Teleperformance
each interaction matters

Dashboard

Welcome to the Tele Performance Call Center Dashboard

This interactive dashboard is your command center for monitoring and improving call center operations. It brings together real time data, smart visualizations and actionable insights.
All in one place so you can make decisions that keep customers happy and your team performing at their best.

What You'll Find Here

Call Activity at a Glance -- Track total calls, answer rates and resolution success in real time.
Speed & Efficiency Metrics -- Monitor how quickly calls are answered and how long they last.
Customer Satisfaction (CSAT) -- See how customers rate their experience and what drives their scores.
Agent & Topic Insights -- Identify top performers, training opportunities and common customer issues.

Why It Matters

Spot Peak Hours -- Align staffing when demand is highest.
Boost Agent Performance -- Share winning techniques and target coaching where needed.
Solve Problems at the Source -- Reduce repeat calls by tackling common issues.
Drive Higher CSAT -- Understand and act on the key factors that influence customer satisfaction.

Your Next Step Use the tabs to explore agent performance, topic trends and time based patterns in detail.
Every click takes you closer to faster responses, happier customers and a more efficient call center.

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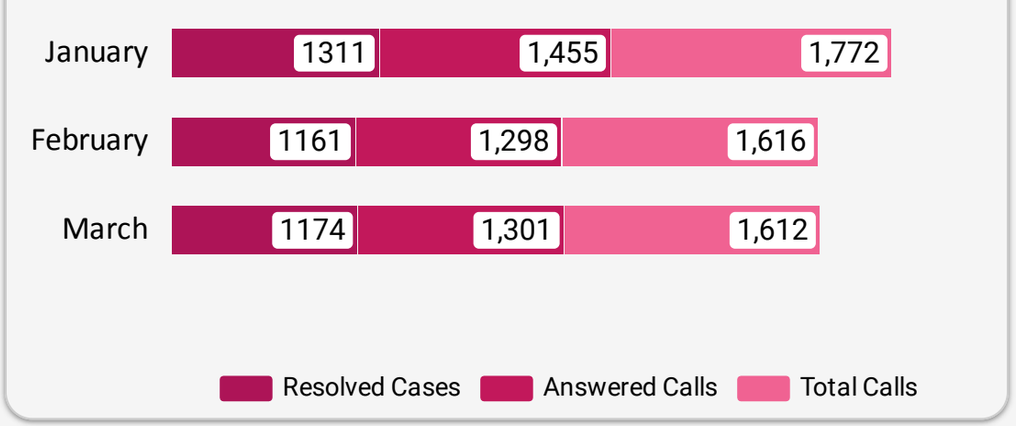
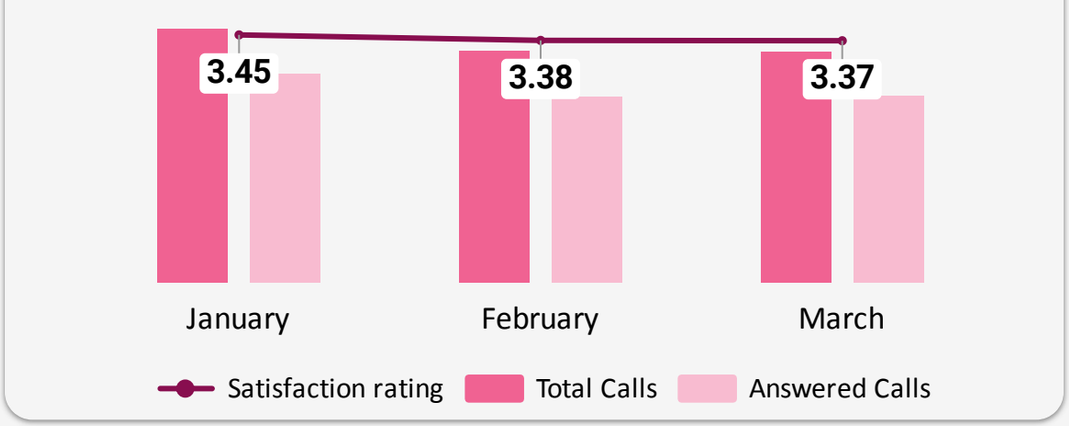
Home | Agent Analysis

