

# Call Center Trends Dashboards

Becky

Dan

Diane

Greg

Jim

Joe

Martha

Stewart

Count of Answered (Y/N)

5000

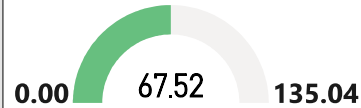
Calls Answered (Y/N)

4054

Calls Unanswered

946

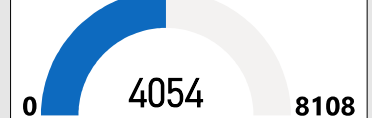
Average Speed Call answer



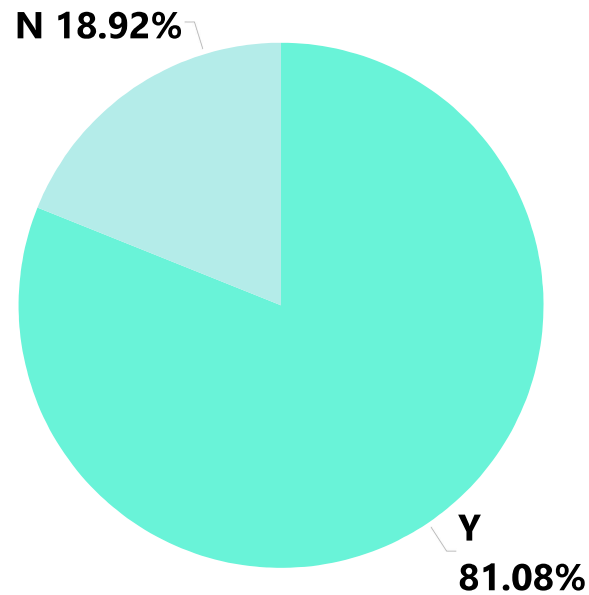
Average Customer Rating



Average Customer Rating

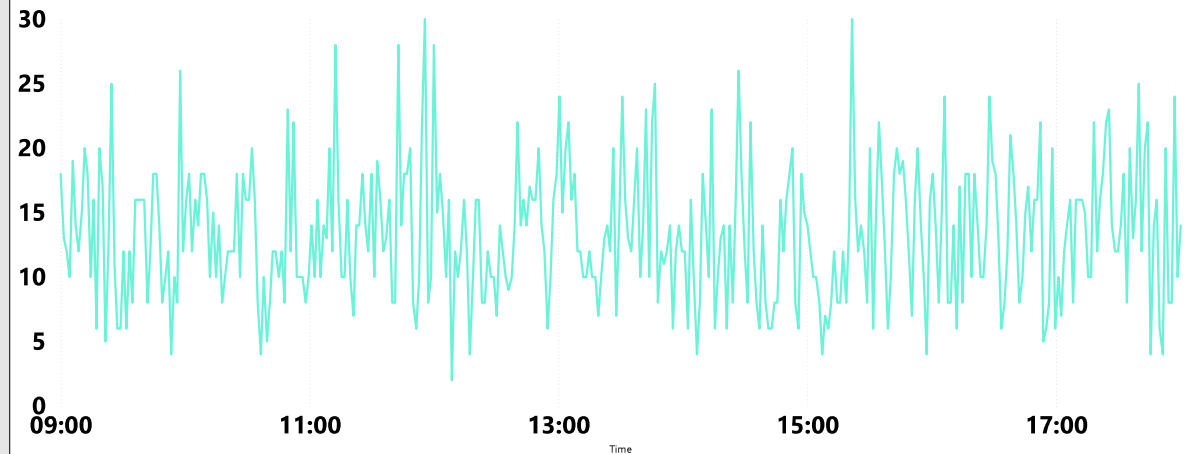


## Count of Answered Calls



● Y ● N

## Count of Calls By Time



## Agent Answered\_calls Average of Speed of answer in seconds AvgTalkDuration

Becky	1	91.00	31-12-1899 00:0
Becky	1	23.00	31-12-1899 00:0
Becky	1	100.00	31-12-1899 00:0
Becky	1	71.00	31-12-1899 00:0
Becky	2	31.00	31-12-1899 00:0
Becky	3	65.00	31-12-1899 00:0

Total	4054	67.52
-------	------	-------