

# Call Centre Dashboard

Total Calls

5000

Answered Calls

4054

Resolved Calls

3646

Agent

All

Date

01-01-2021

31-03-2021

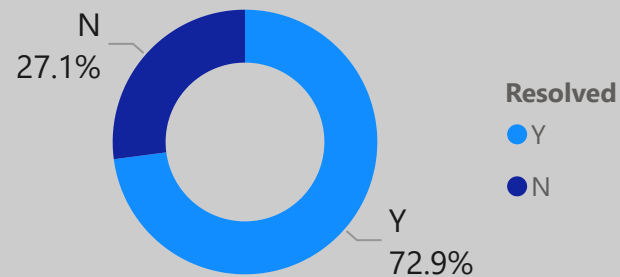
Topic

All

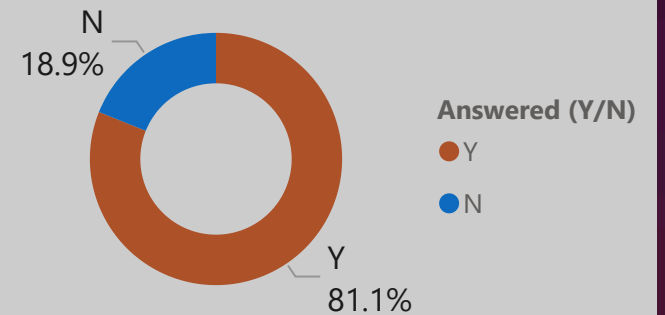
Avg Speed of Answer

67.52

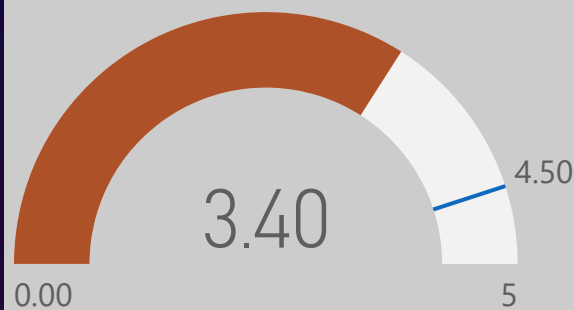
Resolved Calls



Answered Calls

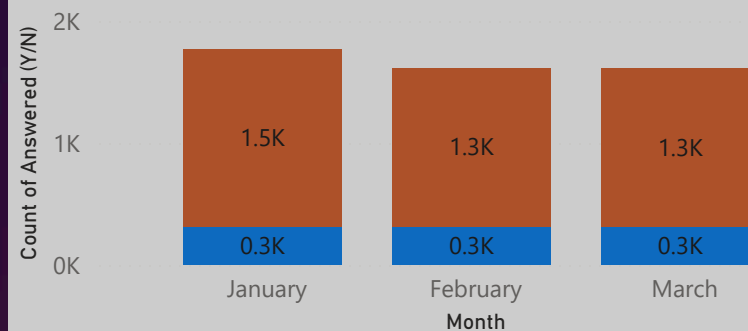


Avg of Satisfaction rating



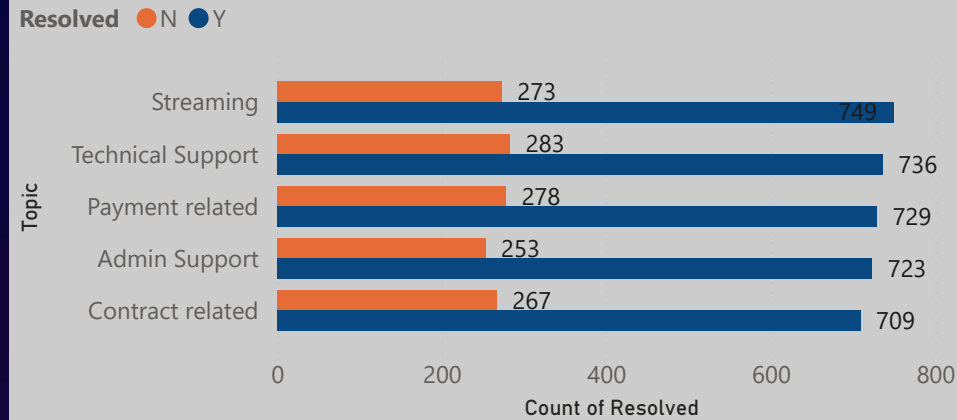
No. of Calls per Month

Answered (Y/N) ● N ● Y

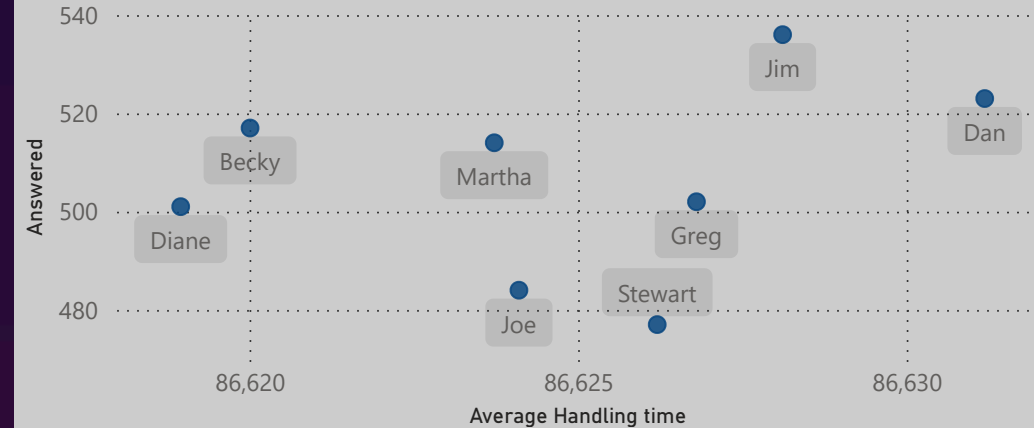


Agent	Answered	Resolved(Y)	Avg Satisfaction rating	Avg SOA (in sec)
Becky	517	462	3.37	65.33
Dan	523	471	3.45	67.28
Diane	501	452	3.41	66.27
Greg	502	455	3.40	68.44
Jim	536	485	3.39	66.34
Joe	484	436	3.33	70.99
Martha	514	461	3.47	69.49
Stewart	477	424	3.40	66.18
Total	4054	3646	3.40	67.52

## Count of Resolved by Topic and Resolved



## Average Handling time and Answered by Agent



## Average of Satisfaction rating by Agent

