Call center data analytic

37
Not_Answer_Call

37
Answer_Calls

5
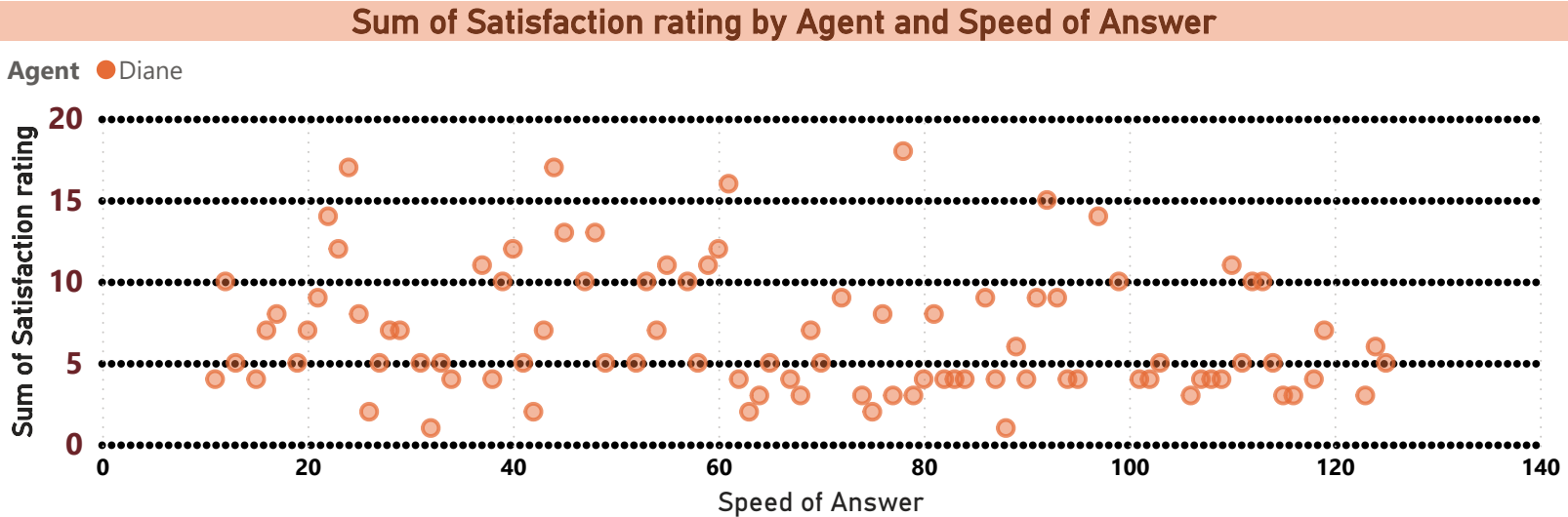deoartment

3.43
avg.sat.rating

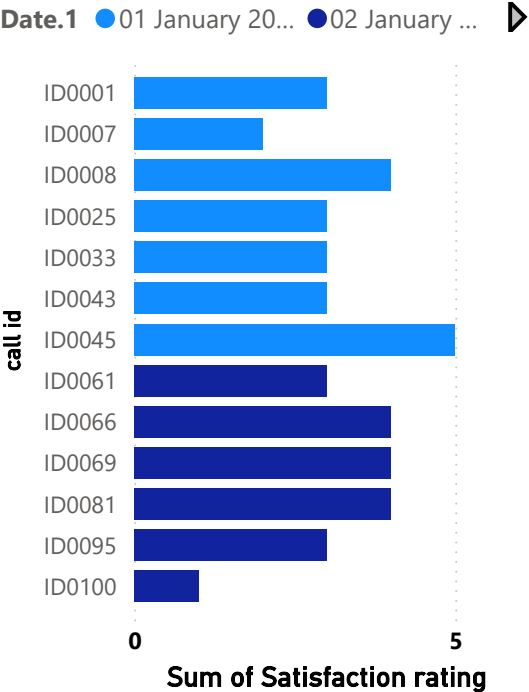**Count of call id**
222

185
Resolved C...

Sum of Satisfaction rating by Agent and Speed of Answer

Agent ● Diane

Count of call id by Date.1
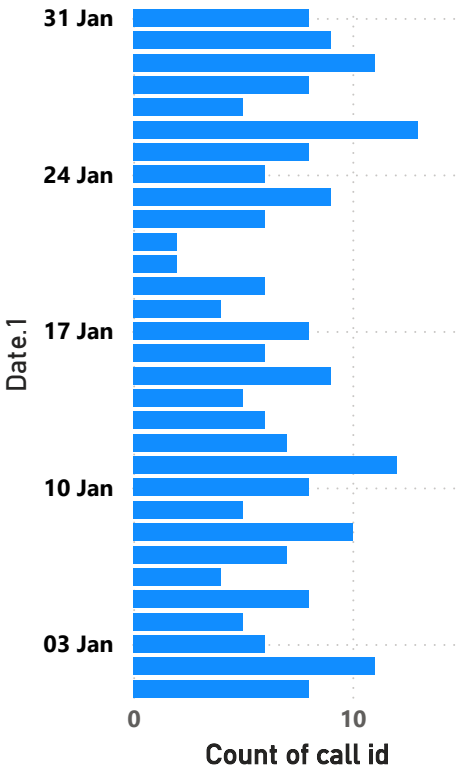
Sum of Satisfaction rating by call id and Date.1

