

Call Centre Dashboard

Agent

All

Topic

All

1/1/2021

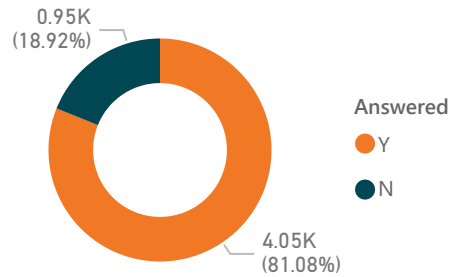
3/31/2021



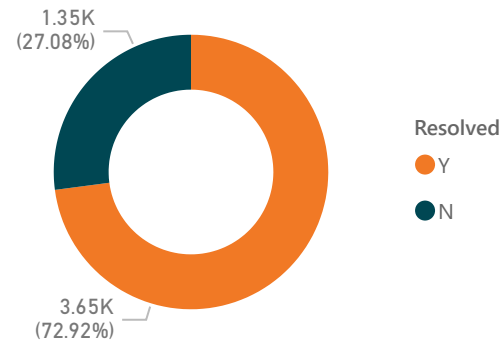
Average satisfaction



Answered



Resolved



Number of calls per month

Answered ● N ● Y



Avg speed of Answer (s)



Agent statistics



54.75

Agent	Call Answered	Calls Resolved	Call Resolution Rate	Avg Speed of Answer in Sec	Avg Satisfaction Rate
Stewart	477	424	88.89%	54.24	3.40
Martha	514	461	89.69%	55.98	3.47
Joe	484	436	90.08%	57.94	3.33
Jim	536	485	90.49%	53.39	3.39
Greg	502	455	90.64%	55.06	3.40
Diane	501	452	90.22%	52.45	3.41
Dan	523	471	90.06%	55.59	3.45
Becky	517	462	89.36%	53.53	3.37