

Call Center Performance Overview

Slicer - Department

All

1772

Total Calls

0.82

Answered Rate %

0.74

Resolved Rate %

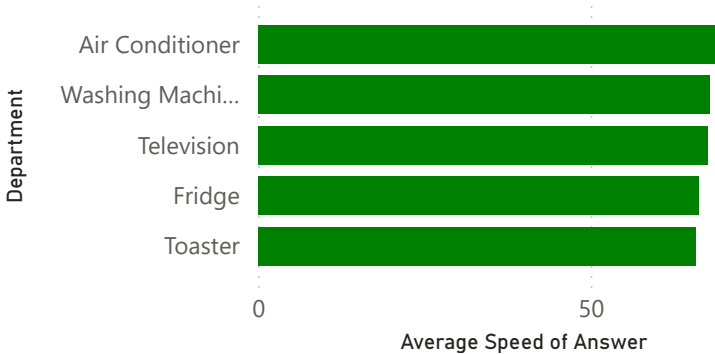
3.45

Average Satisfaction

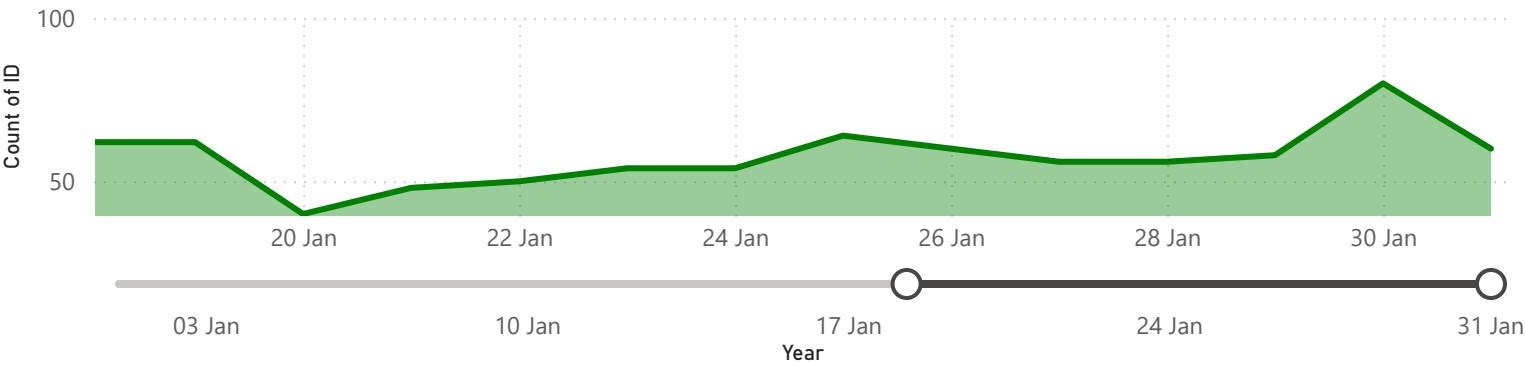
67.22

Average Speed of Answer

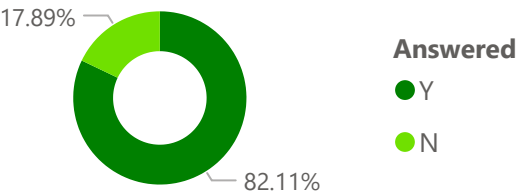
Avg. Speed of Answer by Department



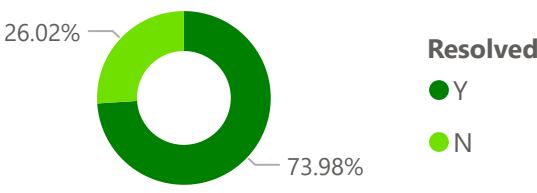
Call Volume Over Time



Answered vs Not Answered



Resolved vs Not Resolved



Slicer - Agent

Becky	Diane	Jim	Martha
Dan	Greg	Joe	Stewart

Agent Performance & Satisfaction Analysis

1772

Total Calls

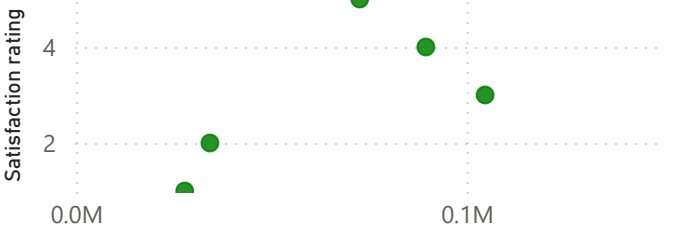
0.82

Answered Rate %

