

CALL CENTRE DASHBOARD

Average of Speed of answer in seconds

67.52

Resolved

All

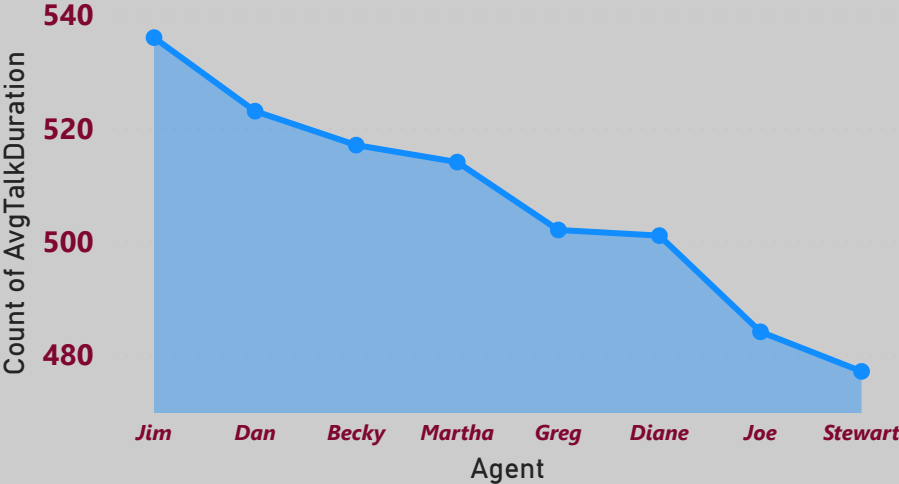
01-01-2021

31-03-2021

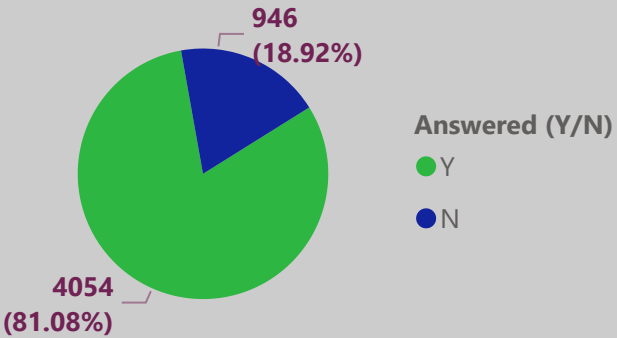
Count of Call Id by Topic



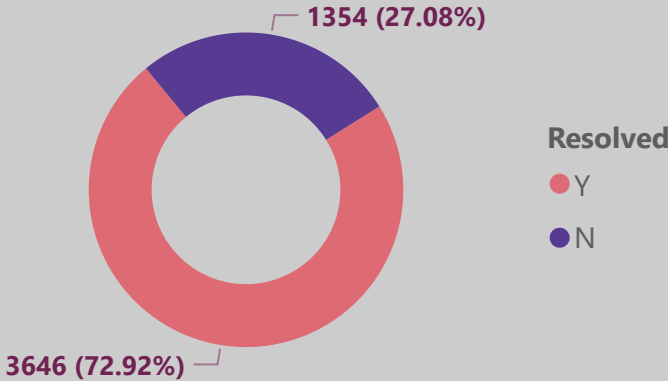
Count of AvgTalkDuration by Agent



Count of Call Id by Answered (Y/N)



Count of Call Id by Resolved



Agent	Answered call	Average of Speed of answer in seconds
Becky	517	65.33
Dan	523	67.28
Diane	501	66.27
Greg	502	68.44
Jim	536	66.34
Joe	484	70.99
Martha	514	69.49
Stewart	477	66.18

Average of Satisfaction rating

