



Call Centre Agents Performance Dashboard

Agents

- Select all
- Becky
- Dan
- Diane
- Greg
- Jim
- Joe
- Martha
- Stewart

Topic

- Select all
- Admin Support
- Contract related
- Payment related
- Streaming
- Technical Support

3.41

customer satisfaction

946

Overall abandoned Calls

4054

Overall calls answered

5000

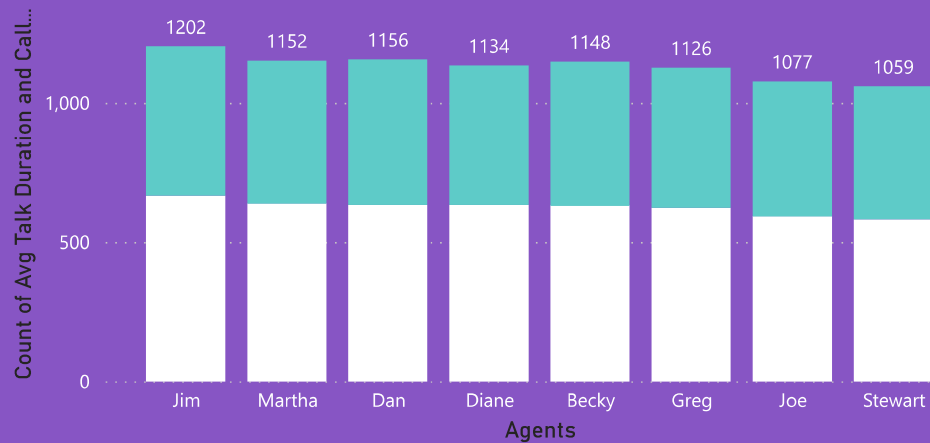
Overall calls

67.85

Avg speed of answer

Agent's Performance On Quadrant Average Talk Duration VS Calls Answered

● Count of Avg Talk Duration ● Calls Answered



Calls By Time

