

# Call Center Analysis Dashboard

5000

Total Calls

1.0

Average Call Duration

100%

Resolution Rate

4054

Calls Answered by Agent

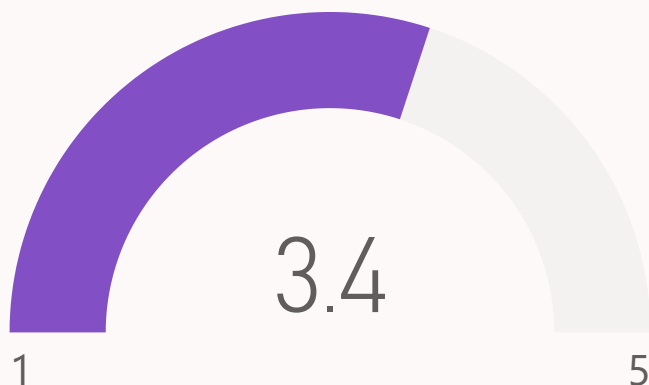
67.52

Average Speed of answer

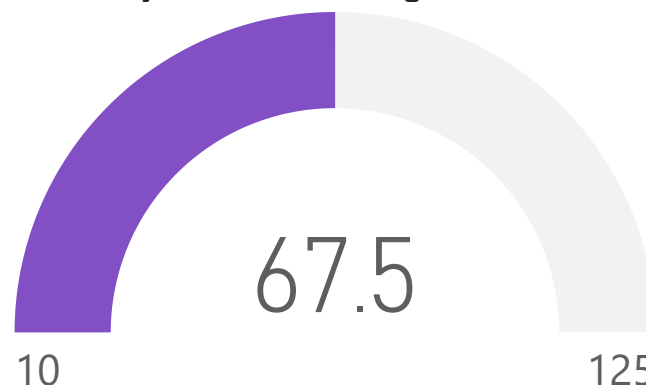
3.4

Average Satisfaction Rating

Customer Satisfaction Level



Efficiency in Answering Calls



8

