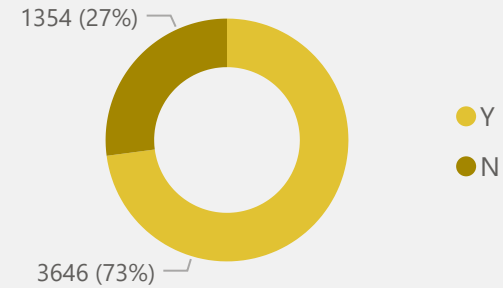


Number of calls per month

Answered ● N ● Y



Resolved



Agent statistics

Agent	# of Answered	# of Resolved	Avg. Satisfaction rating	Avg. Speed of answer (secs)
Becky	517	462	3.37	65.33
Dan	523	471	3.45	67.28
Diane	501	452	3.41	66.27
Greg	502	455	3.40	68.44
Jim	536	485	3.39	66.34
Joe	484	436	3.33	70.99
Martha	514	461	3.47	69.49
Stewart	477	424	3.40	66.18
Total	4054	3646	3.40	67.52



Average speed of answer (s)

67.5

