

Call Centre Dashboard

Total Calls

5000

Calls Answered

4054

Calls Not Aswered

946

Overall Satisfaction Rating

3.40

Average Speed of Answer (s)

67.52

Agent Name

All

Calls Answwed or not

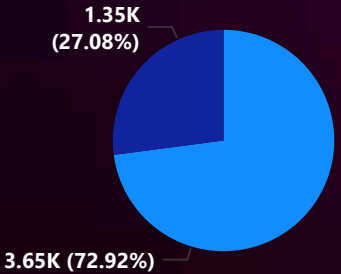
All

Date

01-01-2021

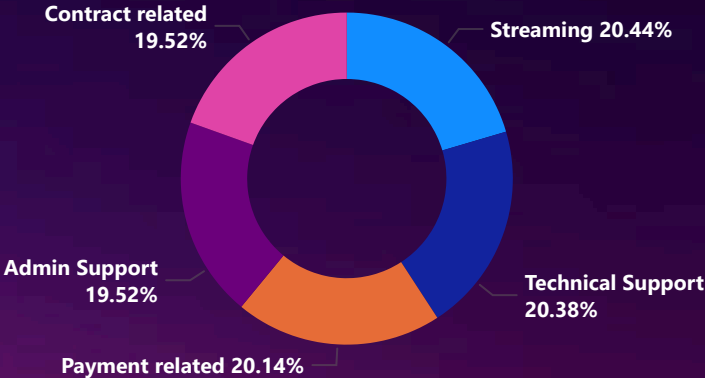
31-03-2021

Resolved

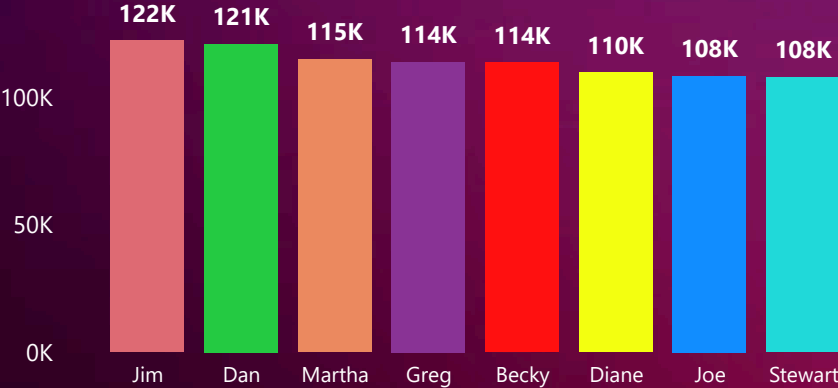


Agent Statistics				
Agent	Calls Answered	Issue resolved	Average of Satisfaction rating	Average of Speed of answer
Becky	517	462	3.37	65.33
Dan	523	471	3.45	67.28
Diane	501	452	3.41	66.27
Greg	502	455	3.40	68.44
Jim	536	485	3.39	66.34
Joe	484	436	3.33	70.99
Martha	514	461	3.47	69.49
Stewart	477	424	3.40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

Type of Issue



Total Call Duration In Seconds



Number of Calls Per Month