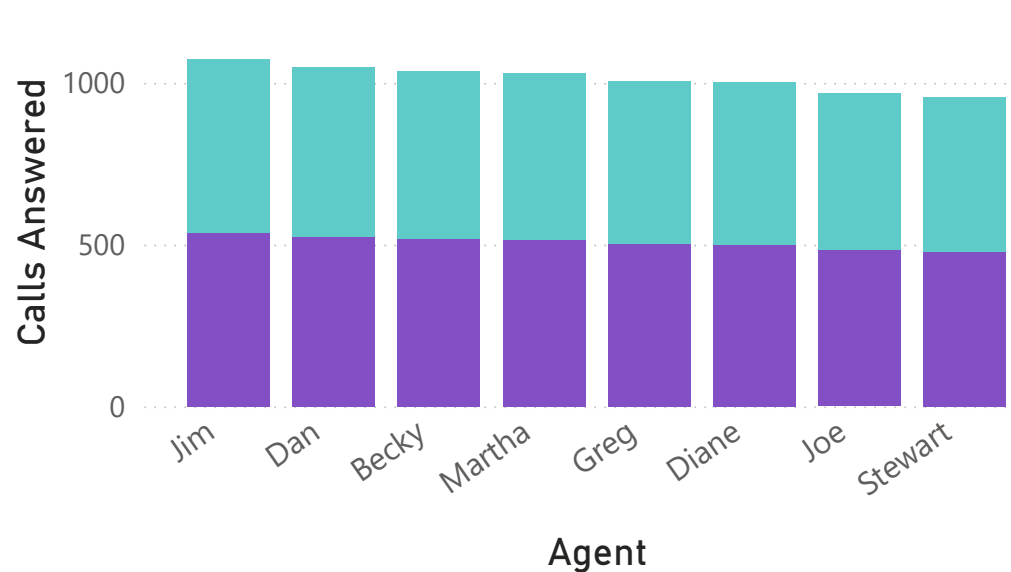
Number of Agents



# Call Center Analysis Dashboard

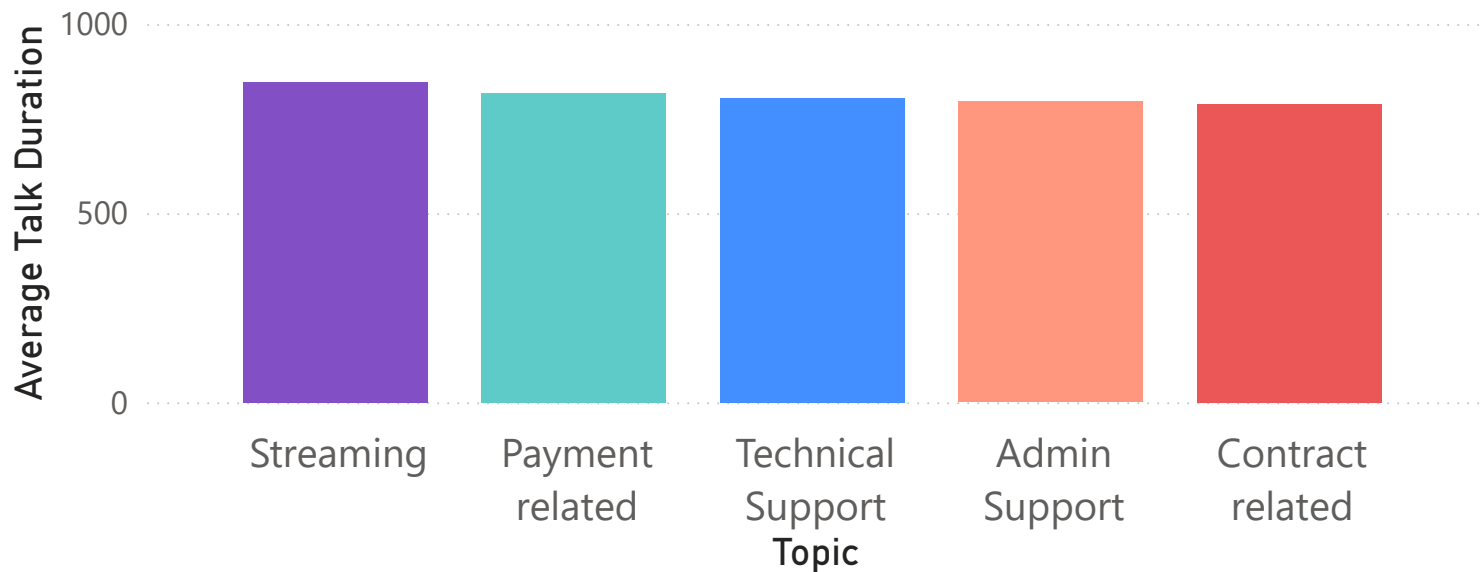
Total Calls Answered By Each Agent

Answered ● N ● Y



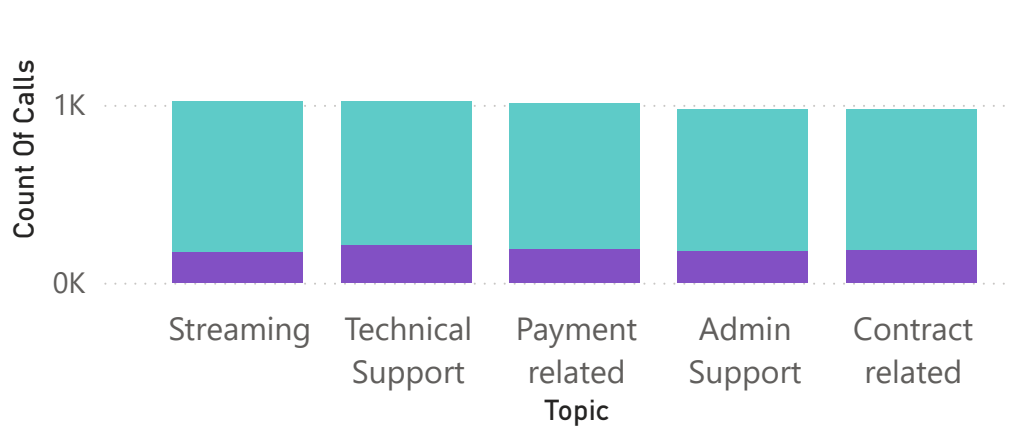
Average Call Duration by Topic

Topic ● Streaming ● Payment related ● Technical Sup... ● Admin Supp... ● Contract r...



