



Goldstine Call Center Performance

Month

- ☐ January
☐ February

Answered (Y/N)

- ☐ N
☐ Y

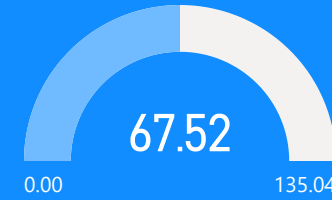
Resolved

- ☐ N
☐ Y

Total Calls

5K

Avg. Speed of answer

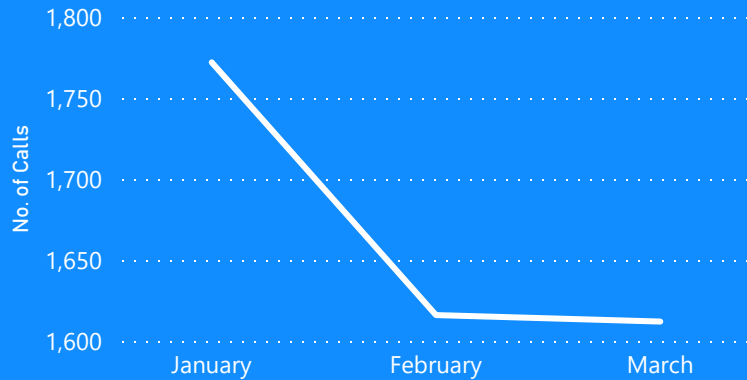


Average Satisfaction Rating

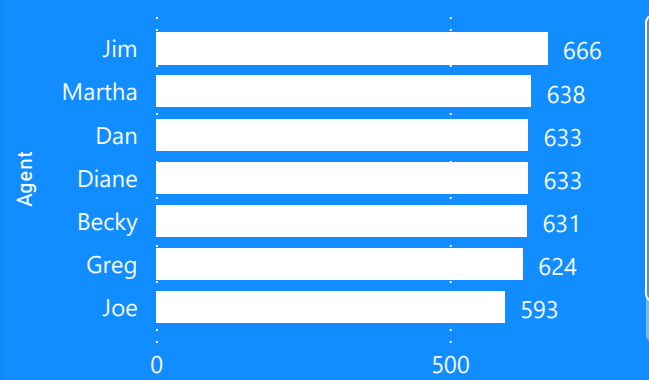
3.40



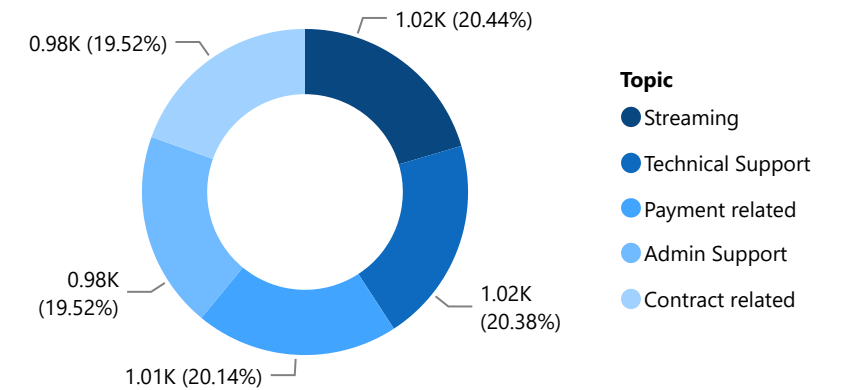
Call trend by month



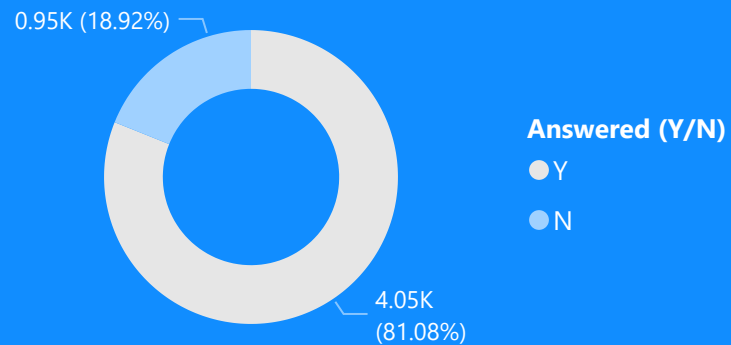
Total Calls by Agents



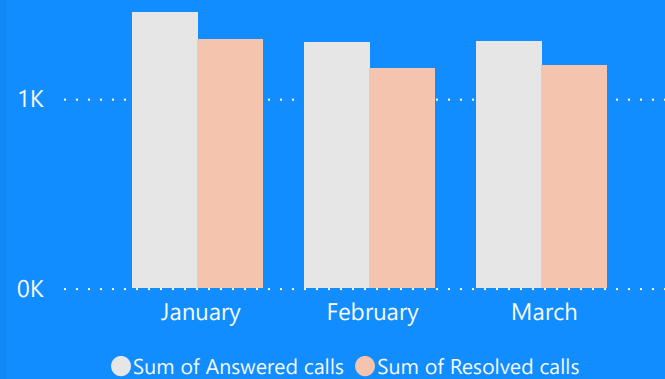
% of calls by Topics



% Of Answered to Unanswered Calls



Comparing Answered call against Resolved calls



Comparing Calls against Calls Resolved

