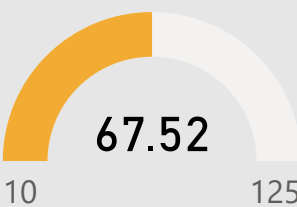




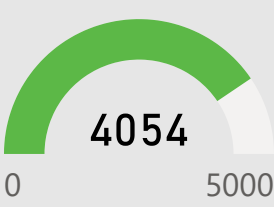
CALL CENTRE EXECUTIVE DASHBOARD

Prepared by
Durgesh kumar sahu

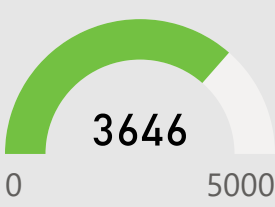
Average Answer Speed



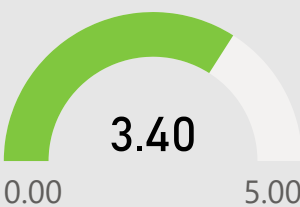
Answered Calls



Resolved Calls



ASR



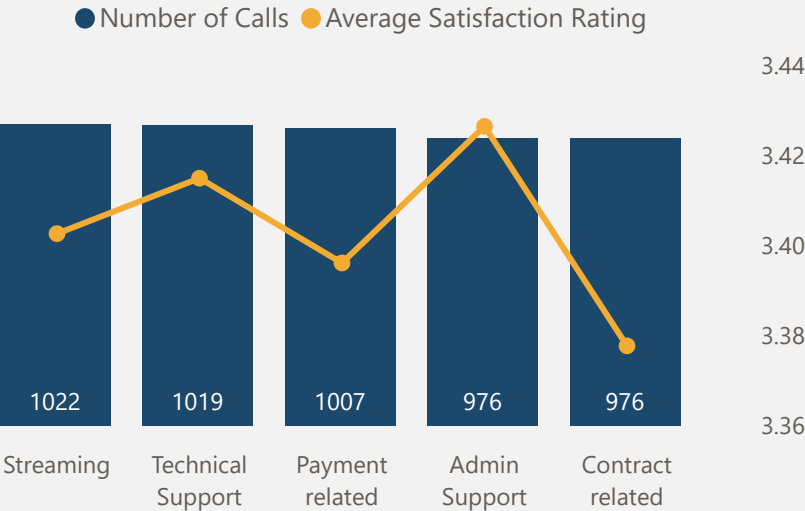
AGENT

- ☐ Select all
- ☐ Becky
- ☐ Dan
- ☐ Diane
- ☐ Greg
- ☐ Jim
- ☐ Joe
- ☐ Martha
- ☐ Stewart

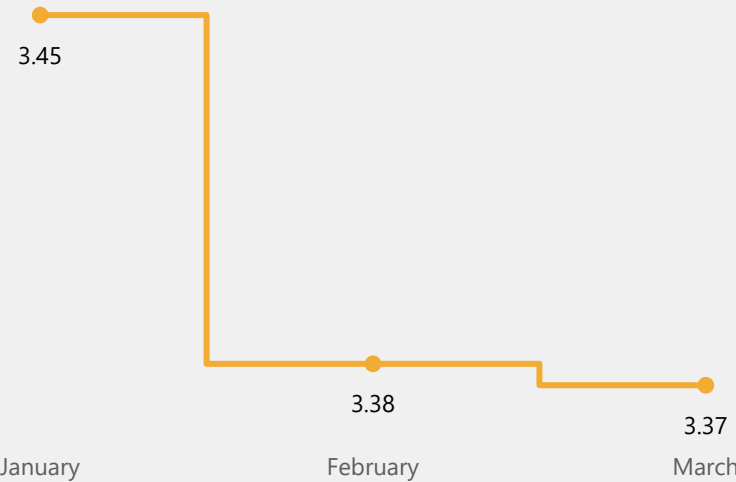
RESOLUTION

- ☐ N
- ☐ Y

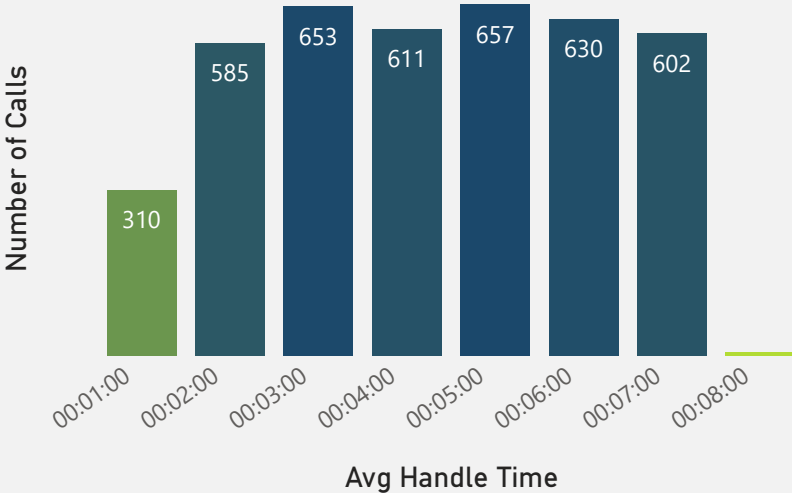
Number of Calls and Average Satisfaction Rating Per Topic