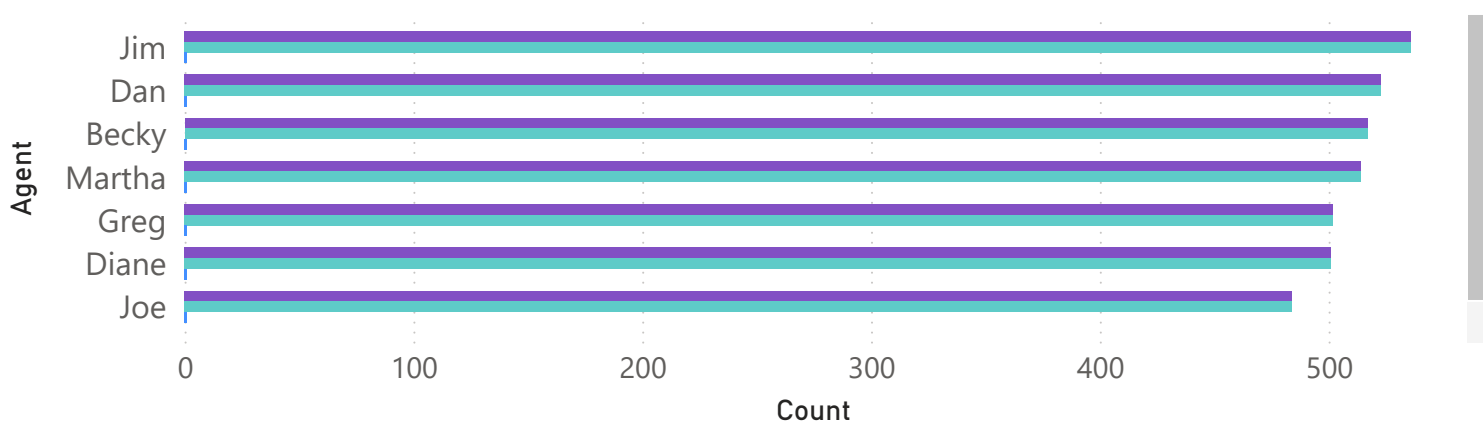
Calls Made By Topic

Answered (Y/N) ● N ● Y



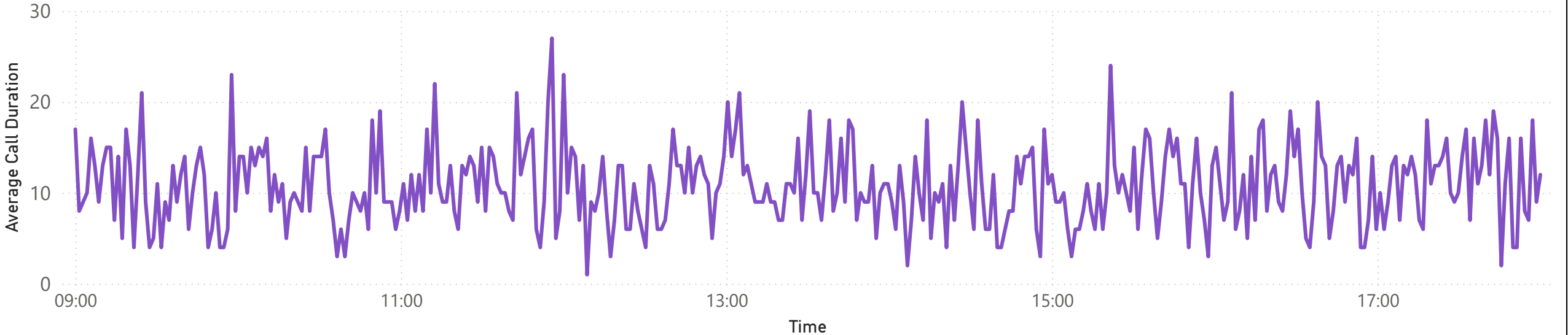
Average Call Duration, Calls Answered and Resolution Rate of Each Agent

