



# Call Center Dashboard

Year

All

Call Type

All

Site

All

SLA Compliance

All

Month Name

All



92K

Total Calls



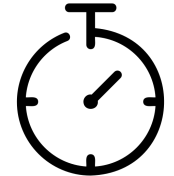
64

Total Employees



88.21

SLA Compliance Rate



27.29

Average Wait\_Time



747.12

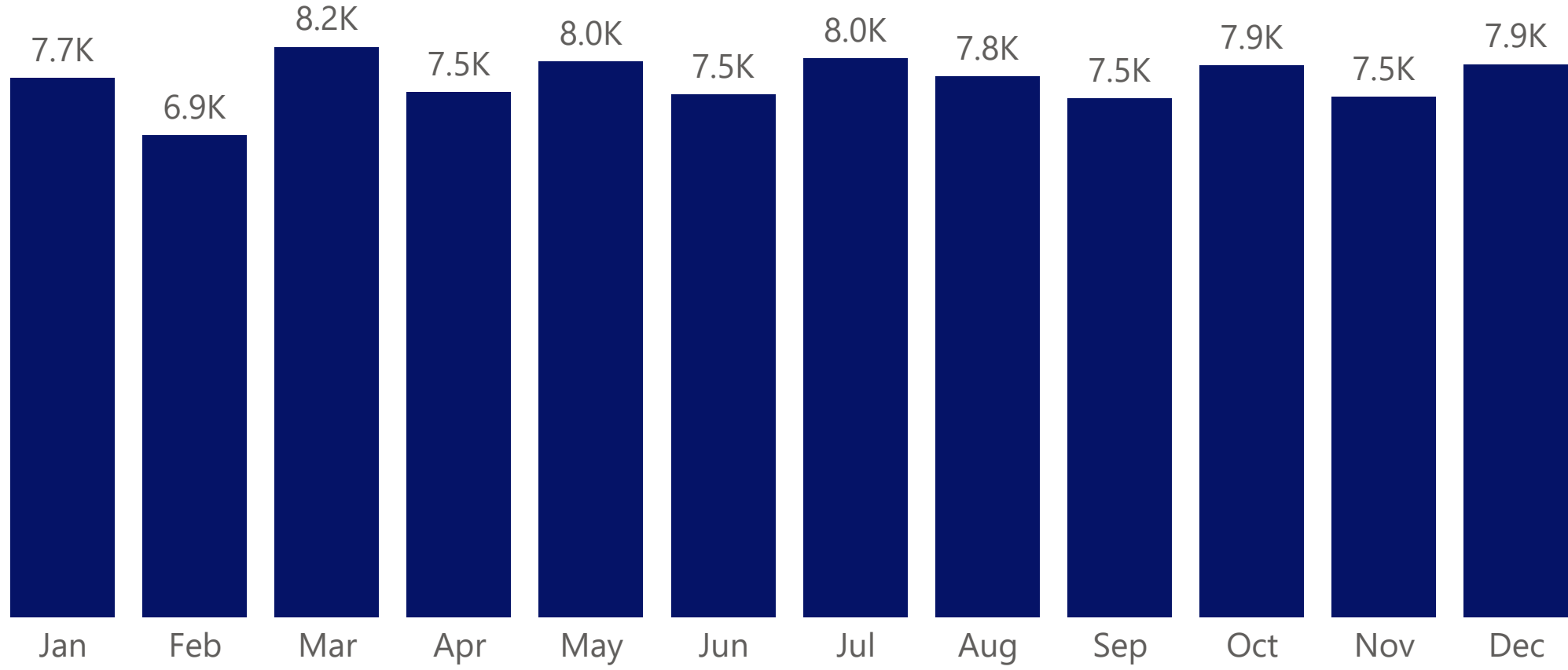
Average Call Duration



