

made by karim bahi

Best Agent By Rating

Youssef

Call Center Agents Performance Analysis

Worst Agent By Rating

Ali

filters

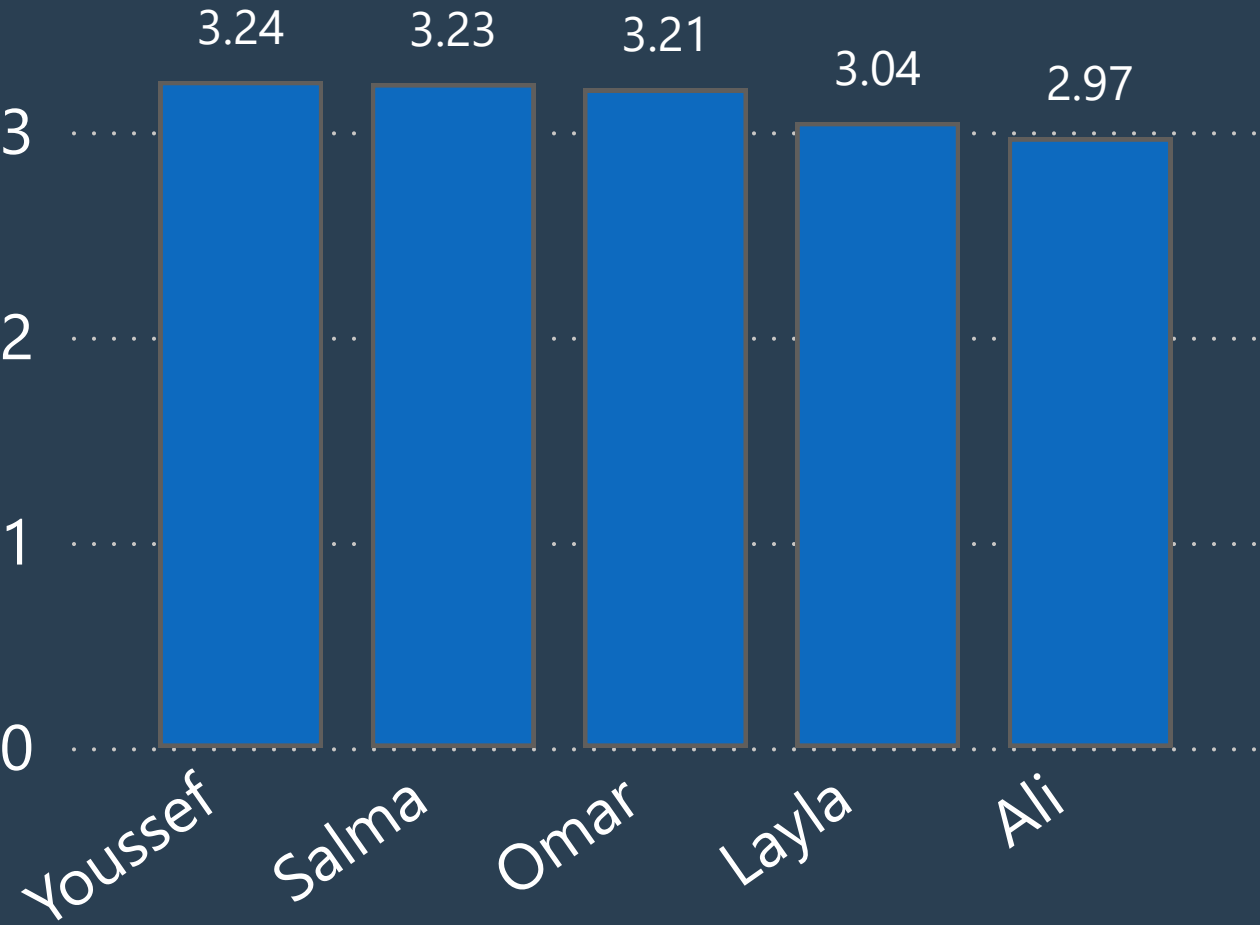
No

Yes

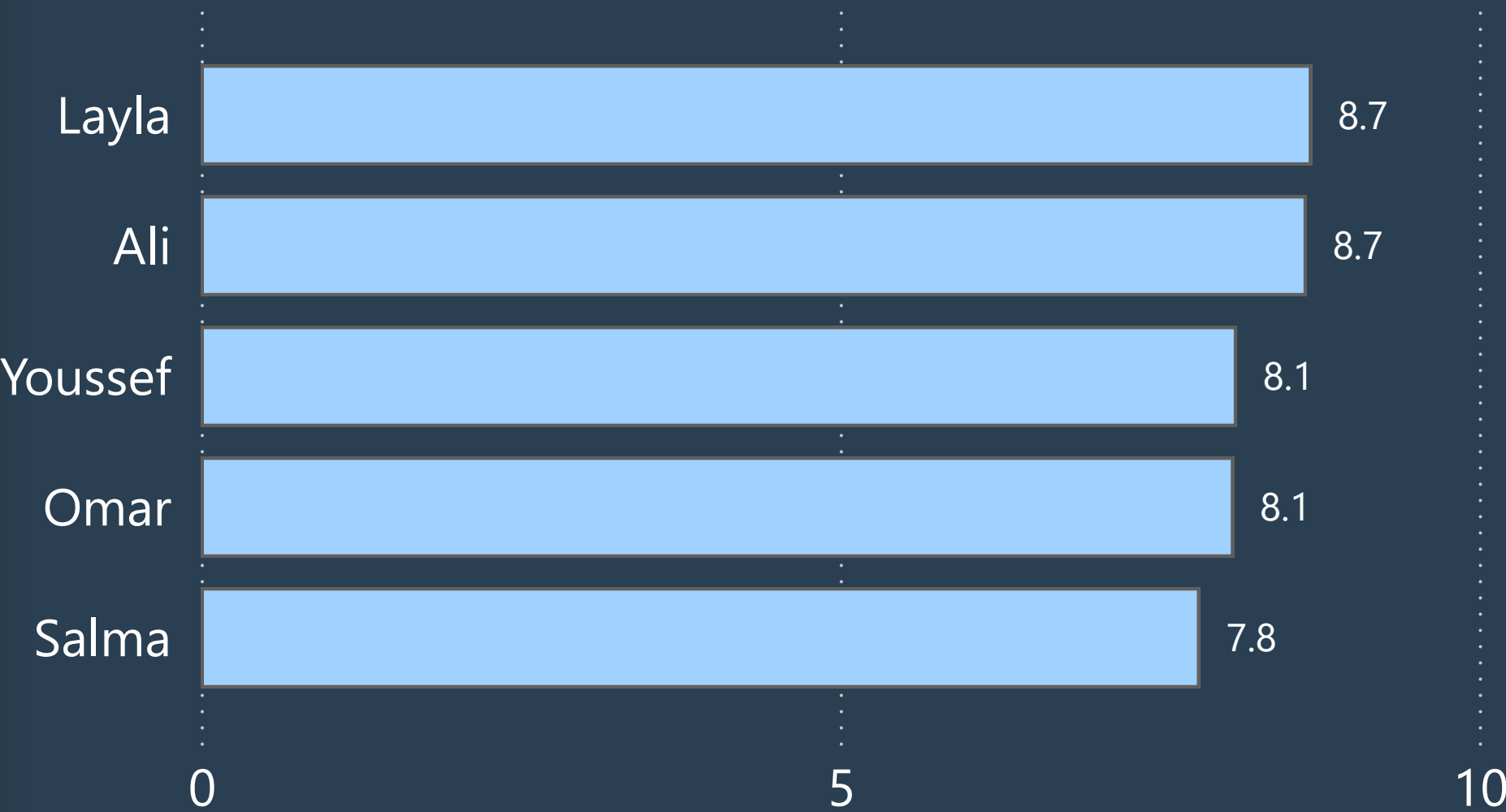
Inbound

Outbound

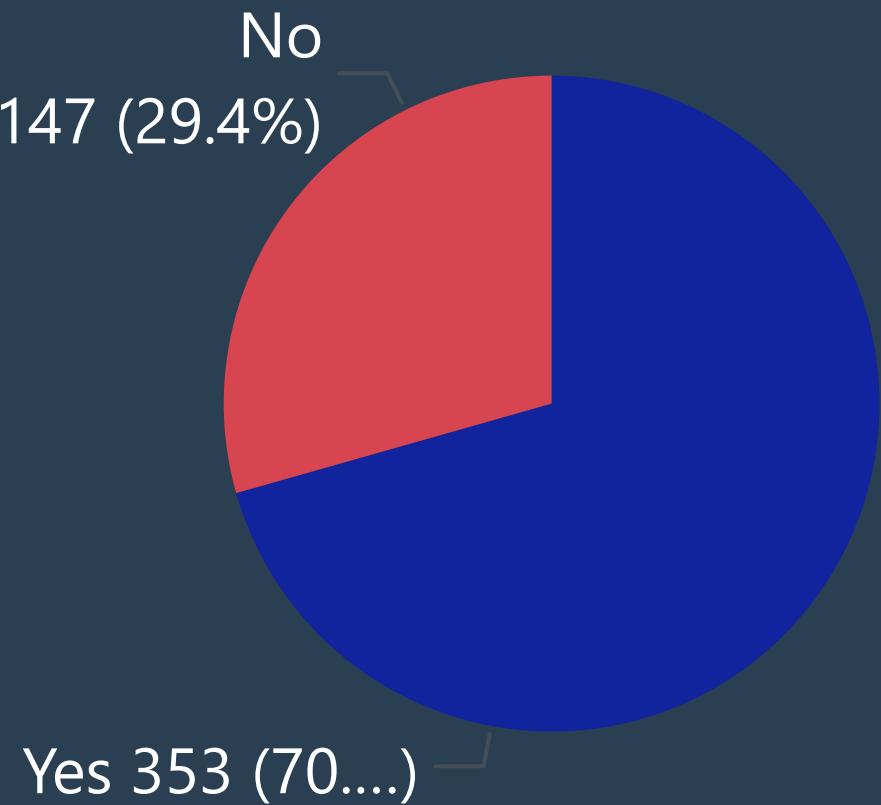