● Sum of AvgTalkDuration ● Calls Answered by Agent ● Resolution Rate

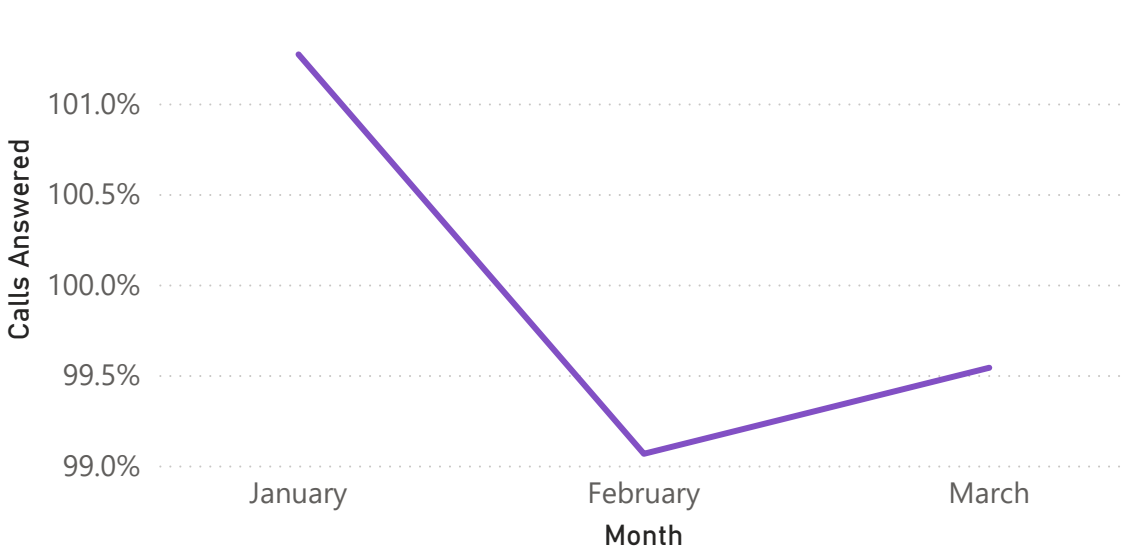


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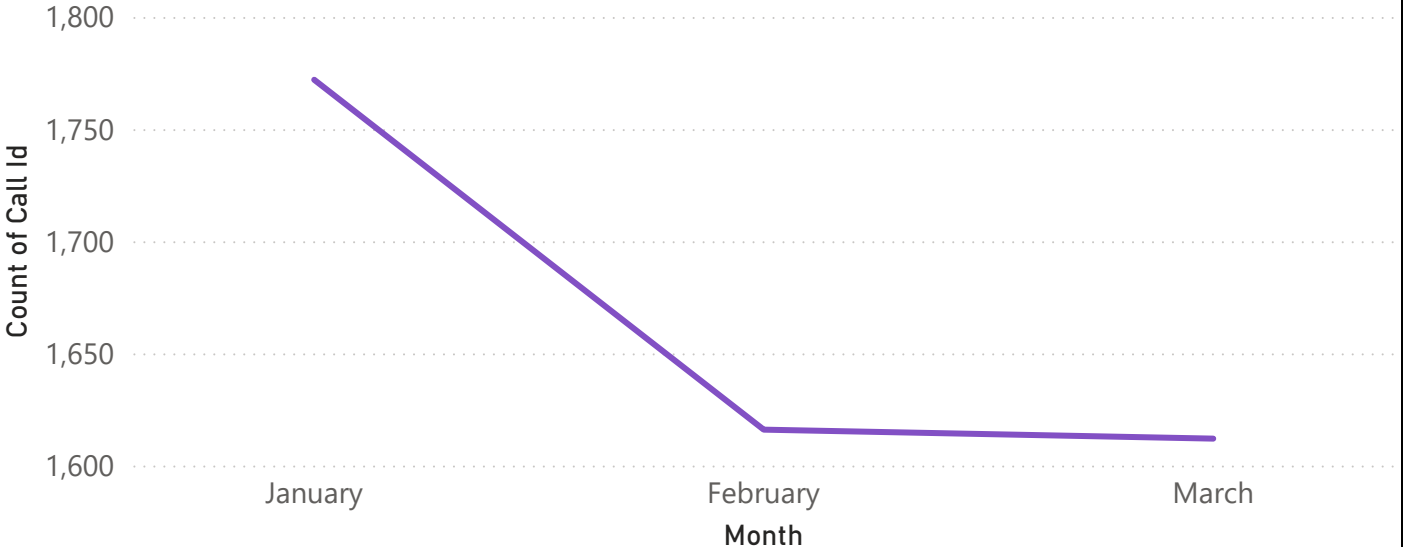
Average Call Duration Over Time