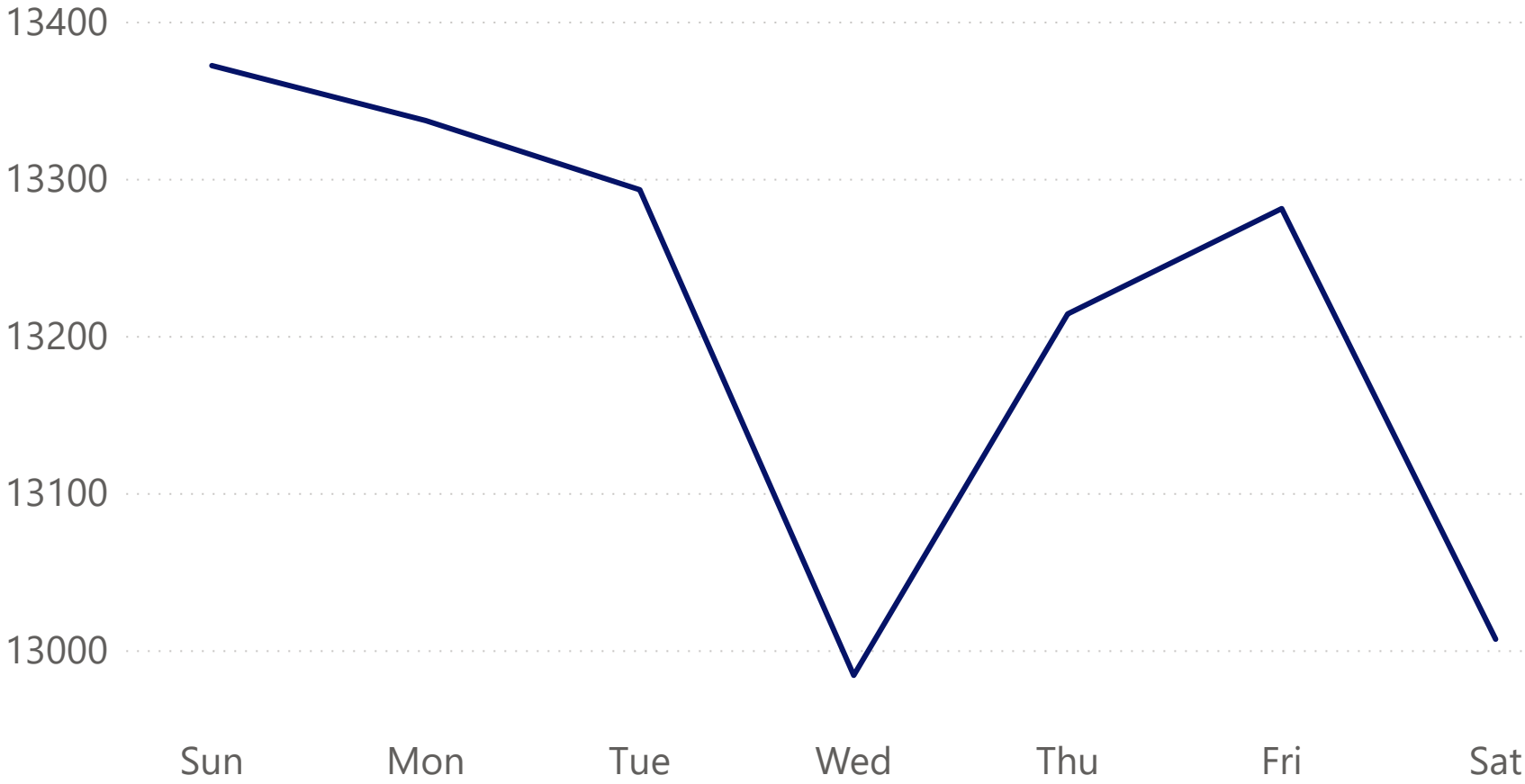
12.45

Average Minutes/Call

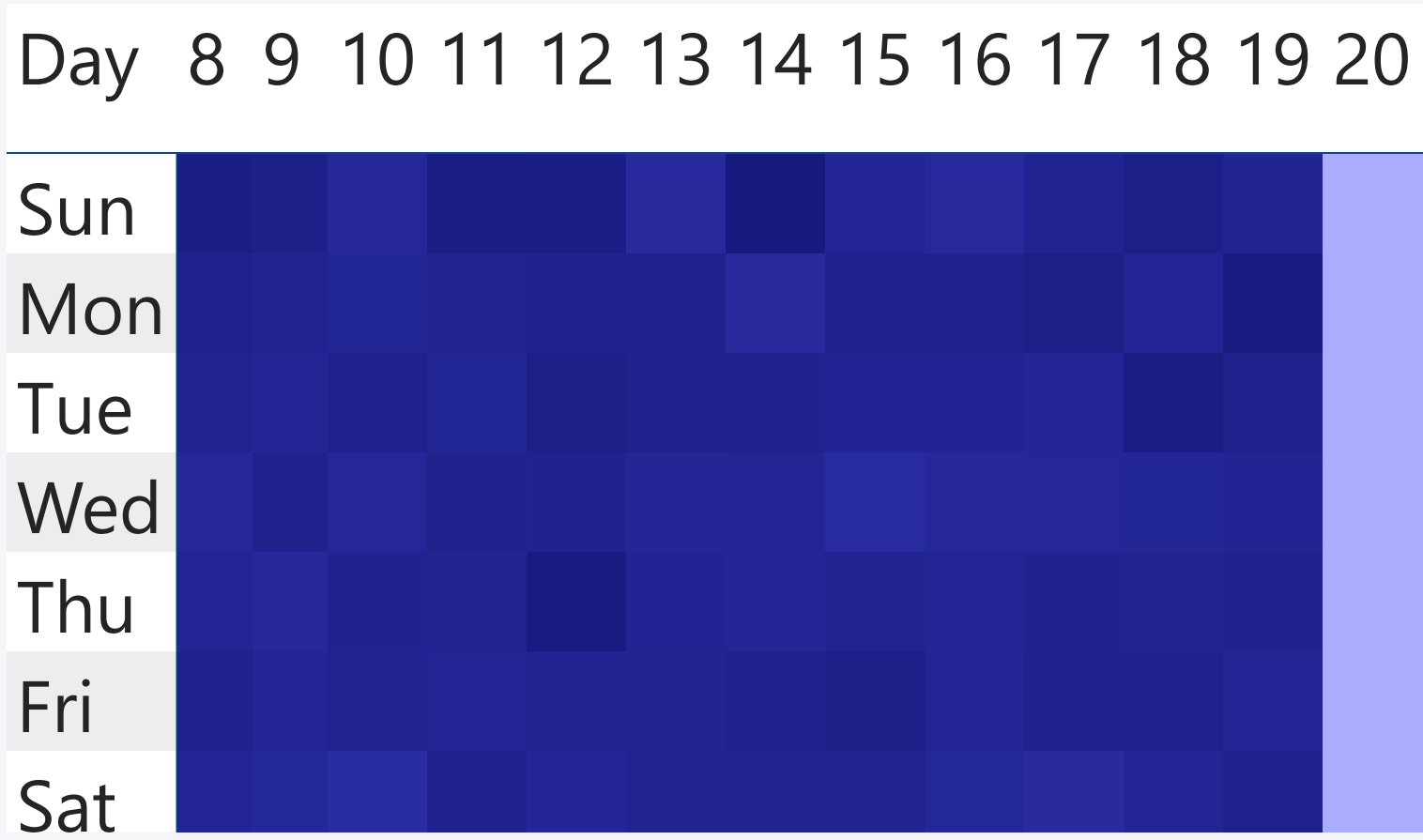
Total Calls by Month



Total Calls by Day



Peak Periods



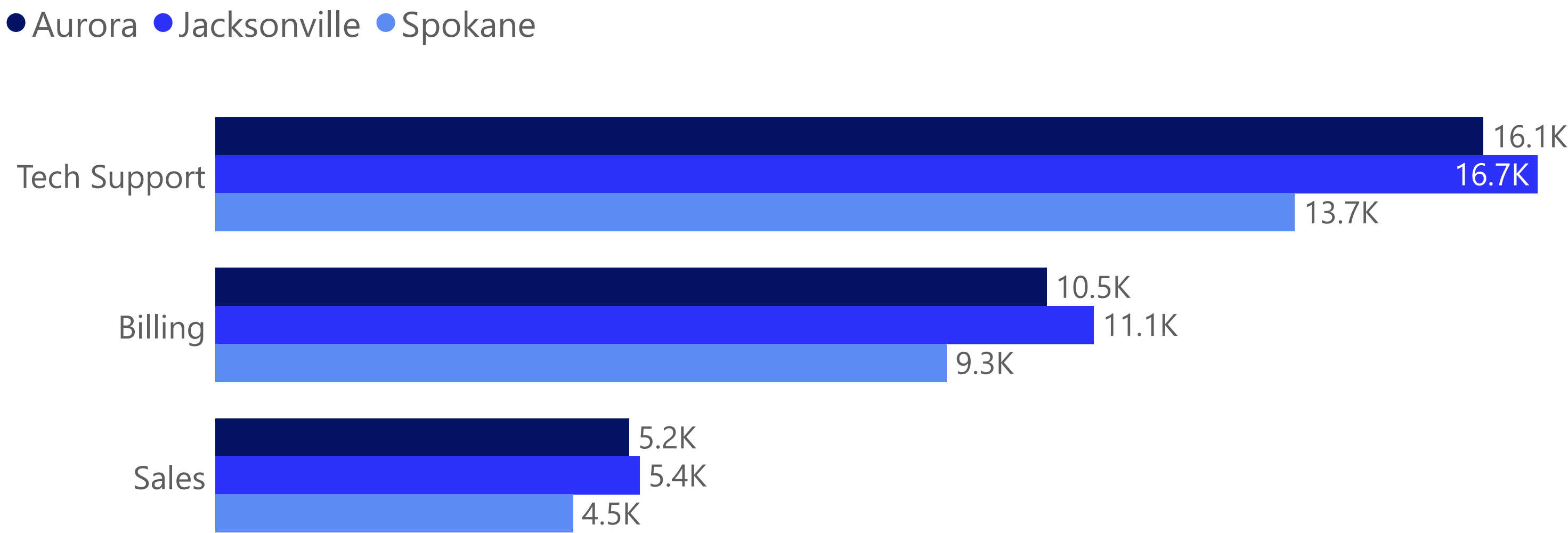
Top Employees by Compliance Rate

EmployeeName	SLA Compliance Rate
Mable Ayoub	89.72
