

PhoneNow DASHBOARD

Admin Support

Contract related

Payment related

Streaming

Technical Support

Agent

- ☐ Becky
- ☐ Dan
- ☐ Diane
- ☐ Greg
- ☐ Jim
- ☐ Joe
- ☐ Martha
- ☐ Stewart

Total Calls

5000

Avg Talk Duration

00:03:45

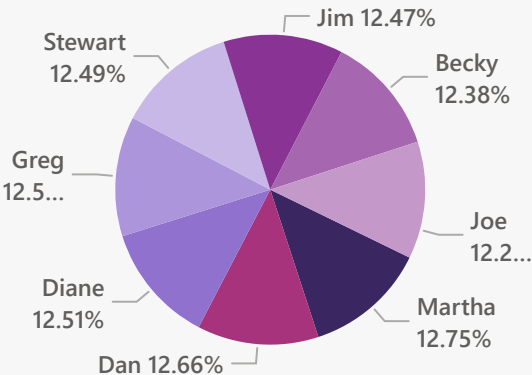
Queries Resolved

3646

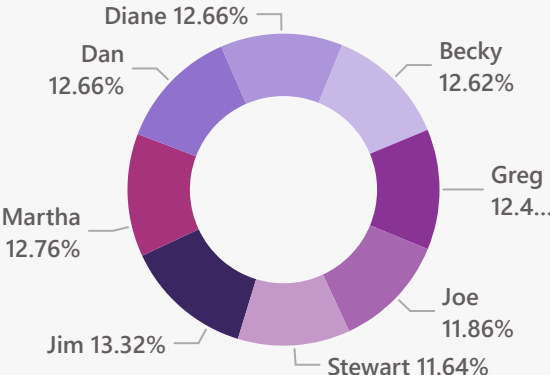
Rate of Resolution

89.94

Satisfaction Rate by Agent



Percentage of Calls by Agent



8

Count of Agent

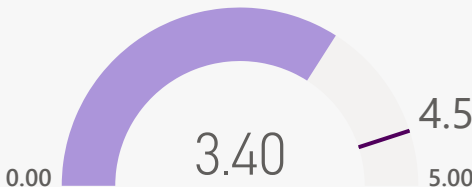
5

Count of Topic

Calls by Topic and Resolution

Topic	N	Y	Total
Admin Support	253	723	976
Contract related	267	709	976
Payment related	278	729	1007
Streaming	273	749	1022
Technical Support	283	736	1019
Total	1354	3646	5000

Avg Satisfaction Rating



Statistics of Agents

Agent	Number of Calls Answered	Number of Queries Resolved	Avg Speed of Answer (Seconds)	Avg Satisfaction Rating
Becky	517	462	65.33	3.37
Dan	523	471	67.28	3.45
Diane	501	452	66.27	3.41
Greg	502	455	68.44	3.40
Jim	536	485	66.34	3.39
Joe	484	436	70.99	3.33
Martha	514	461	69.49	3.47
Stewart	477	424	66.18	3.40
Total	4054	3646	67.52	3.40

Answered by Satisfaction rating

