



# CALL CENTRE DASHBOARD

Calls answered under 60 sec (%)  
**44%**

Resolved Calls  
**3646**

Abandoned Calls  
**946**

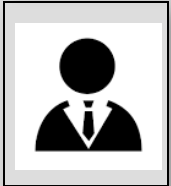
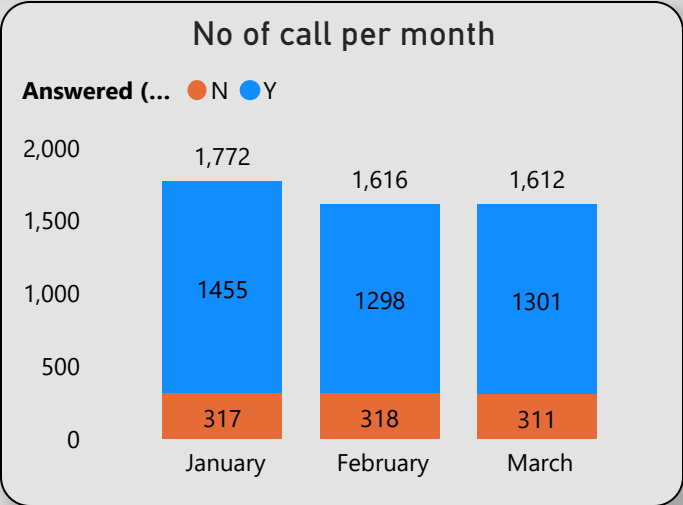
Overall customer satisfaction  
**68%**

Topic ▼  
All ▼

Agent ▼  
All ▼

Quar... ▼  
☐ Qtr 1  
☐ Qtr 2  
☐ Qtr 3  
☐ Qtr 4

Agent Performance quadrant				
Agent	Answered Calls	Resolved Calls	Average of Satisfaction rating	Avg Speed of ans in sec
Becky	517	462	3.37	65.33
Dan	523	471	3.45	67.28
Diane	501	452	3.41	66.27
Greg	502	455	3.40	68.44
Jim	536	485	3.39	66.34
Joe	484	436	3.33	70.99
Martha	514	461	3.47	69.49
Stewart	477	424	3.40	66.18
Total	4054	3646	3.40	67.52



Count Of Agents  
**8**



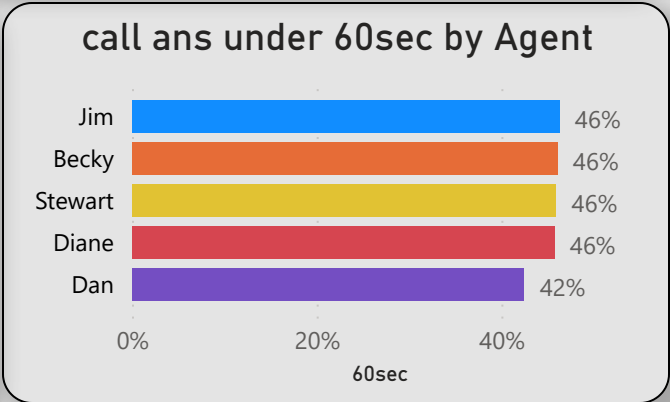
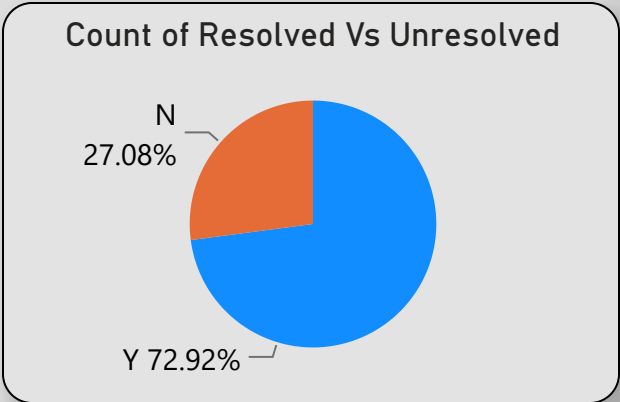
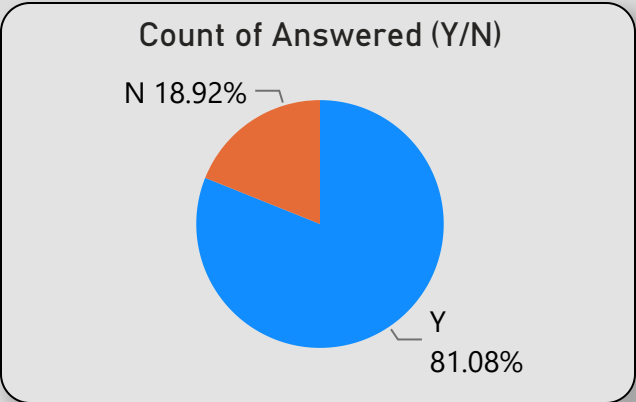
Total Call  
**5000**



Answered calls  
**4054**



Average speed of answer  
**67.52**



**Smart Narretive**  
Total Count of Answered (Y/N) was higher for Y (4,054) than N (946).  
January in Answered (Y/N) made up 29.10% of Count of Answered (Y/N).