Percentage of Calls Answered Over A Month

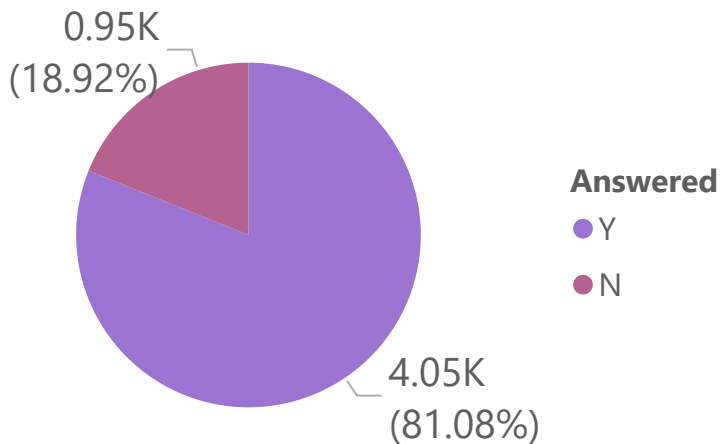


Calls Made Over A Month

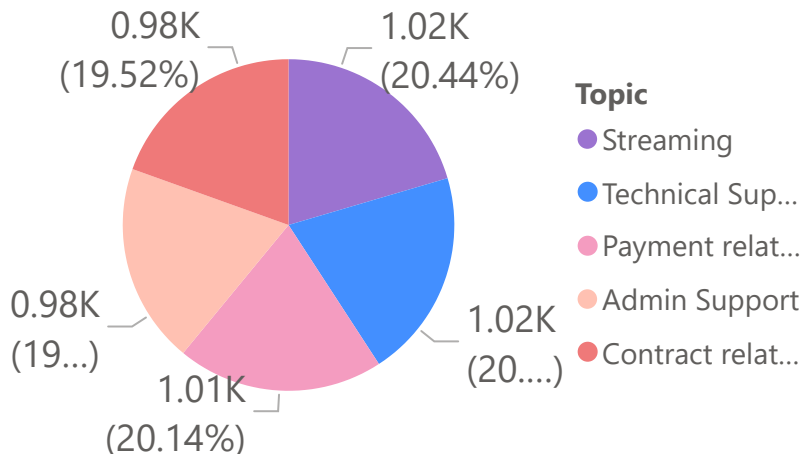


# Call Center Analysis Dashboard

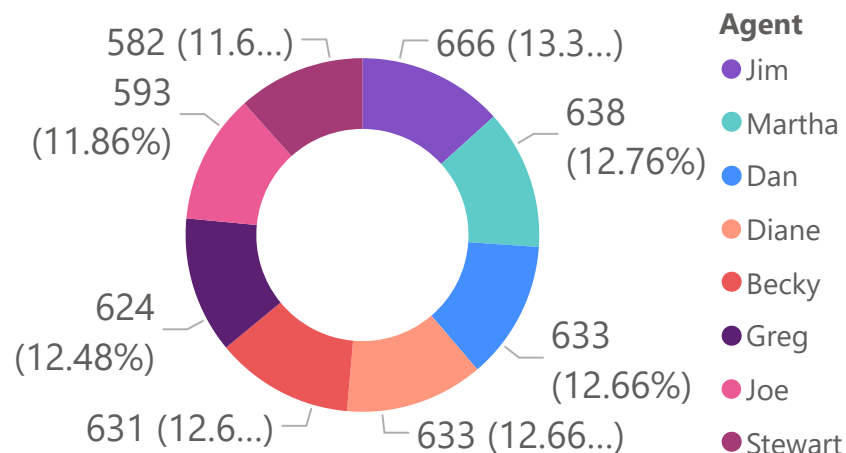
Call Answered



Call Answered By Topic



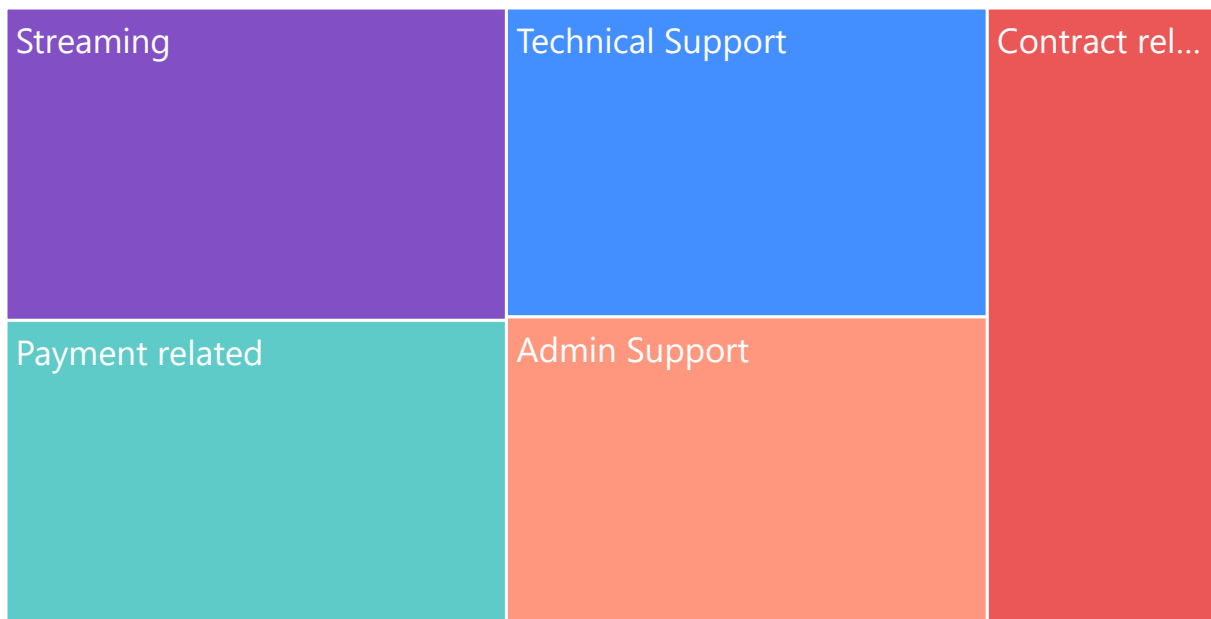
Call Answered By Agent



Average Call Duration By Agent



Average Call Duration by Topic



# Call Center Analysis Dashboard

Call Id	%CallsAnswered	IssueResolved	Satisfaction rating	AvgTalkDuration	Resolution Rate
ID0001	1.0	1	3	1	100%
ID0002	1.0		3	1	100%
ID0003	1.0	1	3	1	100%
ID0004	1.0	1	2	1	100%
ID0005	1.0	1	3	1	100%
ID0006					100%
ID0007	1.0	1	2	1	100%
ID0008	1.0	1	4	1	100%
ID0009	1.0	1	4	1	100%
ID0010	1.0	1	3	1	100%
ID0011					100%
ID0012	1.0	1	4	1	100%
ID0013	1.0	1	3	1	100%
ID0014	1.0	1	3	1	100%
ID0015	1.0	1	4	1	100%
ID0016	1.0	1	2	1	100%
ID0017	1.0	1	5	1	100%
ID0018					100%
ID0019					100%
ID0020	1.0	1	3	1	100%
ID0021	1.0	1	5	1	100%
ID0022	1.0	1	5	1	100%
ID0023					100%
ID0024	1.0	1	2	1	100%
ID0025	1.0	1	2	1	100%

Select all	Diane	Joe
Becky	Greg	Martha
Dan	Jim	Stewart

Select all	Payment related
Admin Support	Streaming
Contract related	Technical Support