Average of Customer_Rating by Agent



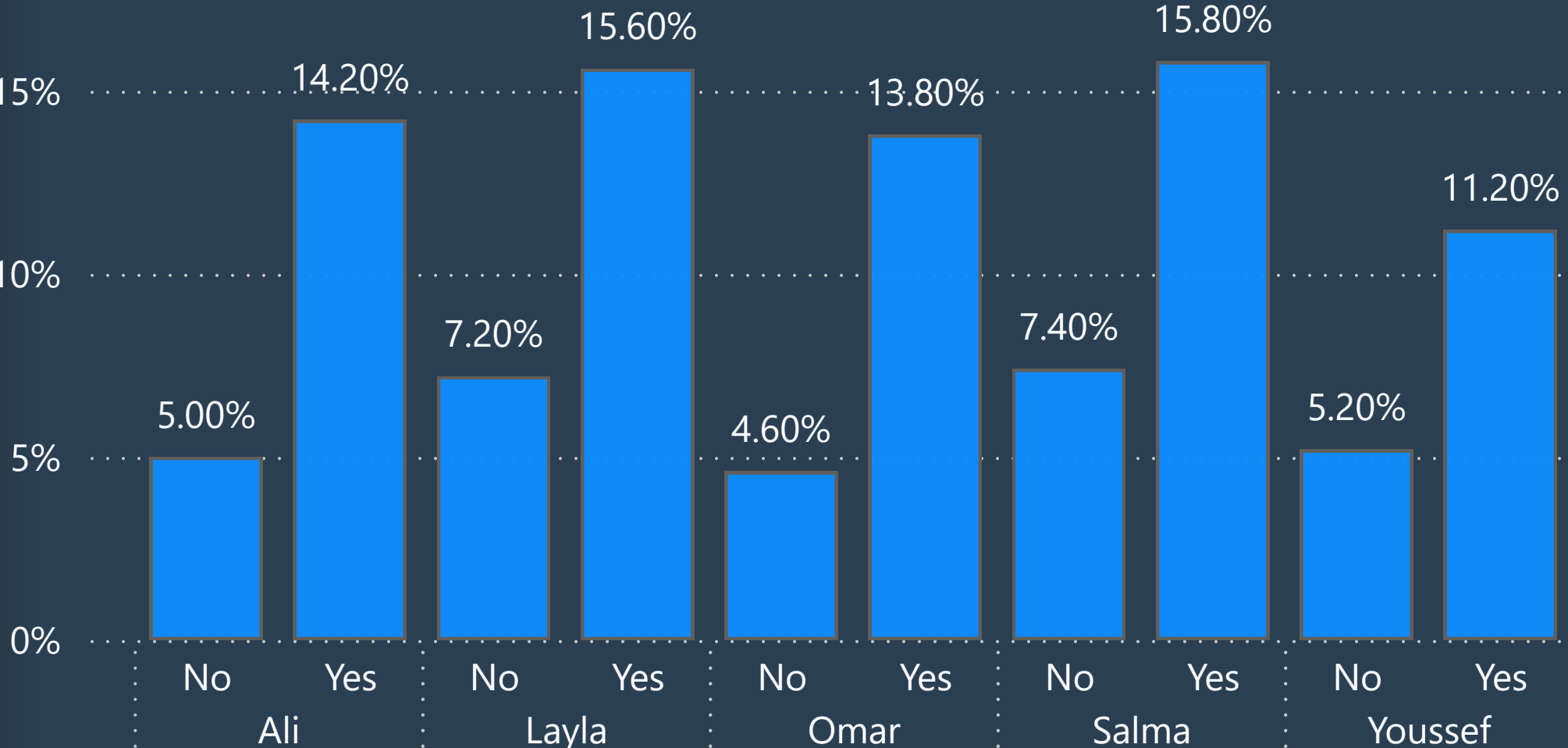
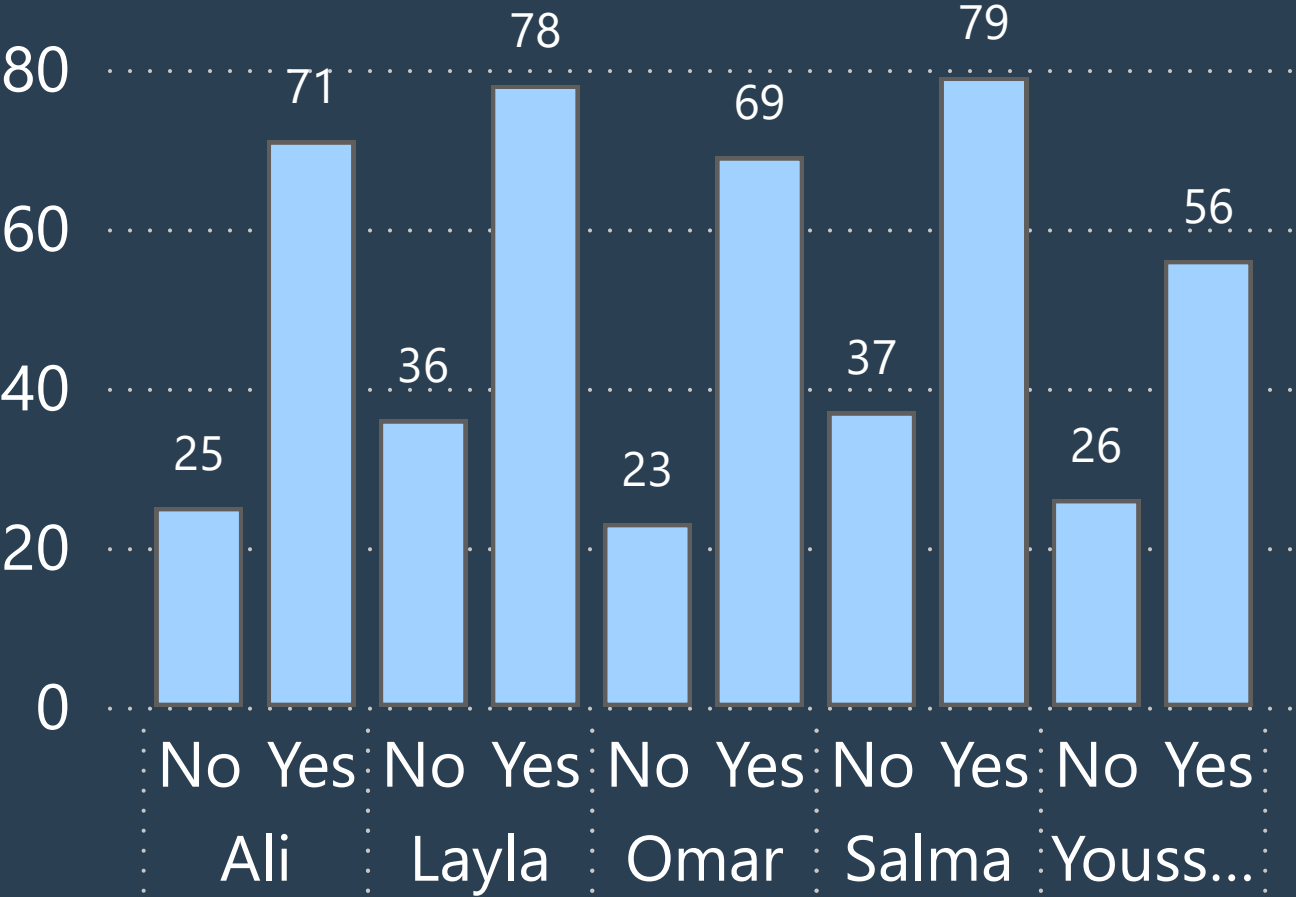
Average of Call_Duration (min) by Agent



Percentage of Resolved Calls



Numbers of Calls



Percentage of Call_type

