

# Performance Dashboard of PhoneNow Call Centre

## Call Centre Trends

Agent

All

Topic

All

Resolved ? (Y/N)

All

Week of the Day

All

Total Calls

5000

Total Calls Answered

4054

Total Unanswered Calls

946

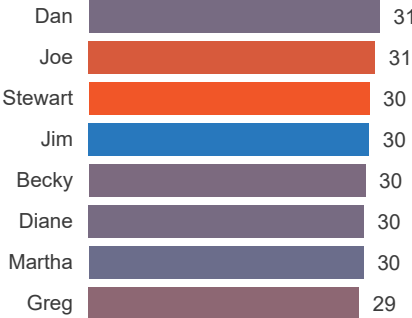
Average Speed of Calls (in sec)

55

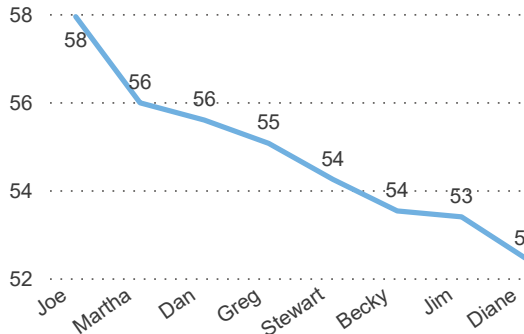
Average Customer Rating

3.40

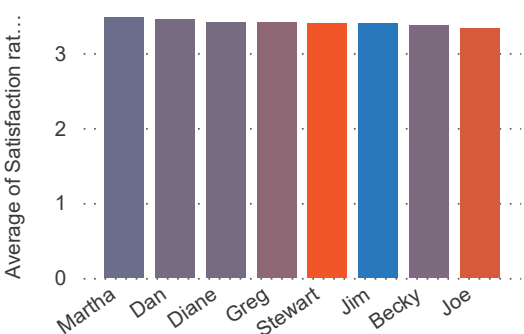
Avg Talk Duration (in sec) by Agent



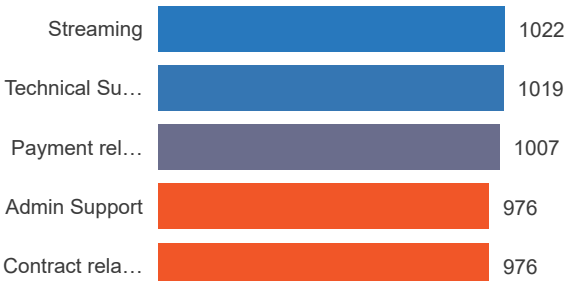
Average of Speed of Answer (in sec) by Agent



Average of Satisfaction rating of Agents



Total Calls by Topic



Agent	Total Calls Answered	Total Unanswered Calls	Total Resolved Calls	Total Unanswered Calls
Jim	536	130	485	130
Dan	523	110	471	110
Becky	517	114	462	114
Martha	514	124	461	124
Greg	502	122	455	122
Diane	501	132	452	132
Joe	484	109	436	109
Stewart	477	105	424	105
Total	4054	946	3646	946

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