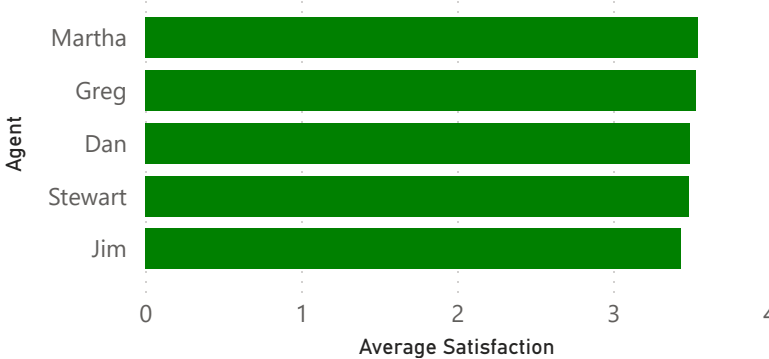
0.74

Resolved Rate %

Talk Duration vs Satisfaction



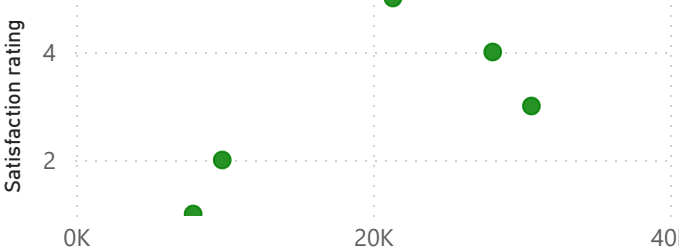
Top 5 Agents by Average Satisfaction



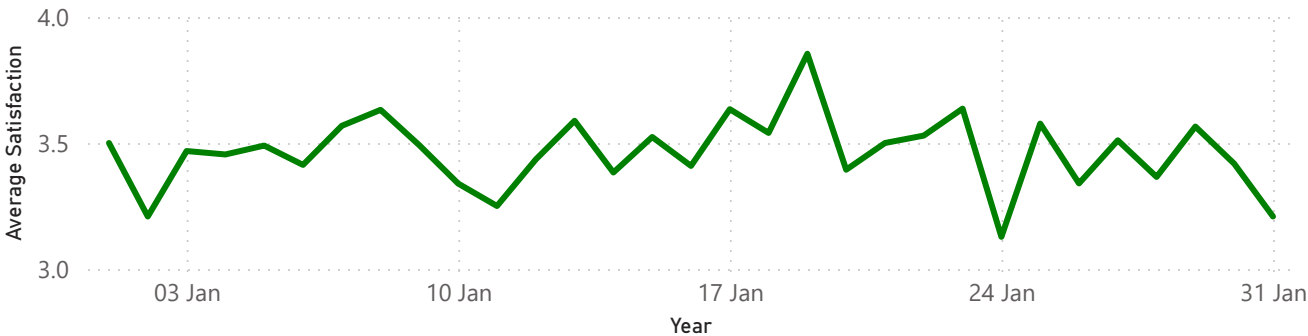
Matrix – Satisfaction by Department

Department	Average Satisfaction
Air Conditioner	3.45
Fridge	3.52
Television	3.47
Toaster	3.46
Washing Machine	3.38

Speed of Answer vs Satisfaction



Satisfaction Over Time



Agent-Wise Summary Table

Agent	Answered Rate %	Resolved Rate %	Average Satisfaction
Becky	0.82	0.71	3.38
Dan	0.84	0.78	3.49
Diane	0.83	0.75	3.43
Greg	0.83	0.75	3.53
Jim	0.82	0.76	3.43
Joe	0.84	0.76	3.35
Martha	0.78	0.69	3.54
Stewart	0.81	0.71	3.48