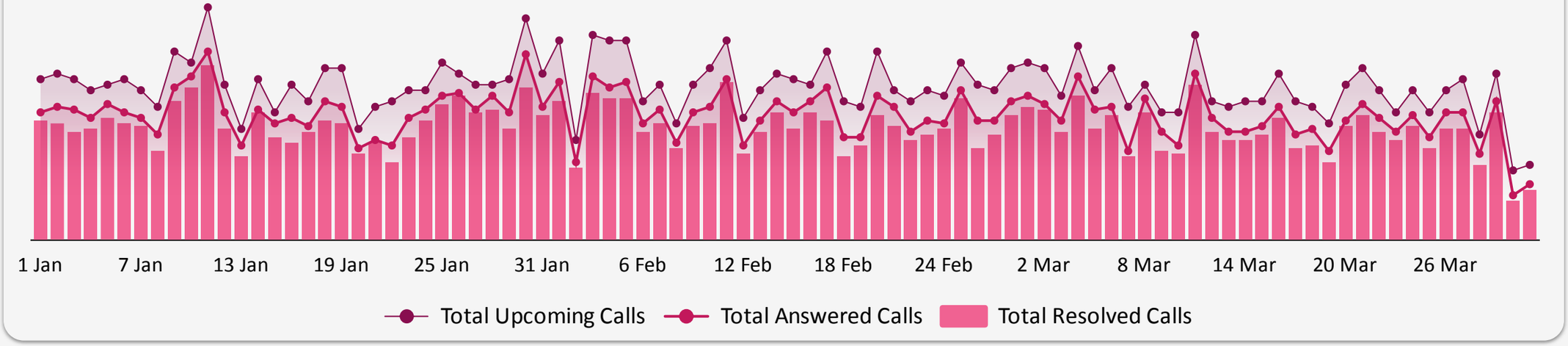
Total Calls	Answered Calls	Resolved Cases	Average Rating	Avg Ans Calls Spd	Avg Talk Duration
5,000	4,054	3,646	3.4	67.6	225.18



Comparison Of Total, Answered & Resolved Calls



Satisfaction Rating On Answered Calls



Detail Records Of Upcoming, Answered & Resolved Calls

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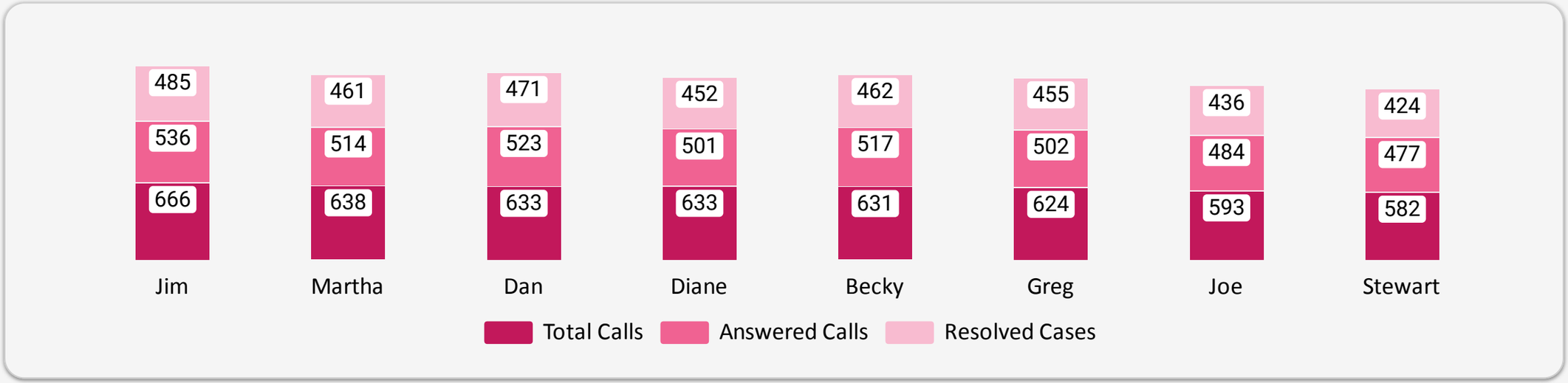
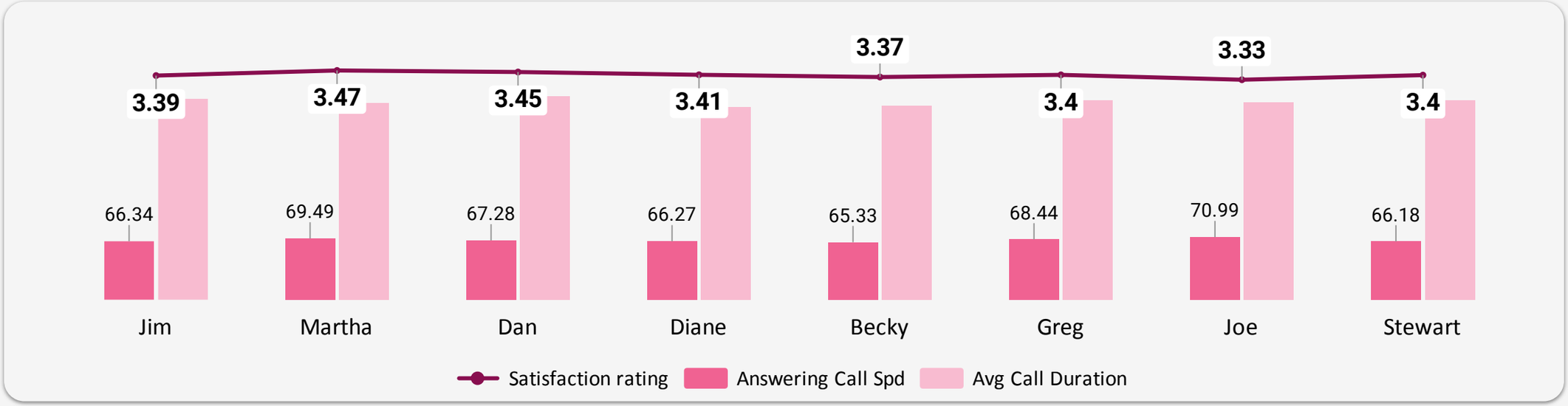
Home | Issue Analysis

