



CALL CENTER TRENDS DASHBOARD

5000

Total Calls

4054

Total answered Calls

946

Total Unanswered Calls

54.75

Average of Speed of answer...

Agent

☐ Becky

☐ Dan

☐ Diane

☐ Greg

☐ Jim

☐ Joe

Topic

☐ Admin Support

☐ Contract related

☐ Payment related

☐ Streaming

☐ Technical Support

Resolved

☐ NO

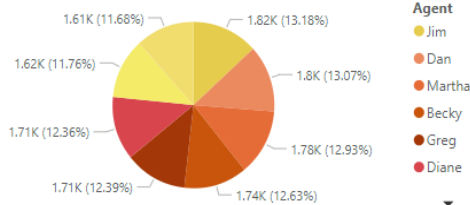
☐ YES

Date

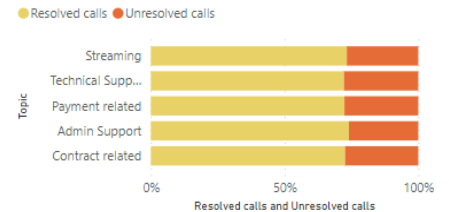
01-01-2021

31-03-2021

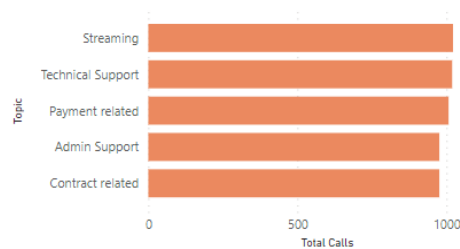
Satisfaction rating by Agent



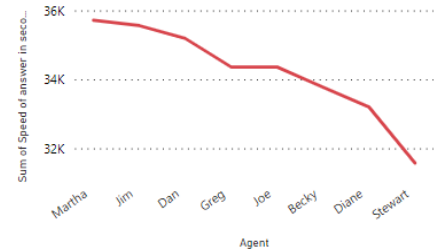
Resolved calls and Unresolved calls by Topic



Total Calls by Topic



Sum of Speed of answer in seconds by Agent



CALL CENTER TRENDS DASHBOARD

8

Count of Agent

1354

Unresolved calls

3646

Resolved calls

0.65

Positive Satisfaction Rate

0.35

Negative Satisfaction Rate

Agent

☐ Becky

☐ Dan

☐ Diane

☐ Greg

☐ Jim

☐ Joe

Topic

☐ Admin Support

☐ Contract related

☐ Payment related

☐ Streaming

☐ Technical Support

Resolved

☐ NO

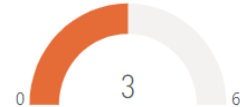
☐ YES

Date

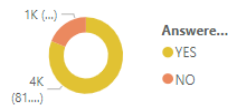
01-01-2021

31-03-2021

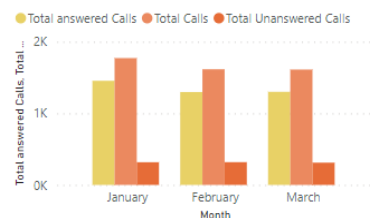
Average Satisfaction Rating



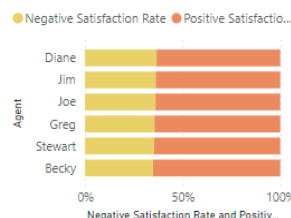
Total Calls Answered (Y/N)



Total answered Calls, Total Calls and Total Unanswered Calls by Date



Negative Satisfaction Rate and Positive Satisfaction Rate by Agent



Resolved calls and Unresolved calls by Agent

