

# Call Center Performance

Plotly Dash App

# Shree Call Center



## Q1 Analysis Dashboard

Calls

5000

Calls Answered

4054

Problem Resolved

3646

AVG Call Time

3.75 min

AVG Speed of Ans

68 sec

AVG CSAT

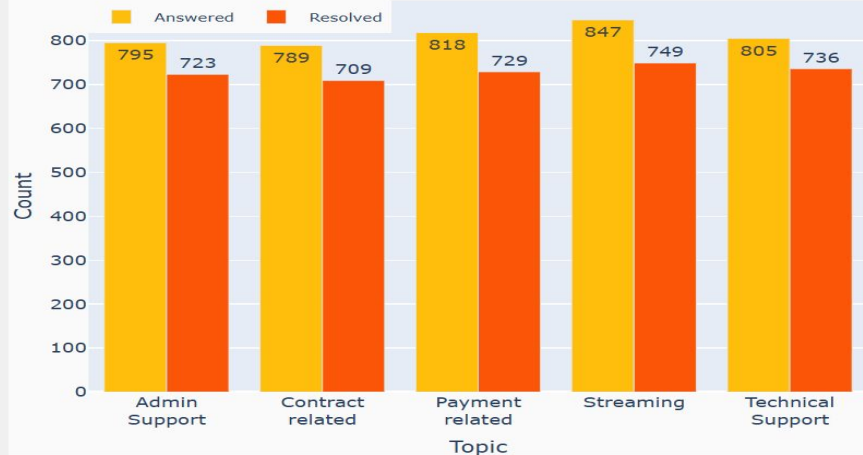


Select an Agent

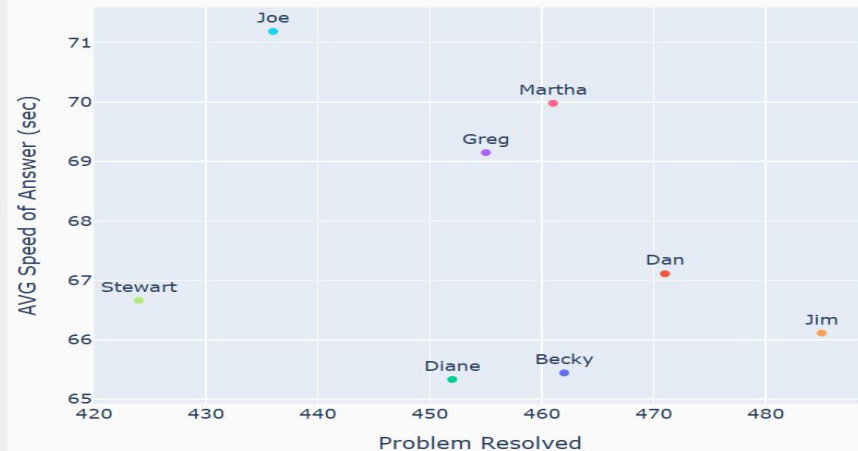
select Topic

01/01/2021 → 03/31/2021

### Calls Answered vs Problem Resolved by All Agents



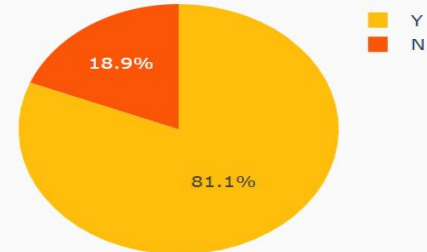
### Agent Performance



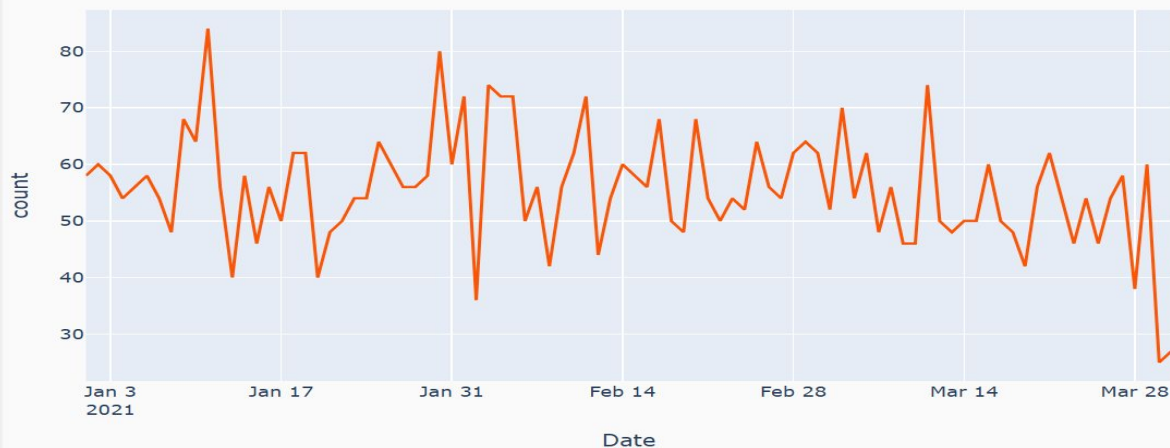
### Calls by Time All Agents



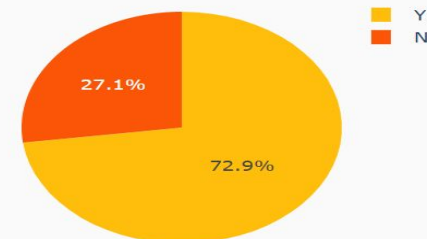
### Calls Answered by All Agents



### Daily Calls by All Agents



### Problem Resolved by All Agents



## Agents Overview

Agent	Answered	Resolved	AVG Ans Speed(sec)	AVG CSAT	performance
Becky	517	462	65.33	3.37	89.36
Dan	523	471	67.28	3.45	90.06
Diane	501	452	66.27	3.41	90.22
Greg	502	455	68.44	3.4	90.64
Jim	536	485	66.34	3.39	90.49
Joe	484	436	70.99	3.33	90.08
Martha	514	461	69.49	3.47	89.69
Stewart	477	424	66.18	3.4	88.89