

67.52

Average Speed To Answer In Seconds

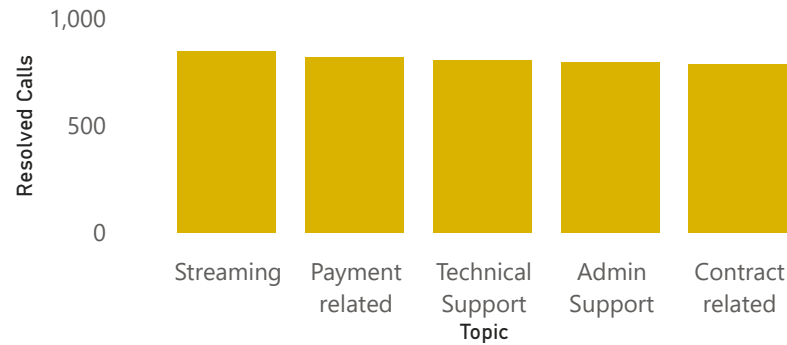
3.40

Average Satisfaction Rating

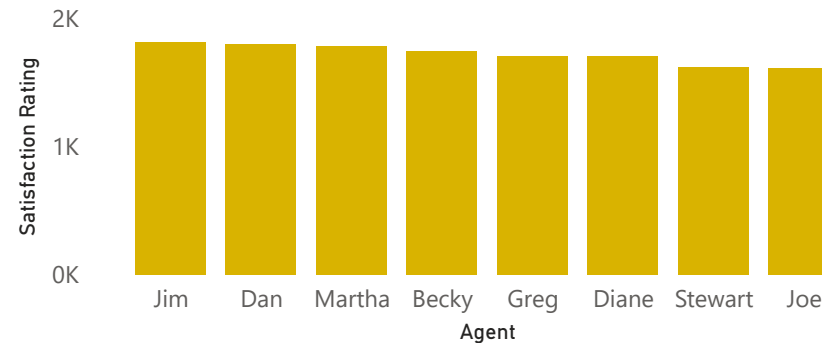
Select An Agent

All

Resolved Calls by Topic

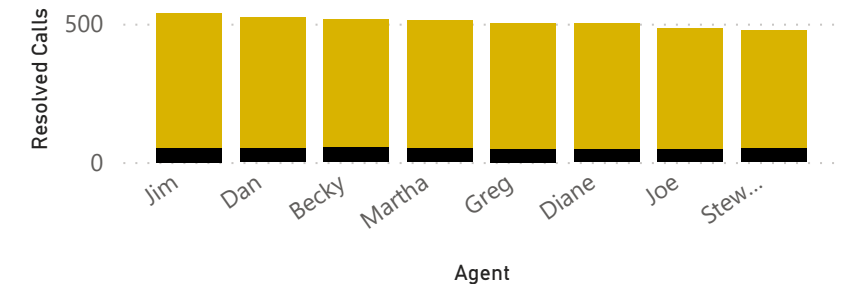


Satisfaction Rating by Agent



Resolved Calls by Agent and Yes vs No

Yes vs No ● N ● Y



Calls Answered (Y/N) by Agent



Company Task:

Transparency and insights into data that the company has at their call center. The company needs an accurate overview of long-term trends in customer and agent behavior.

Dashboard KPIs:

- Overall customer satisfaction
- Overall calls answered/abandoned
- Calls by time
- Average speed of answer
- Agent's performance quadrant -> average handle time (talk duration) vs calls answered

Topic by Speed of answer in seconds and Agent

Agent ● Becky ● Dan ● Diane ● Greg ● Jim ● Joe ● Martha ● Stewart