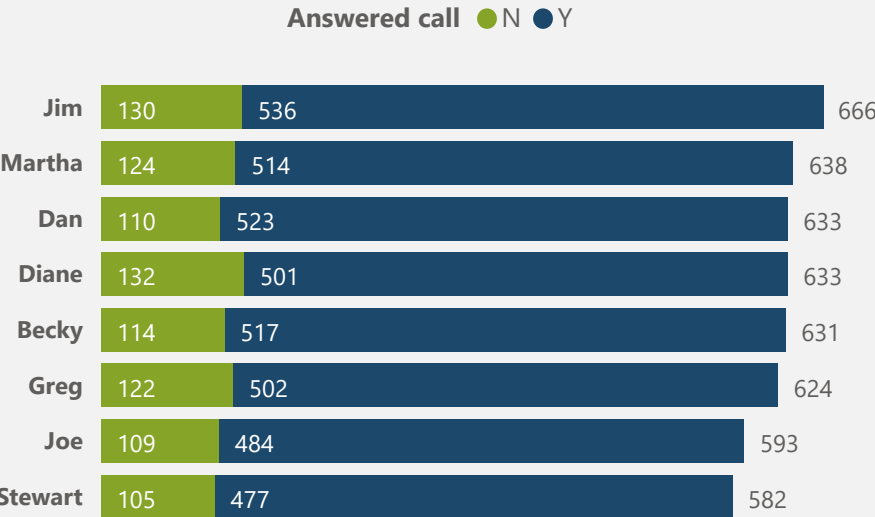
Average Satisfaction Rating by Month



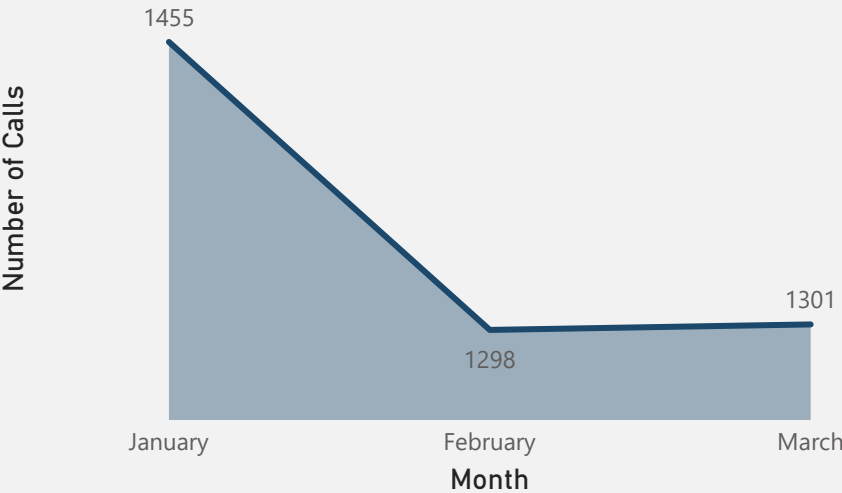
Number of Calls by Avg Handle Time



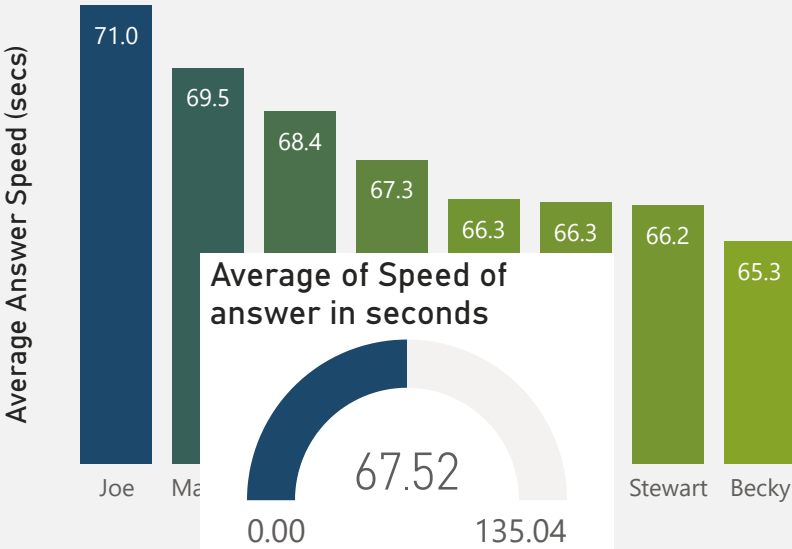
Number of Calls Answered by Agent



Number of Calls by Month



Average Answer Speed by Agent





CALL CENTRE EXECUTIVE DASHBOARD

Prepared by Durgesh kumar sahu



Agent

All

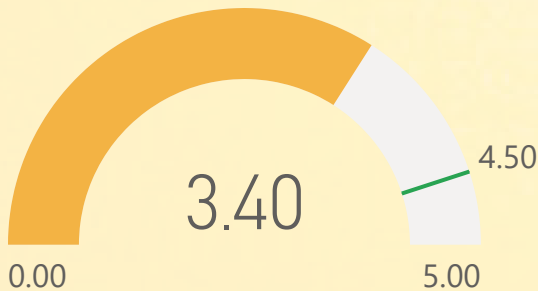
Topic

All

01-01-2021

31-03-2021

Average Satisfaction Rating (ASR)



Answered (Y/N)

Y

N

27.08%



Resolved

Y

N

67.52

Average Answer Speed (AAS)
in seconds

Agent	ASR	AAS	AHT	# of Answered	# of Resolved
Jim	3.39	66.34	3.80	536	485
Dan	3.45	67.28	3.85	523	471
Becky	3.37	65.33	3.67	517	462
Martha	3.47	69.49	3.73	514	461
Greg	3.40	68.44	3.78	502	455
Diane	3.41	66.27	3.65	501	452
Joe	3.33	70.99	3.74	484	436
Stewart	3.40	66.18	3.77	477	424
Total	3.40	67.52	3.75	4054	3646

Number of Calls by Month and Resolution

