

Call Center Data Dashboard

Avg CSR

3.46

Abandon Rate

17.89%

Resolved Rate

73.98%

Speed of Answer

67.33

Agent	Avg CSR	Total calls	Average of Speed of Answer	Total calls rsolved
Martha	3.54	220	71.37	152
Greg	3.53	208	66.85	155
Dan	3.52	227	67.67	177
Stewart	3.50	230	65.32	163
Jim	3.44	228	66.56	173
Diane	3.41	222	66.11	168
Becky	3.41	216	64.85	154
Joe	3.38	221	69.96	169
Total	3.46	1772	67.33	1311

Departments

Air Conditioner

Television

Washin...

Toaster

Fridge

Agent

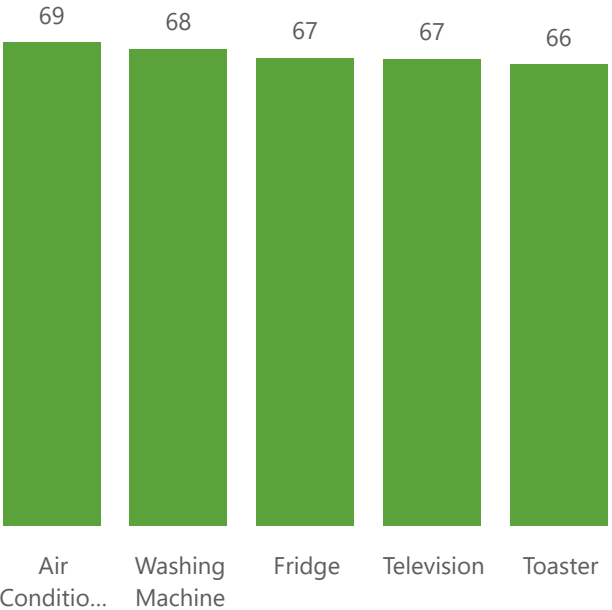
All

CSR Target

3.43!

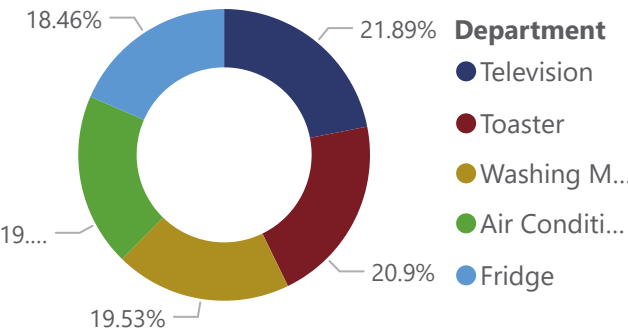
Goal: 4.50 (-23.81%)

Average speed of answer

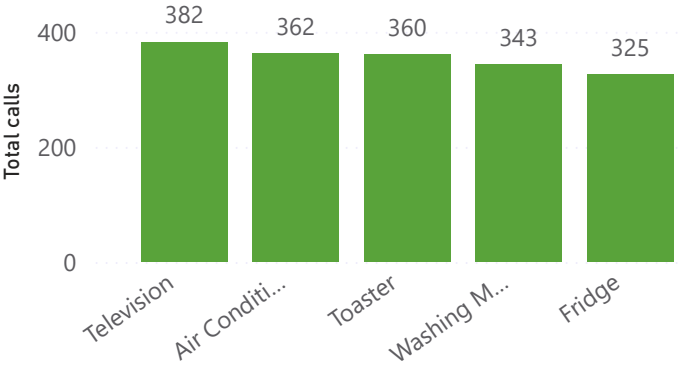


Department

Total calls rsolved by Department

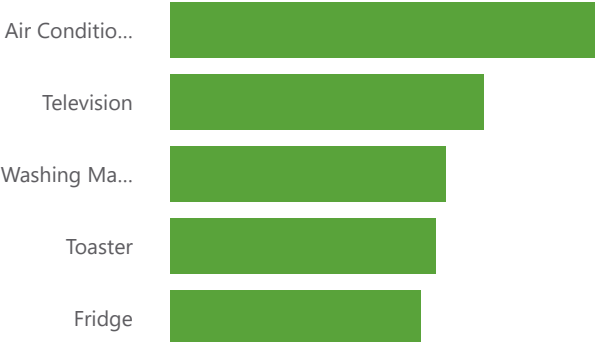


Total calls by Department



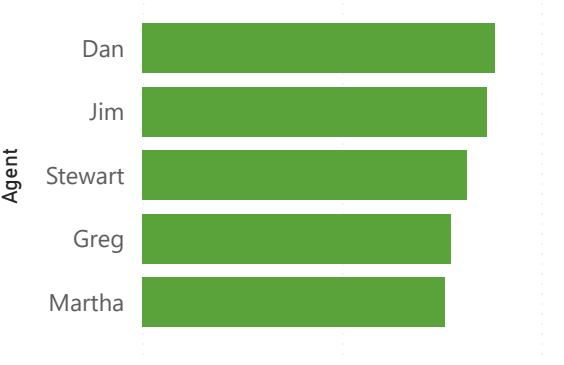
Department

Abandon Rate by Department



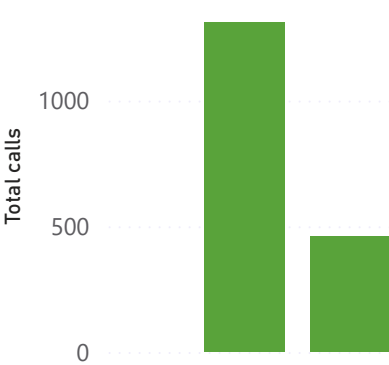
Abandon Rate

Total calls rsolved by Agent



Total calls rsolved

Calls resolved



Resolved