

Call Centre Analysis Dashboard

Agent

All

Topic

All

Total Calls

5000

Calls Answered

4054

Resolved Calls

3646

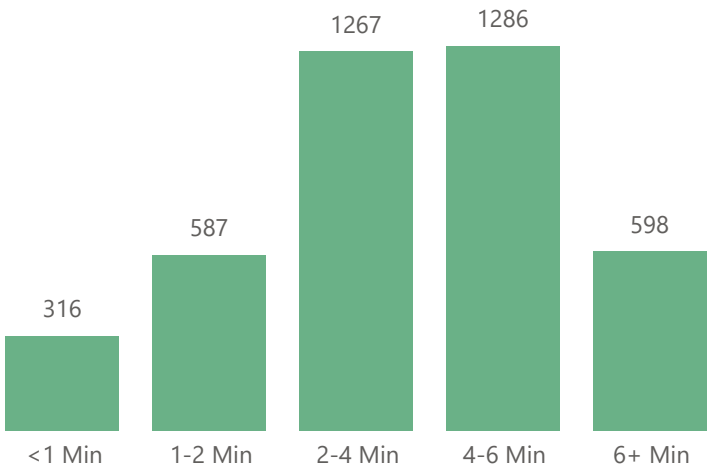
Avg Answer Time

67.52 Sec

Avg Rating

3.40

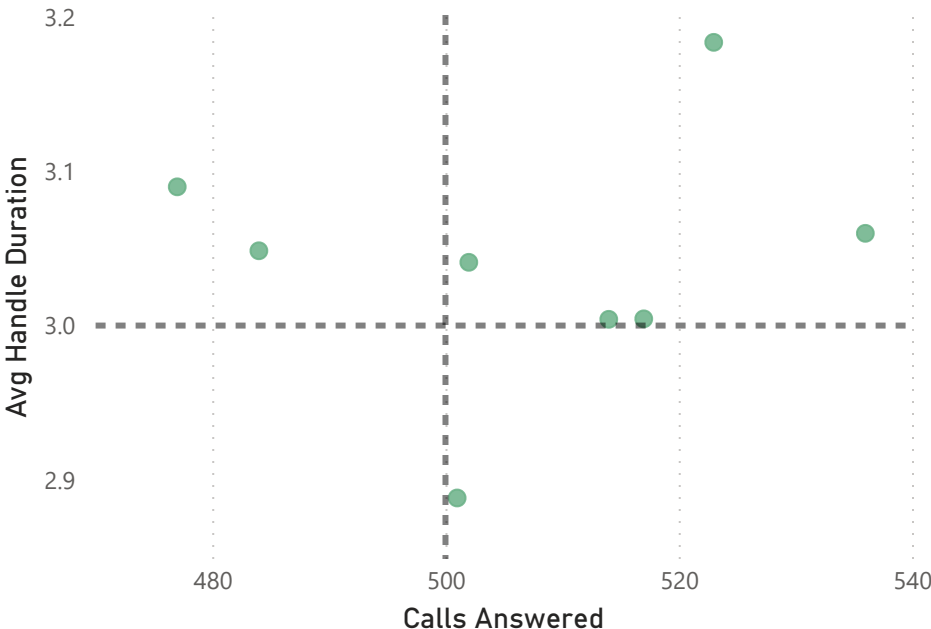
Calls By Talk Duration



Calls Answered

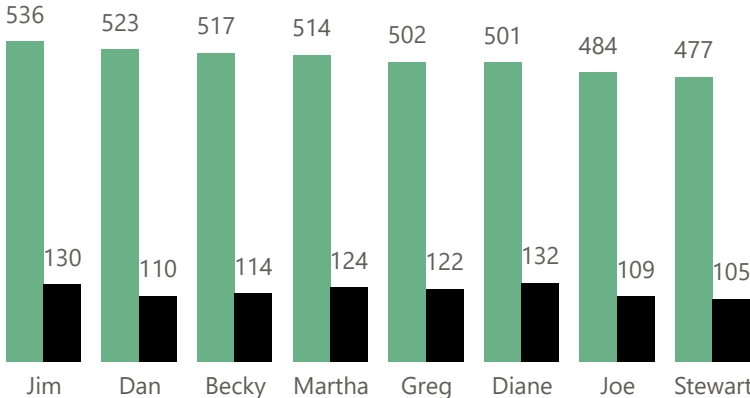


Calls Answered and Avg Handle Duration by Agent

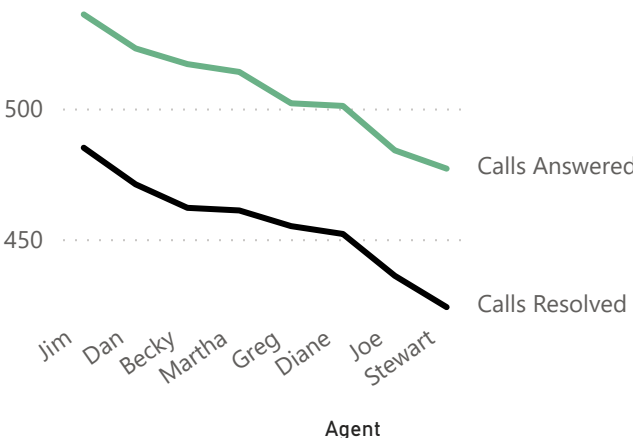


Calls By Agents

● Calls Answered ● Calls Not Answered



Calls Answered & Calls Resolved By Agents



Total Talk Duration By Agent (in Minutes)



Insights

- At 536, Jim had the highest Calls Answered and was 12.37% higher than Stewart, which had the lowest Calls Answered at 477.
- Calls Answered and total Calls Resolved are positively correlated with each other.
- Jim accounted for 13.22% of Calls Answered.
- A total of 287 calls were resolved within 1 min while 545 calls took more than 6 min to get resolved and most of the calls were resolved in 2-6 min talk duration.
- Calls Answered and Calls Not Answered diverged the most when the Agent was Dan, when Calls Answered were 413 higher than Calls Not Answered.
- Jim had the highest Calls Answered (536) and Dan had the highest Avg Handle Duration (3.18).