



Call Centre  
Dashboard



8

Total Agent

5000

Total Calls

4054

Answered

3646

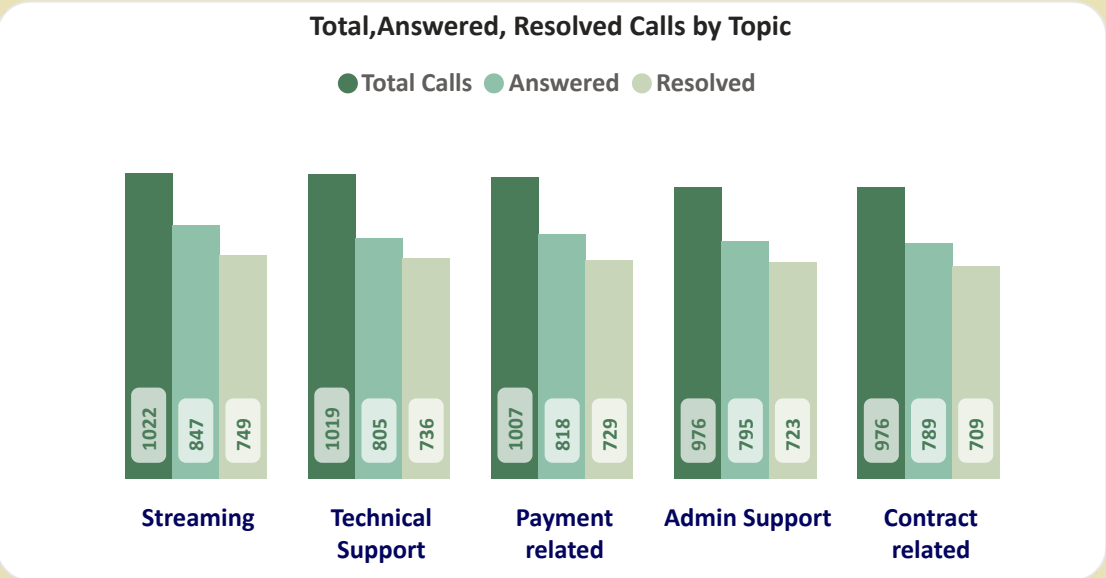
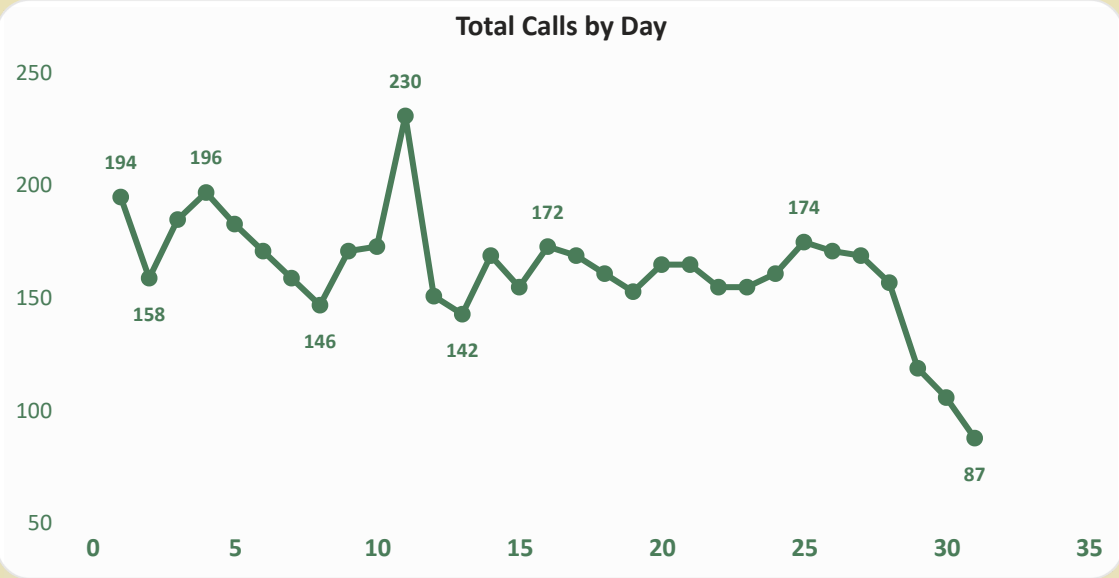
Resolved

1.13

Avg Speed of Answer (Min)

3.04

Avg Call Duration (Min)



Agent Call Handling Metrics

Agent	Total Calls	Avg Speed of Answer (min)	Answered Calls	Resolved Calls	Avg Duration	Average of Satisfaction rating
Becky	631	1.09	517	462	3.00	3.37
Dan	633	1.12	523	471	3.18	3.45
Diane	633	1.10	501	452	2.89	3.41
Greg	624	1.14	502	455	3.04	3.40
Jim	666	1.11	536	485	3.06	3.39
Joe	593	1.18	484	436	3.05	3.33
Martha	638	1.16	514	461	3.00	3.47
Stewart	582	1.10	477	424	3.09	3.40