

OPTICONNECT DASHBOARD

Total calls

1772

Average calls/min

00:03:06

Calls answered

1455

Average speed

67.22

Satisfaction <=3

724

Total calls <180 seconds

563

Abandon calls

317

%of calls <180 sec duration

31.77

Abandoned Rate

17.89

Satisfaction overall

724

Agents

Select all

Becky

Dan

Diane

Greg

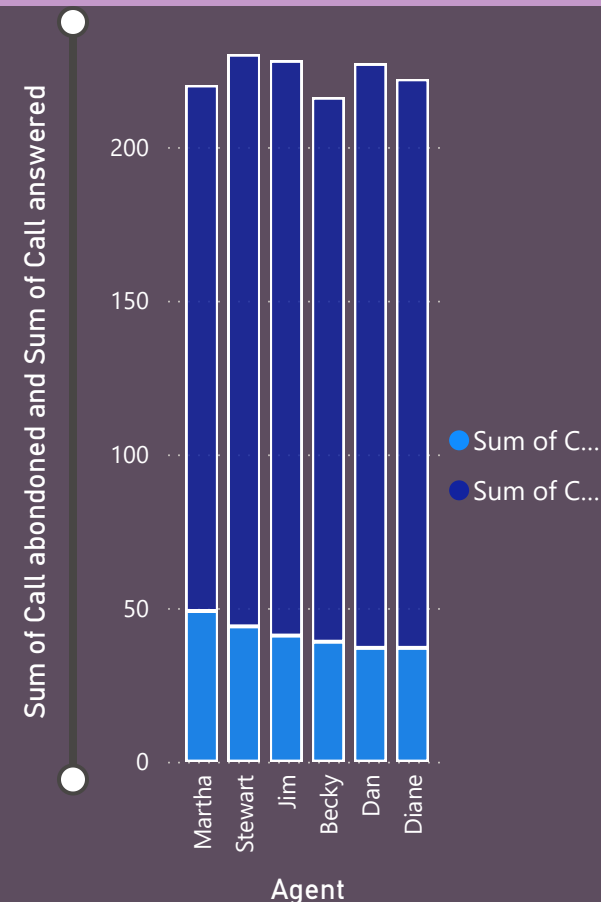
Jim

Joe

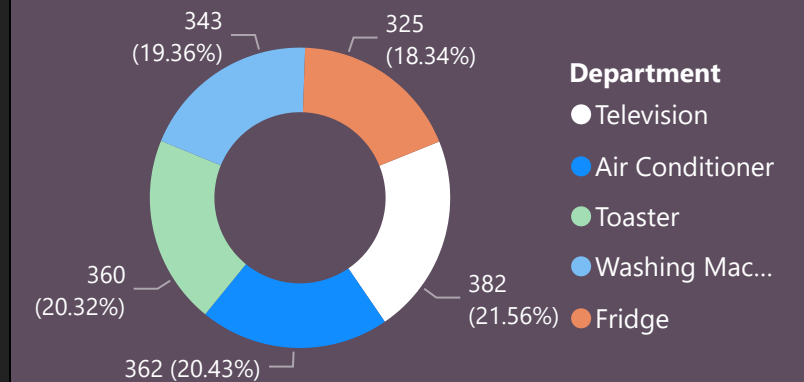
Martha

Stewart

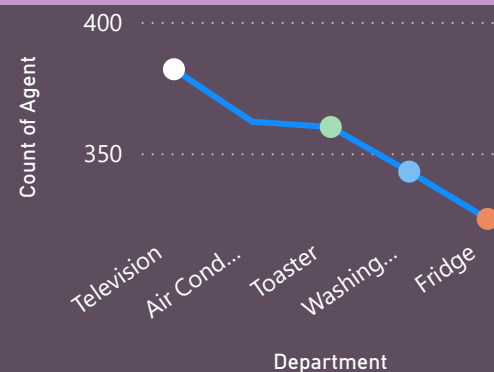
Sum of Call abandoned and Sum of Call answered by Agent



