Call Center Dashboard

5000 — Total Calls
946 — Un Answered
3.25 — Average Talk Duration
3.40 — Average of Satisfaction
18.92% — Not answered

Answered and Un Answered by Topic
Legend: Answered, Un Answered
Topics: Streaming, Payment related, Technical Support, Admin Support, Contract related
Left axis: 0, 500, 1000
Right axis: 180, 200, 220

Not Resolve Topics by Topic
Y-axis: 70, 80, 90, 100
Topics: Streaming, Payment related, Contract related, Admin Support, Technical Support

Rating Of 4&5
Legend: Increase, Decrease, Total
Y-axis: 0K, 1K, 2K
Categories: Payment related, Streaming, Technical Support, Contract related, Admin Support, Total

Average TalkDuration VS 4&5 by Topic
Legend: Average of AvgTalkDuration, 4&5
Left axis: 3.0, 3.2, 3.4
Right axis: 380, 400, 420
Topics: Streaming, Admin Support, Contract related, Technical Support, Payment related

Count of Topic by Topic
Segments: Contract related, Streaming, Technical Support, Payment related, Admin Support

Count of Answered (Y/N) by Agent
Y-axis: 600, 650
Agents: Jim, Martha, Dan, Diane, Becky, Greg, Joe, Stewart

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Agent	Average of Satisfaction rating	Un Answer ed	Not answered
Becky	3.37	114	18.07%
Dan	3.45	110	17.38%
Diane	3.41	132	20.85%
Greg	3.40	122	19.55%
Jim	3.39	130	19.52%
Joe	3.33	109	18.38%
Martha	3.47	124	19.44%
Stewart	3.40	105	18.04%
Total	**3.40**	**946**	**18.92%**

<u>Overall Recommendations:</u>

- **Focus on Payment and Technical Support**: These two areas show high unresolved rates and low satisfaction, which suggests a need to optimize resources or strategies for handling these types of calls.

- **Improve Unanswered Call Rate**: With almost 19% unanswered calls, there's an opportunity to improve efficiency, either by adjusting staffing levels or addressing reasons for missed calls.

- **Balance Agent Workload**: There is an opportunity to ensure that call handling responsibilities are more evenly distributed among agents, especially for those with fewer answered calls.