

PhoneNow Call Center KPI Dashboard

5000

Total Calls

67.52

Avg. Answer Speed (in Sec)

4054

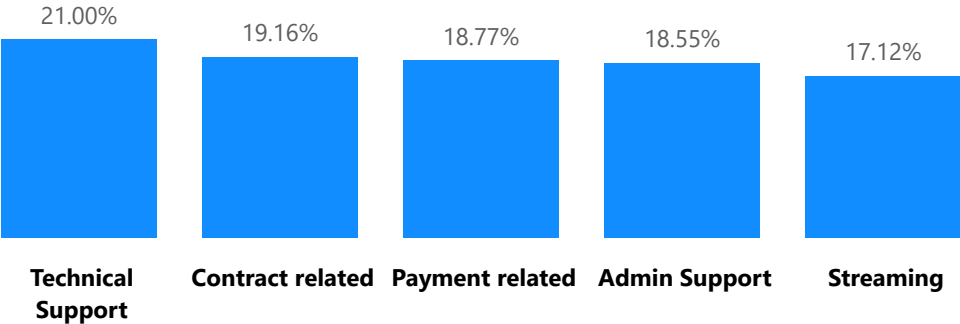
Total Answer Call

18.92%

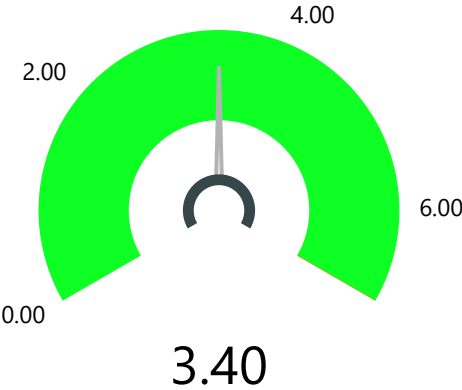
Abandon Rate

Agent	Total Calls	Total Answer Call	Total Resolved Call	Avg. Speed of Answer
Becky	631	517	462	65.33
Dan	633	523	471	67.28
Diane	633	501	452	66.27
Greg	624	502	455	68.44
Jim	666	536	485	66.34
Joe	593	484	436	70.99
Martha	638	514	461	69.49
Stewart	582	477	424	66.18

Call Abandon Rate By Department



Average of Satisfaction rating



Satisfaction Average rating by Agent