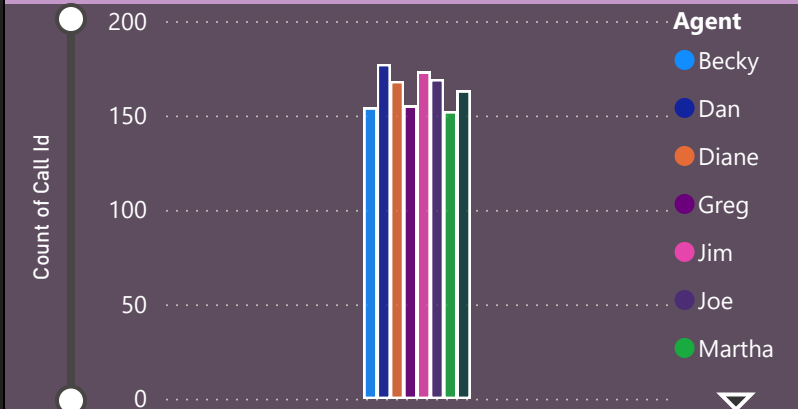
Count of Satisfaction rating by Department



Count of Agent by Department



Count of Call Id and Most calls resolved by Agent

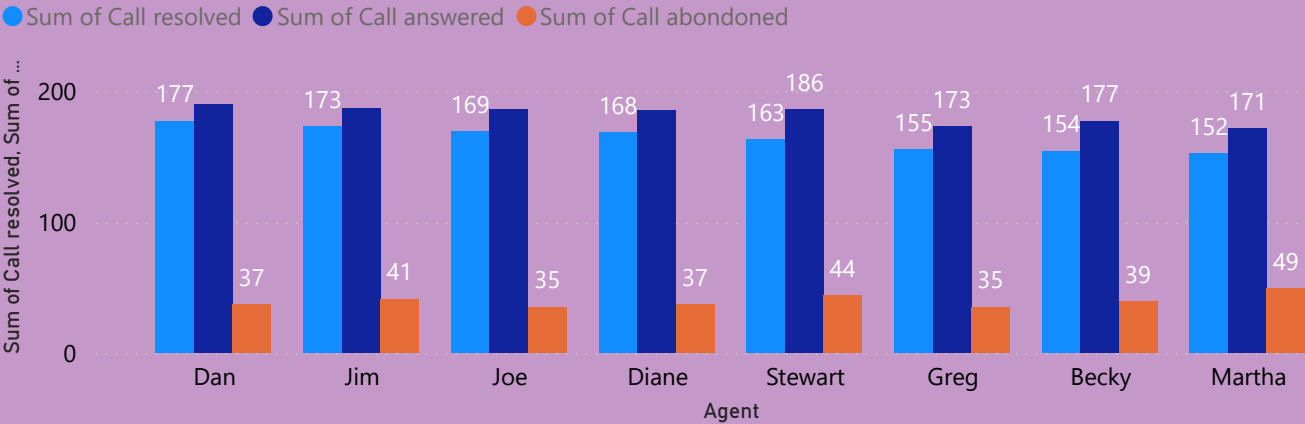




Agents

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

Graphical Representation of Agent Summary



Departments

- Select all
- Air Conditi...
- Fridge
- Television
- Toaster
- >

Top 3 agents who resolved contacts



Agent Summary

Agent	Avg Speed of Answer	Sum of Call resolved	Total calls	Call abandoned	Call answered
Becky	64.35	154	216	39	177
Dan	66.95	177	227	37	190
Diane	63.94	168	222	37	185
Greg	67.20	155	208	35	173
Jim	66.66	173	228	41	187
Joe	71.16	169	221	35	186
Martha	71.46	152	220	49	171
Stewart	66.24	163	230	44	186
Total	67.22	1311	1772	317	1455

Most abandoned call acc to department

