

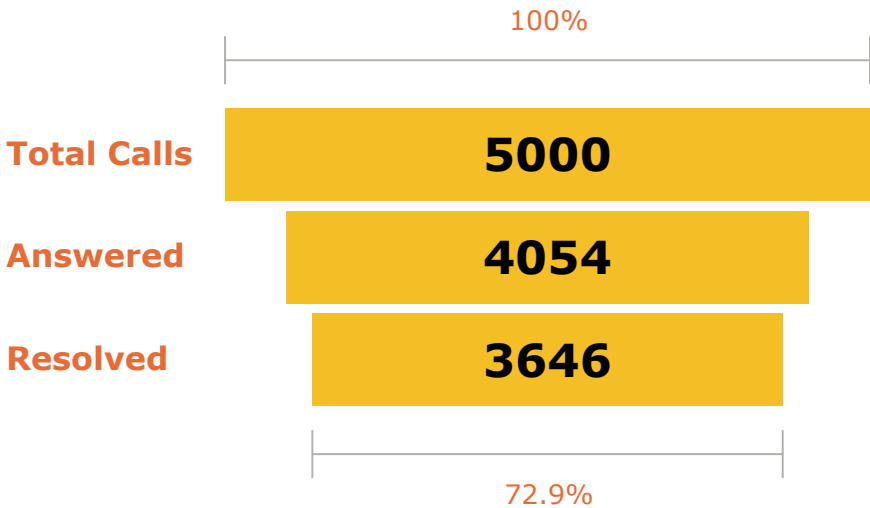


# Call Centre Trends Dashboard

Visualising customer and agent behaviour.



## Overall Total Calls, Calls Answered and Issues Resolved



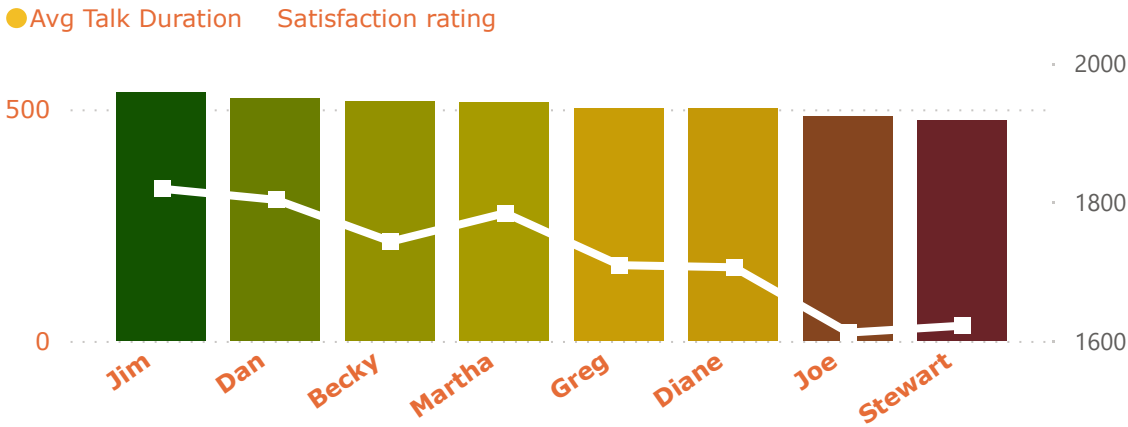
## Overall Satisfaction



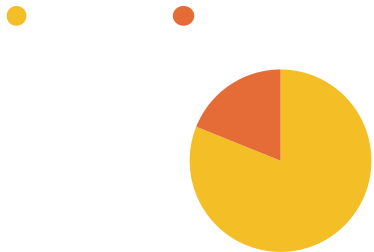
## Average of Speed of answer in seconds

67.52

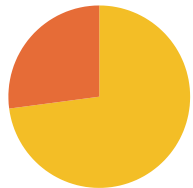
## Agent's Performance Quadrant



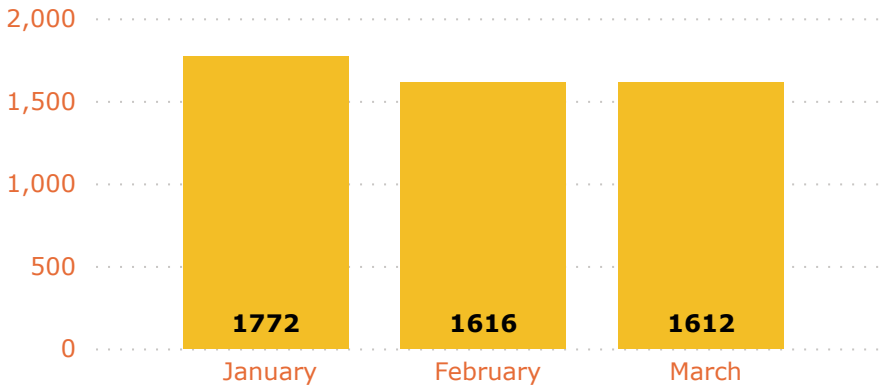
## Call Answered vs Call Abandoned



## Issues Resolved vs Not Resolved



## Total Call Timings by Month



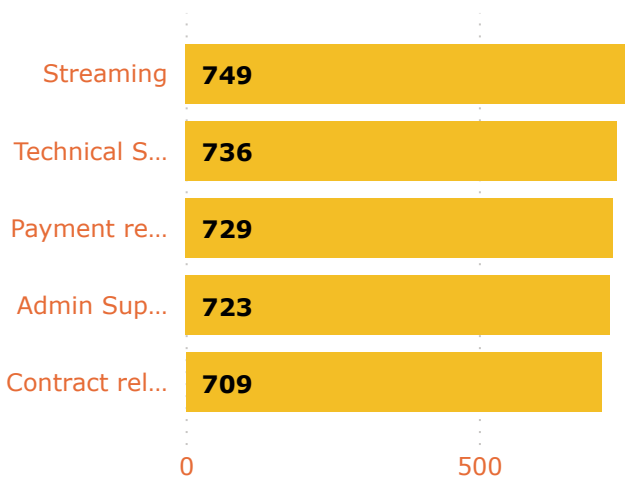
Month ▼

All ▼

Agent ▼

All ▼

## Issues Resolved by Topic



## Summary of Agents

Agent	Call Answered	Issues Resolved	Avg Talking Duration	Average of Speed of answer (sec)
Becky	517	462	210.33	65.33
Dan	523	471	211.00	67.28
Diane	501	452	211.00	66.27
Greg	502	455	208.00	68.44
Jim	536	485	222.00	66.34
Joe	484	436	197.67	70.99
Martha	514	461	212.67	69.49
Stewart	477	424	194.00	66.18