5,000	4,054	3,646	3.4	67.6	225.18
Total Calls	Answered Calls	Resolved Cases	Average Rating	Avg Ans Calls Spd	Avg Talk Duration



Comparison Of Total, Answered & Resolved Calls Of Agents



Answering Call Duration, Speed & Satisfaction Rating Of Agents

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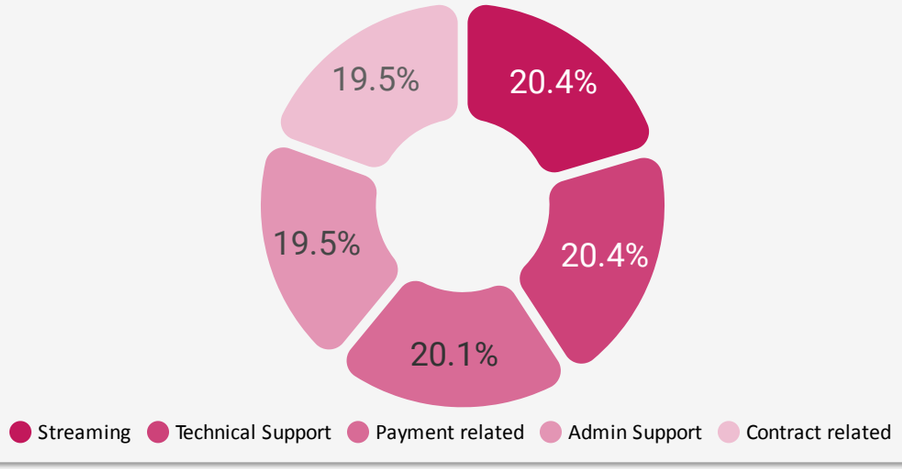
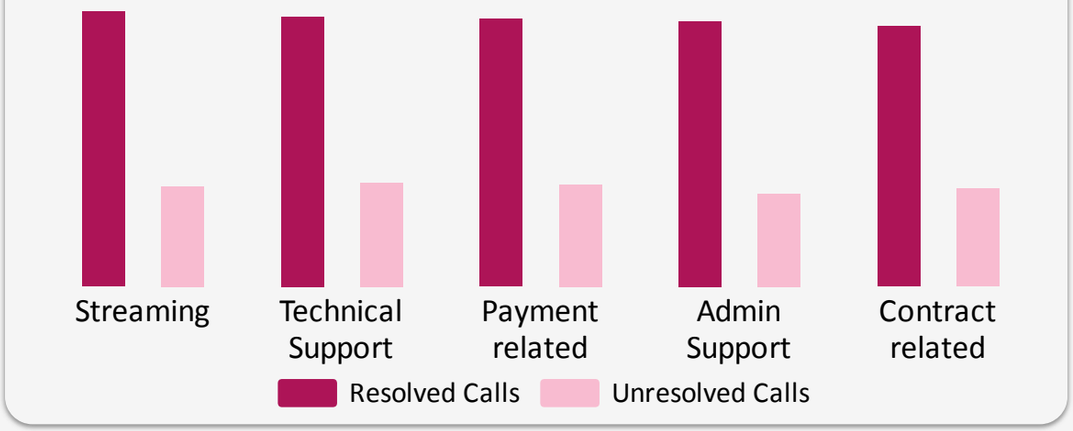
Home | Time Analysis