Janeth Roesler	89.63
Krysta Favero	89.56
Ursula Granato	89.31
Onita Trojan	89.19
Junie Grant	89.16
Janice Clatterbuck	89.16
Adrianna Duque	89.16
Racheal Waddell	89.15
Brittanie Ballin	89.14

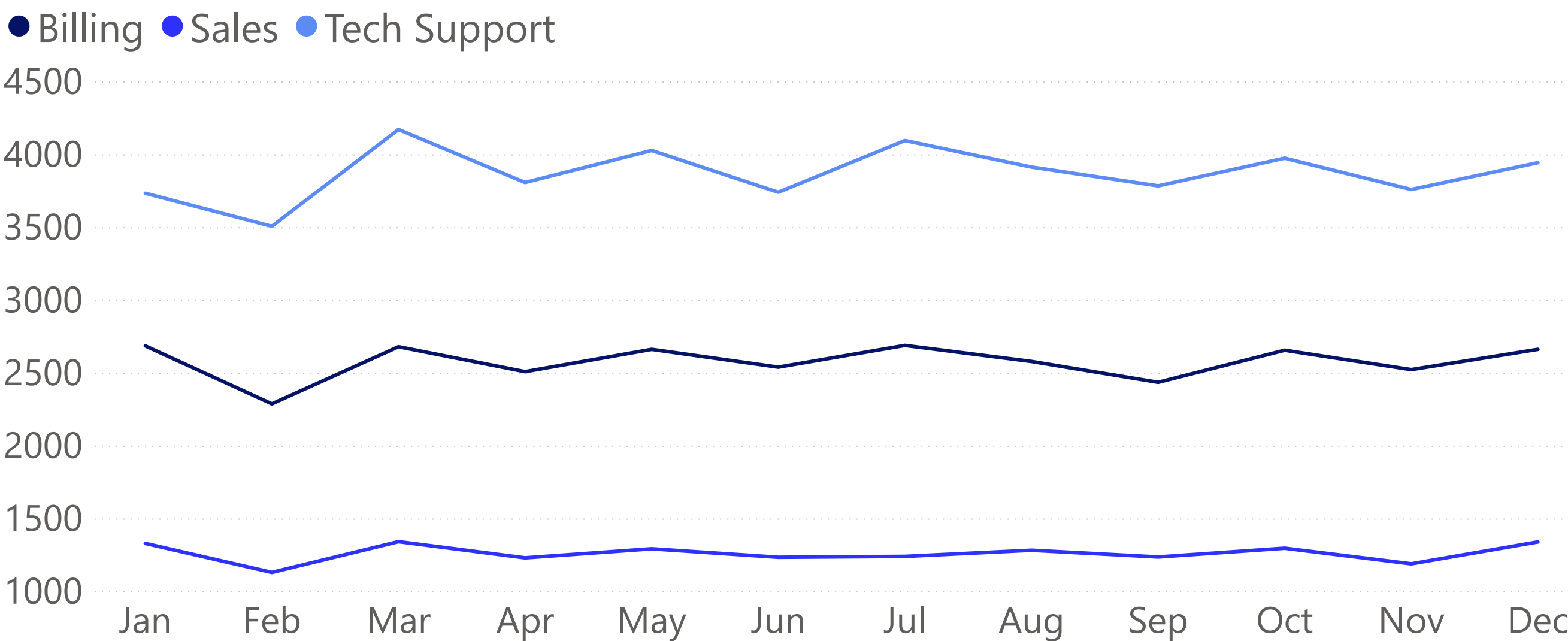
Employees Average WaitTime

EmployeeName	Average Wait_Time
Janeth Roesler	25.10
Mable Ayoub	25.51
Malik Nowlen	25.98
Susy Burgamy	26.29
Wilbur Mohl	26.74
Bruno Currie	27.40
Lavonia Hypes	27.48
Ivette Rodenberg	27.64
Noella Valentin	27.71
Jon Baptista	28.79

Total Calls by Call Type and Site



Total Calls by Month Name and Call Type Description



Percentage of Calls by Year and Call Type Description

