

Call Center Dashboard

Agent

All

Topic

All

Date

1/1/2021

3/31/2021

Total Calls

4054

Average Talk Duration

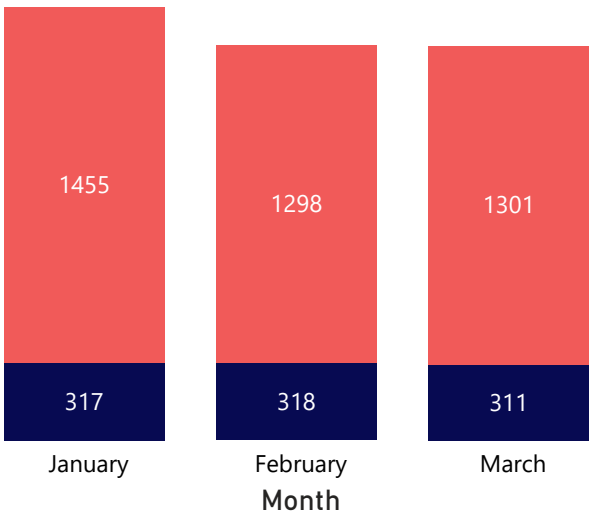
224.92

Average Speed of Answer (s)

67.52

NUMBER OF CALLS PER MONTH

Answered ● N ● Y



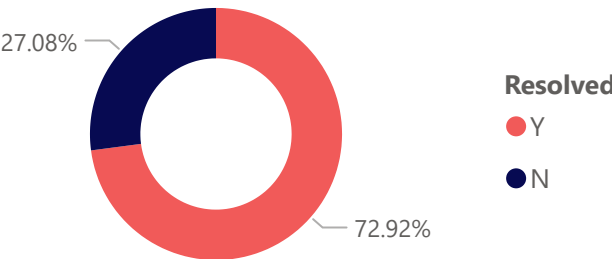
AGENT STATISTIC

Agent	TotalCalls	Average Talk Duration (second)	Average Satisfaction Rating
Jim	485	227.69	3.40
Dan	471	228.82	3.44
Becky	462	218.54	3.36
Martha	461	225.03	3.50
Greg	455	226.62	3.40
Diane	452	222.04	3.39
Joe	436	226.36	3.34
Stewart	424	226.21	3.38
Total	3646	225.18	3.40

AVERAGE SATISFACTION



RESOLVED CALL STATUS



CALL ANSWER STATUS