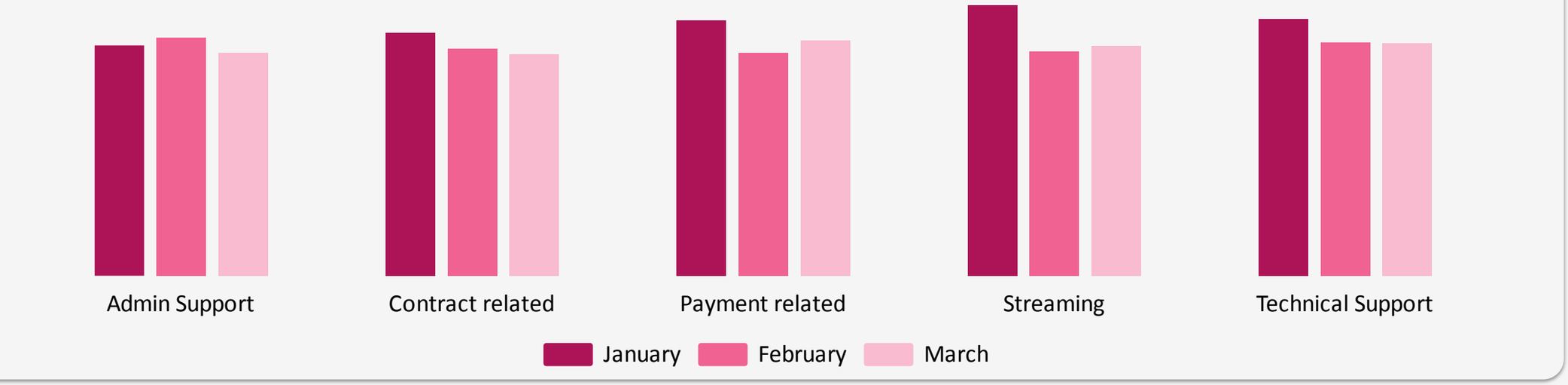
5,000	4,054	3,646	3.4	67.6	225.18
Total Calls	Answered Calls	Resolved Cases	Average Rating	Avg Ans Calls Spd	Avg Talk Duration



