

5000
Total records

8
Agent

67.52
Avg Speed of answer(Sec)

Admin Support
First Topic

Technical Support
Last Topic

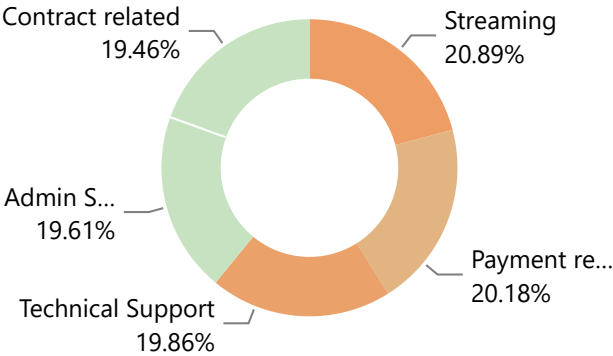
3.40
Avg rating

Joe 70.99
Top agent in speed ans

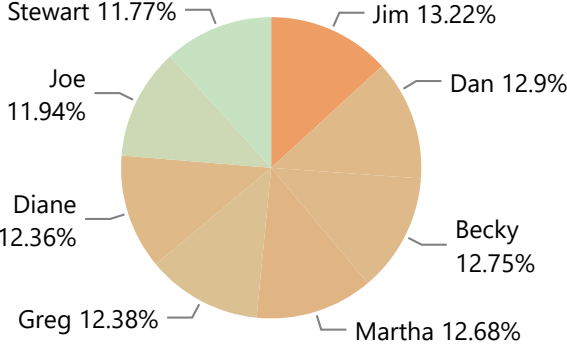
Becky 65.33
Bottom agent in speed ans

CALL CENTER DASHBOARD

AvgTalkDuration by Topic



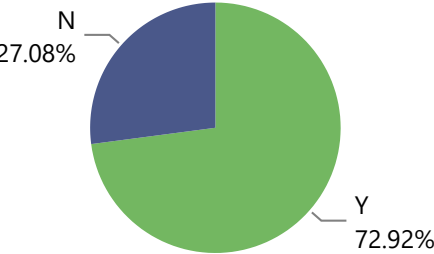
AvgTalkDuration by Agent



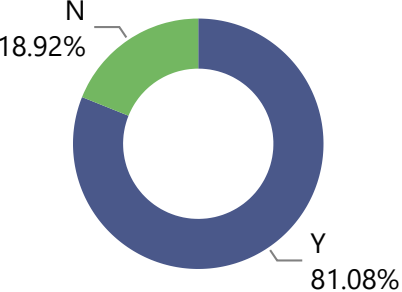
Month Name

January	February	March
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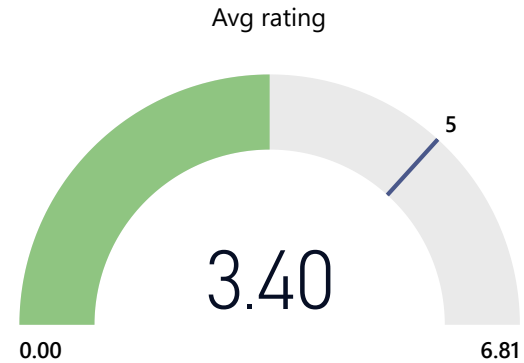
Resolved records



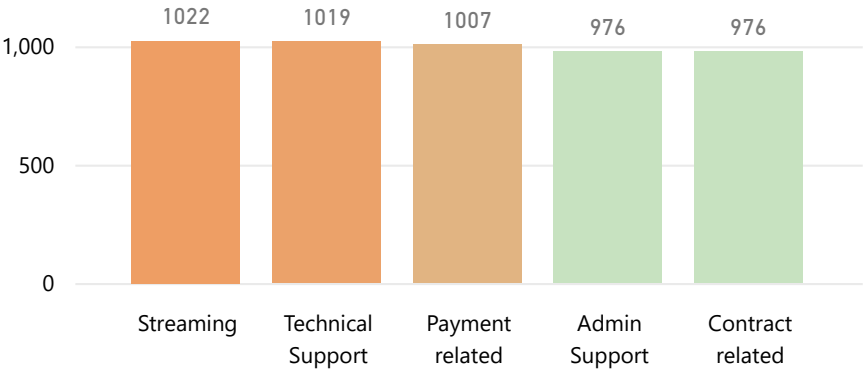
Answered records



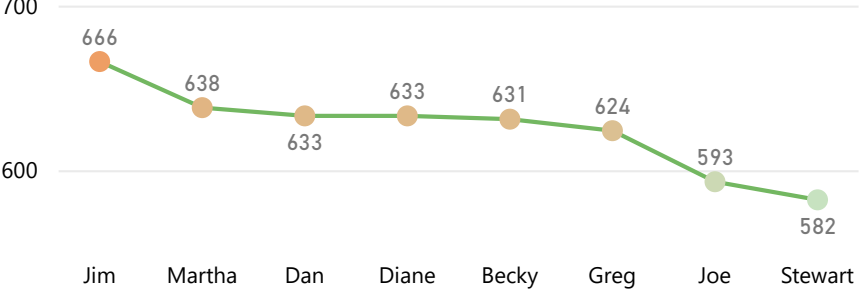
Total records and Avg rating by Agent



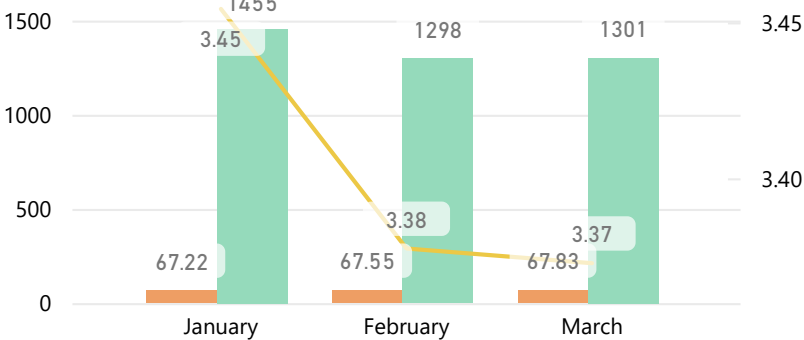
Topic time count



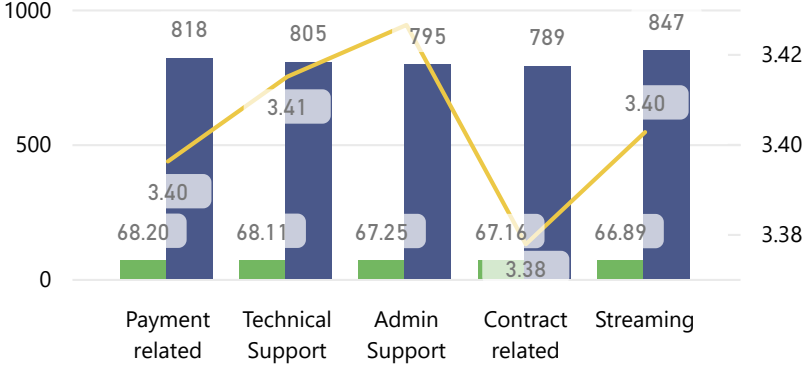
Agent topic count



Avg speed of answer AvgTalkDuration Avg rating



Avg speed of answer AvgTalkDuration Avg rating



DEVELOPED BY
MOUNIKA V