

Call Center Trends Dashboard

Becky

Dan

Diane

Greg

Jim

Joe

Martha

Stewart

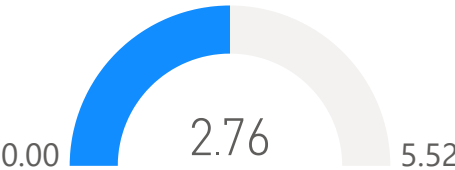
5000

Total Calls

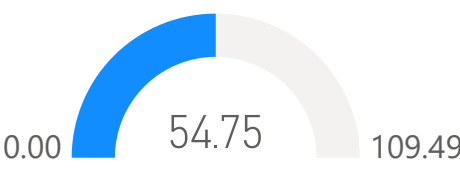
4054

Count of Calls Answered

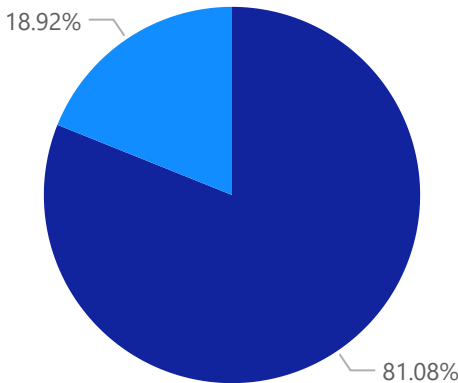
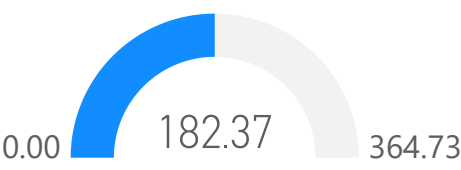
Average Satisfaction



Average Call Answer



Average Talk by Second

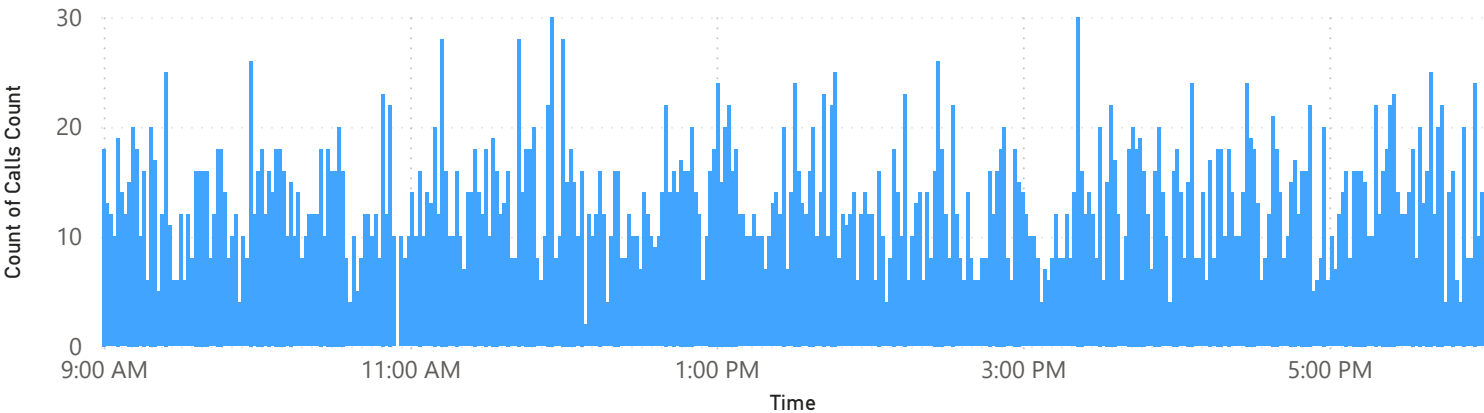


Answered (Y/N)

● Y

● N

Count of Calls by Time



Agent	Count of Calls Count	Average Talk by Second	Average Satisfaction	Average Call Answer
Dan	633	191.01	2.85	55.59
Martha	638	180.24	2.80	55.98
Stewart	582	185.40	2.79	54.24
Becky	631	180.26	2.76	53.53
Greg	624	182.46	2.74	55.06
Jim	666	183.59	2.73	53.39
Joe	593	182.91	2.72	57.94
Diane	633	173.30	2.70	52.45