

# CALL CENTRE DASHBOARD

Total Calls  
5000

Calls Answered  
4054

Calls Abandoned  
946

Overall Satisfaction Rating  
3.40

Average Speed of Answer (in sec)  
67.52

Agent Name

All

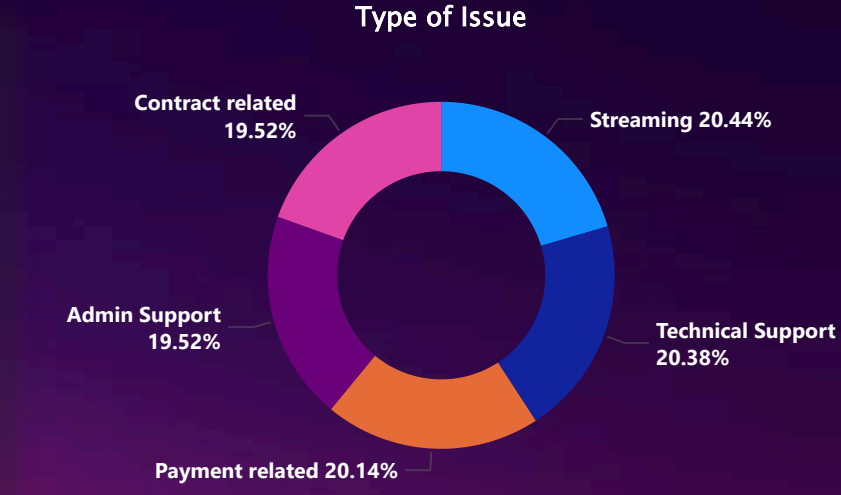
Call Answered or not

All

Date

01-01-2021

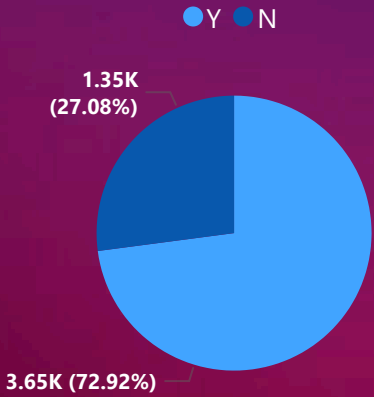
31-03-2021



Agent Statistics

Agent	Calls Answered	Issues resolved	Avg Satisfaction rating	Average Speed of answer
Becky	517	462	3.37	65.33
Dan	523	471	3.45	67.28
Diane	501	452	3.41	66.27
Greg	502	455	3.40	68.44
Jim	536	485	3.39	66.34
Joe	484	436	3.33	70.99
Martha	514	461	3.47	69.49
Stewart	477	424	3.40	66.18

Issue Resolved



Number of Calls Per Month



# CALL CENTRE DASHBOARD

## Insights

1. What is the overall customer satisfaction rating?

- The overall customer satisfaction rating is 3.40.

2. What are the total calls answered and abandoned?

- Total Calls: 5,000
- Calls Answered: 4,054 (approximately 81.08% of total calls) .
- Calls Abandoned: 946 (approximately 18.92% of total calls) .

3. What is the average speed of answer?

- The average speed of answer is 67.52 seconds.

4. How are the calls distributed by month?

- January:
  - Calls Answered: 1,455
  - Calls Not Answered: 317
- February:
  - Calls Answered: 1,298
  - Calls Not Answered: 318
- March:
  - Calls Answered: 1,301
  - Calls Not Answered: 311

5. How is agent performance in terms of average handle time versus calls answered?

- The dashboard shows the following agent statistics:
  - Becky:
    - Calls Answered: 517
    - Average Speed of Answer: 65.33 seconds
  - Dan:
    - Calls Answered: 523
    - Average Speed of Answer: 67.28 seconds
  - Jim:
    - Calls Answered: 536
    - Average Speed of Answer: 66.34 seconds

6. Who are top performers?

- Jim and Dan are top performers because these are the agents with lower handle times and higher number of calls answered and higher number of calls answered.