Topic Wise Total Calls



Resolved & Unresolved Calls



Detail Records Of Calls Toipc Wise

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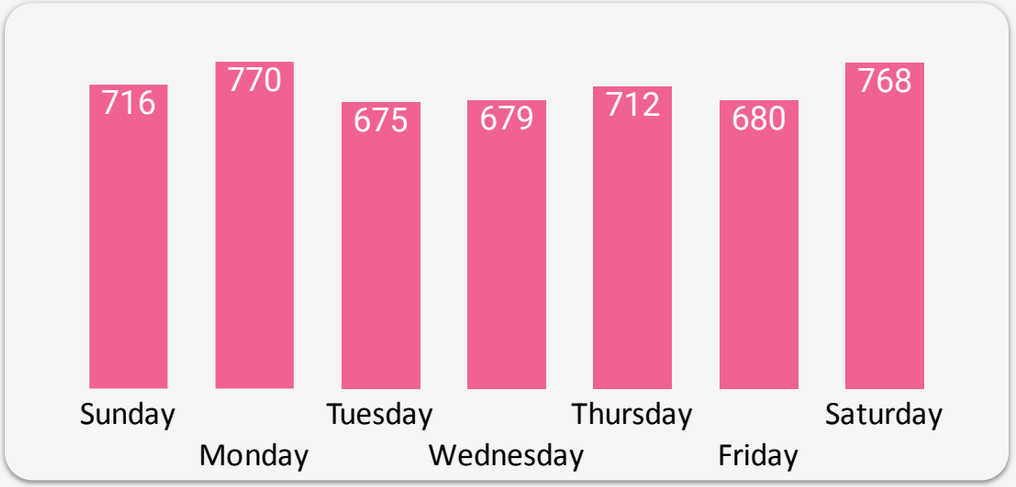
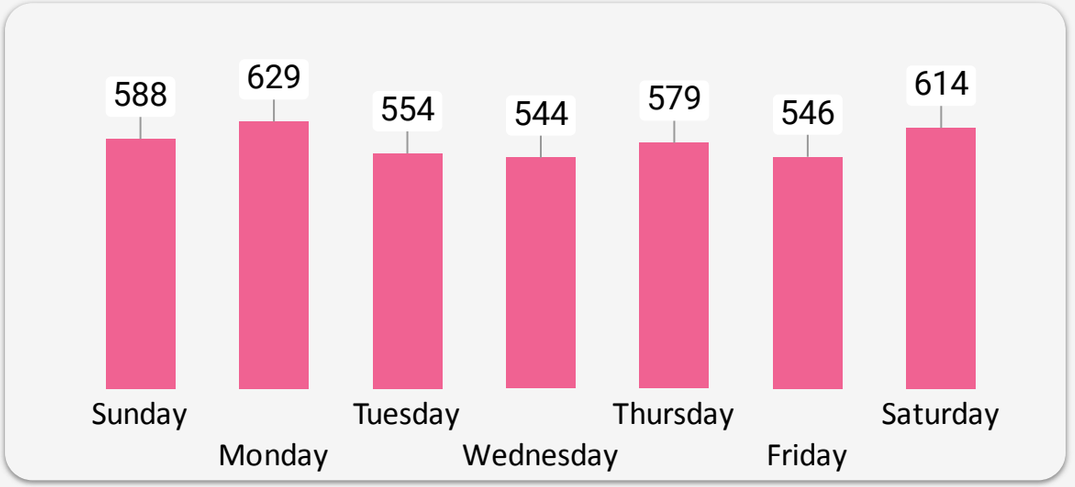
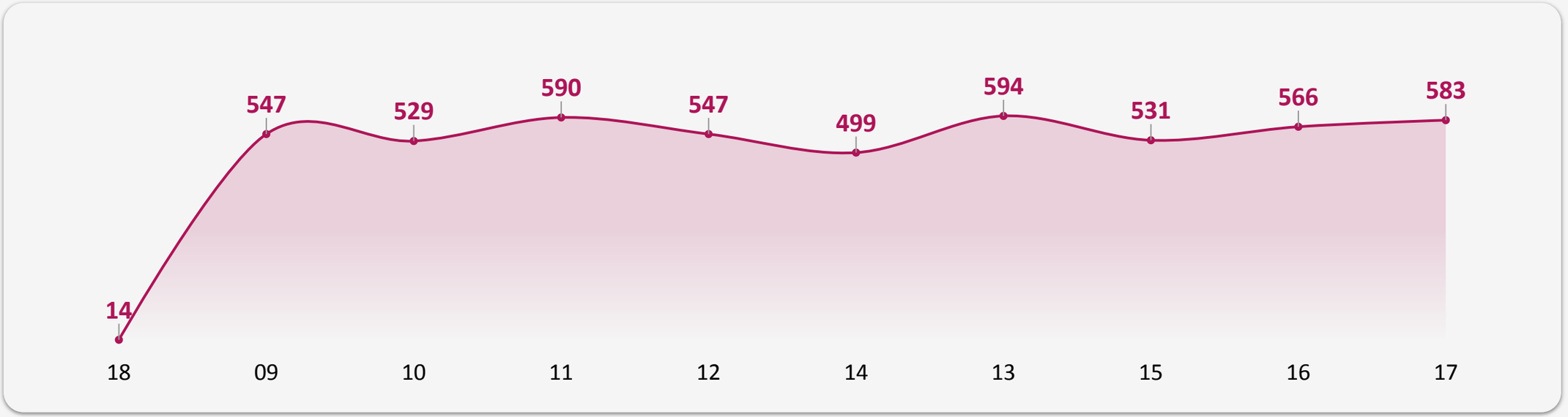
Total Calls	Answered Calls	Resolved Cases	Average Rating	Avg Ans Calls Spd	Avg Talk Duration



Weekly Call Analysis



Average Call Duration Week Wise



Peak Hour Analysis