

Call Center Trends Dashboard

Call Month

All



Call Week Day

All



Agent

All



Topic

All



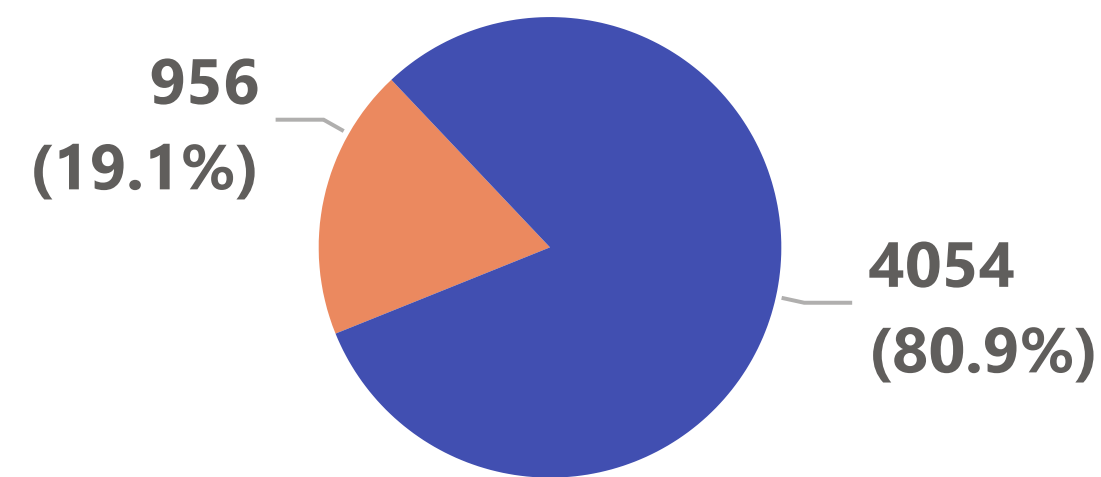
Resolved

All



Calls Status

Calls ● Abandoned ● Answered



Average Talk in Minutes by Week Day

Tuesday

Sunday

Monday