Date.1 ● 01 January 20... ● 02 January ...

Count of Resolved and deoartment by Department

● Count of Resolved ● deoartment
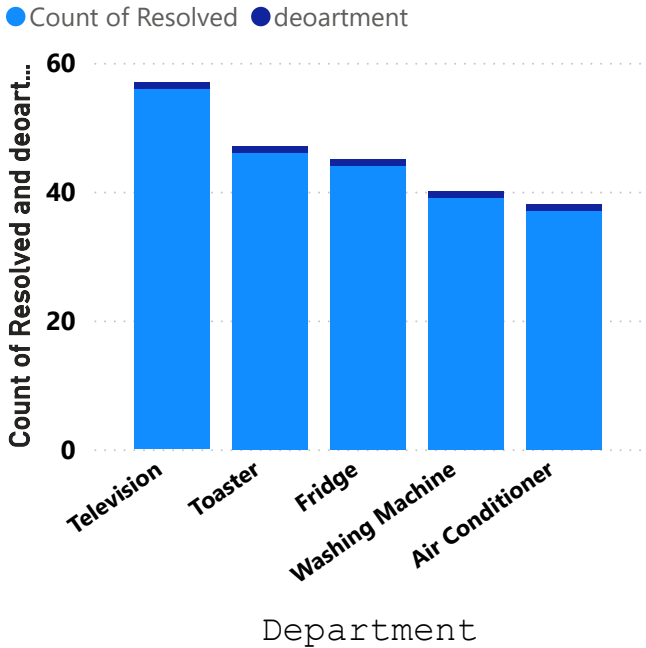
Answer_Calls and Not_Answer_Call by Answered (Y/N)

Answered (Y...
● NO
● YES

37 (25%)   37 (25%)
37 (25%)   37 (25%)
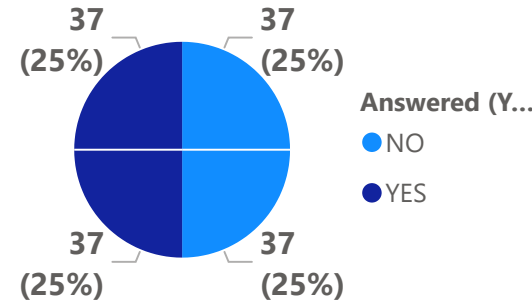
Agent

Becky	Dan	Diane
Greg	Jim	Joe
Martha	Stewart	

Quick measure