

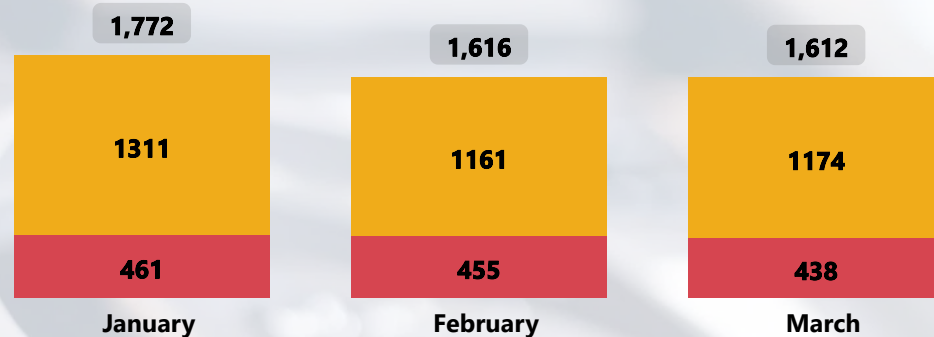


# CALL CENTRE DASHBOARD

Prepared by Adebola Sobowale

## Number of Calls by Month and Resolution

Resolution ● N ● Y



Agent	Total Calls	Answered Calls	Resolved Calls	% Resolved	Average of Speed of answer	Average of Satisfaction rating
Jim	666	536	485	73%	66.34	3.39
Dan	633	523	471	74%	67.28	3.45
Becky	631	517	462	73%	65.33	3.37
Martha	638	514	461	72%	69.49	3.47
Greg	624	502	455	73%	68.44	3.40
Diane	633	501	452	71%	66.27	3.41
Joe	593	484	436	74%	70.99	3.33
Stewart	582	477	424	73%	66.18	3.40
Total	5000	4054	3646	73%	67.52	3.40

Admin Support

Contract related

Payment related

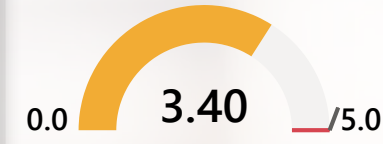
Streaming

Technical Support

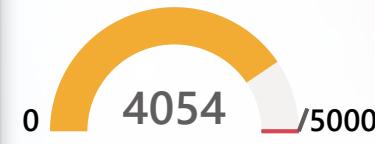
### Total Calls



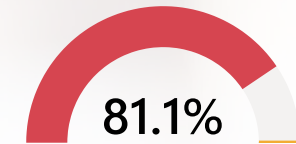
### Average Sat. Rating



### Answered Calls



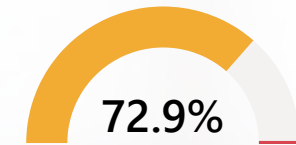
### % Answered Calls



### Resolved Calls



### % Resolved Calls



### Key Findings:

- January saw the highest number of calls at 1,772 and 1,455 answered calls with best resolution rate at 74% across the 3 months reviewed.
- The most calls came in on Mondays with 770 calls which was slightly higher than Saturday with 768 calls.
- 27% of the calls were unanswered (946)
- Streaming topic accounted for the most calls with 847 but has the least percentage resolution.
- Joe recieved the most number of calls and had a good rating and speed of answer while Joe had the least of all.

## Total Calls: Answered and Resolved Calls by Days

● Total Calls ● Answered Calls ● Resolved Calls