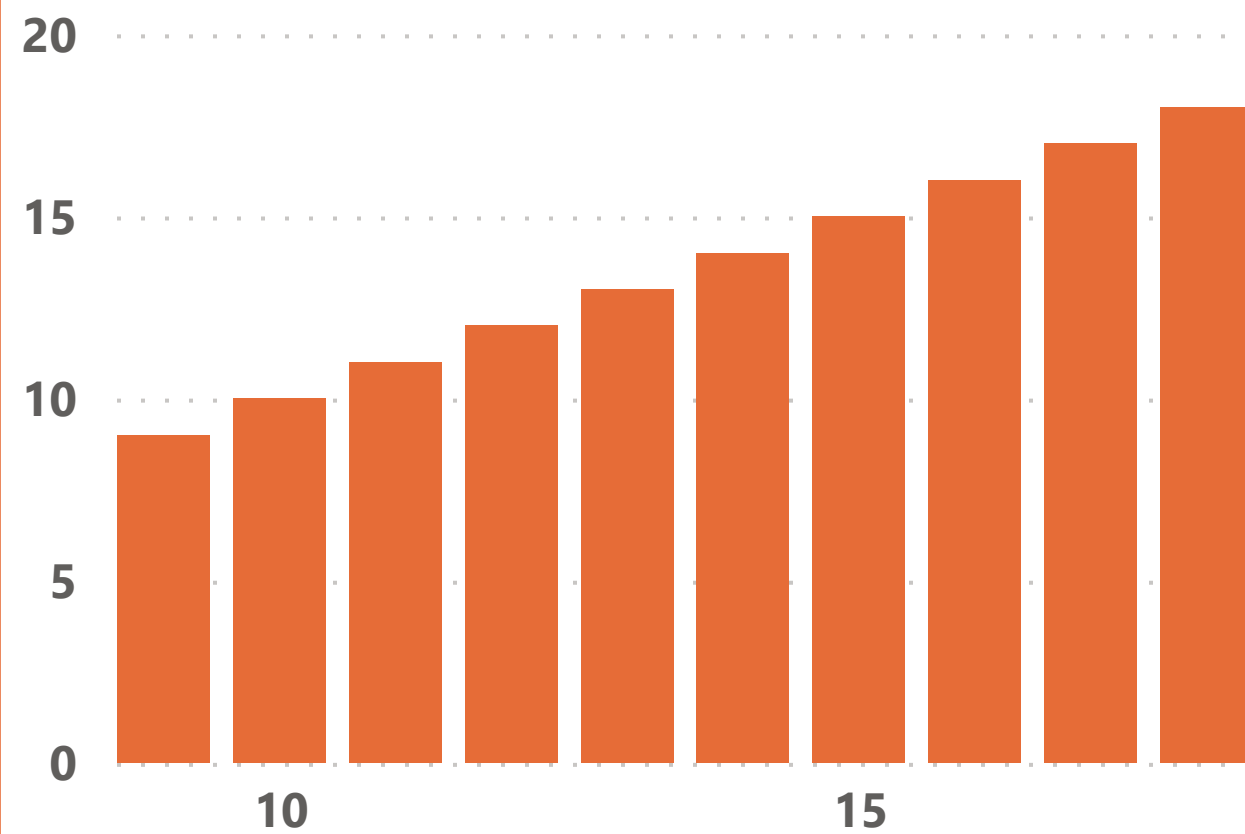
Friday

Thursday

Saturday

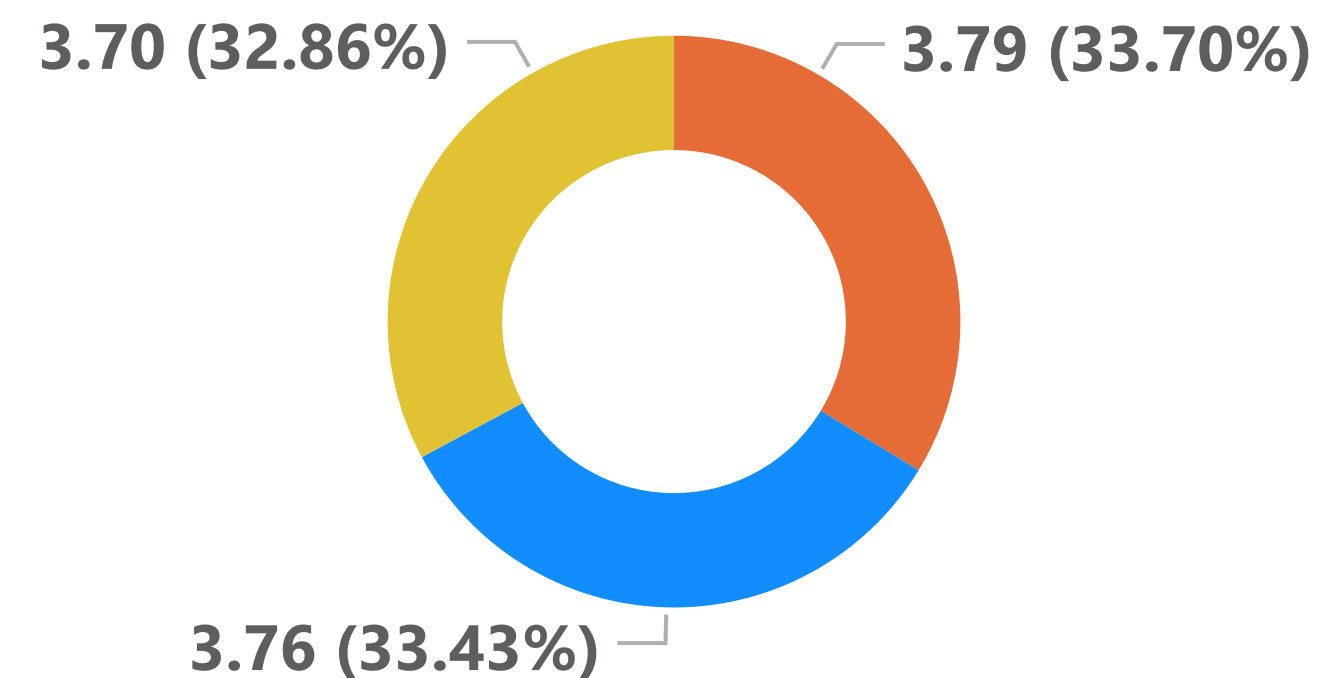
Wednesday

Average Calls by Hour



Average Talk in Minutes by Duration

Duration ● Evening ● Morning ● Afternoon



3.40

Avg Rating

67.52

Avg Answer Speed

Average Talk in Minutes by Date

