



Call Center Operational Dashboard

131,821

Total Number Of Calls

12.53

Average Call Duration (Mins)

0.50

Average Wait Time (Mins)

6.01%

Average Call Abandonment Rate

YEAR

☒ Select all

☐ 2018

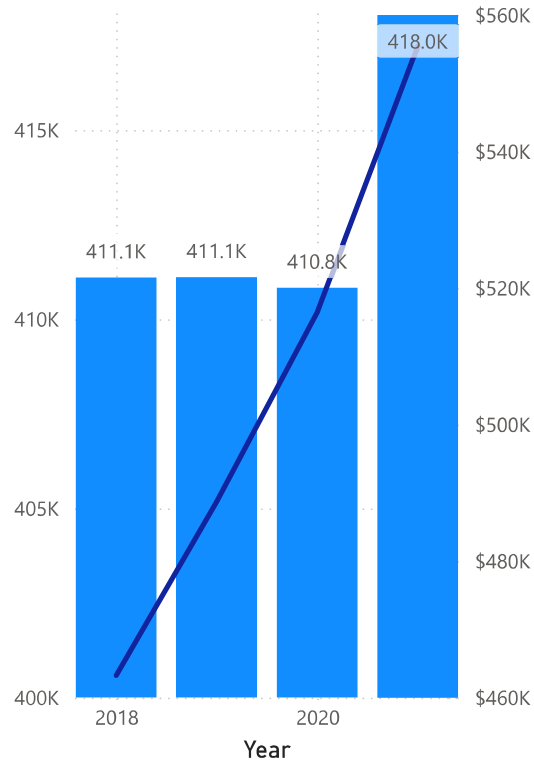
☐ 2019

☐ 2020

☐ 2021

Total Call Duration and Total Revenue by Year

● Total Call Duration ● Total Revenue



State and City

☐ Select all

☒ Colorado

☐ Aurora

☒ Florida

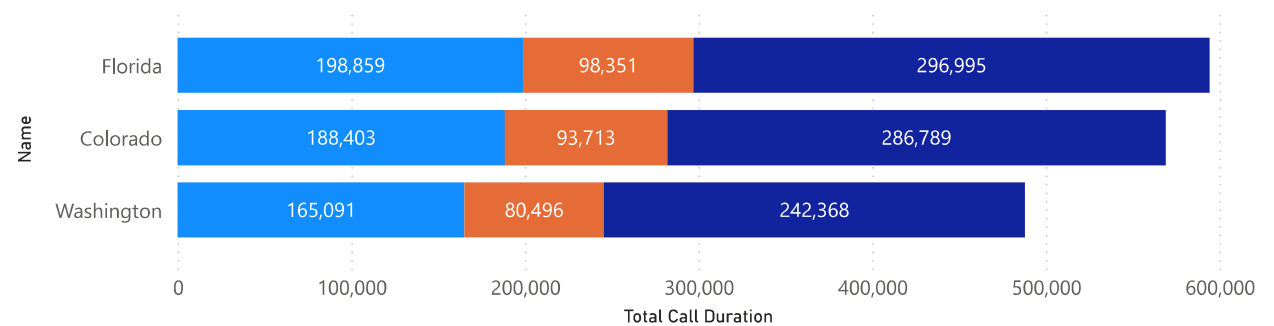
☐ Jacksonville

☒ Washington

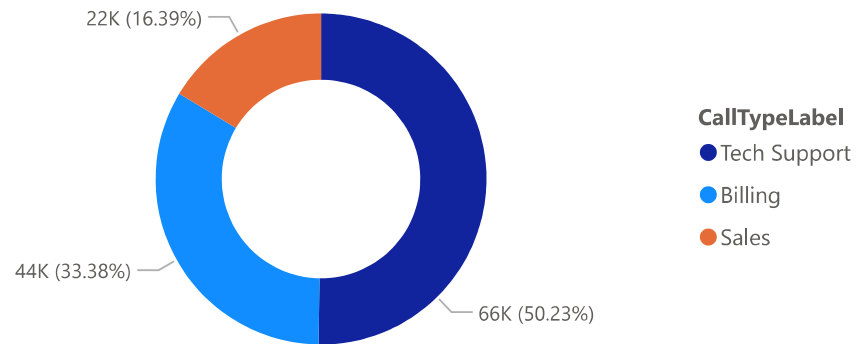
☐ Spokane

Total Call Duration by States

CallTypeLabel ● Billing ● Sales ● Tech Support



Total Calls by CallTypeLabel



Donut Chart

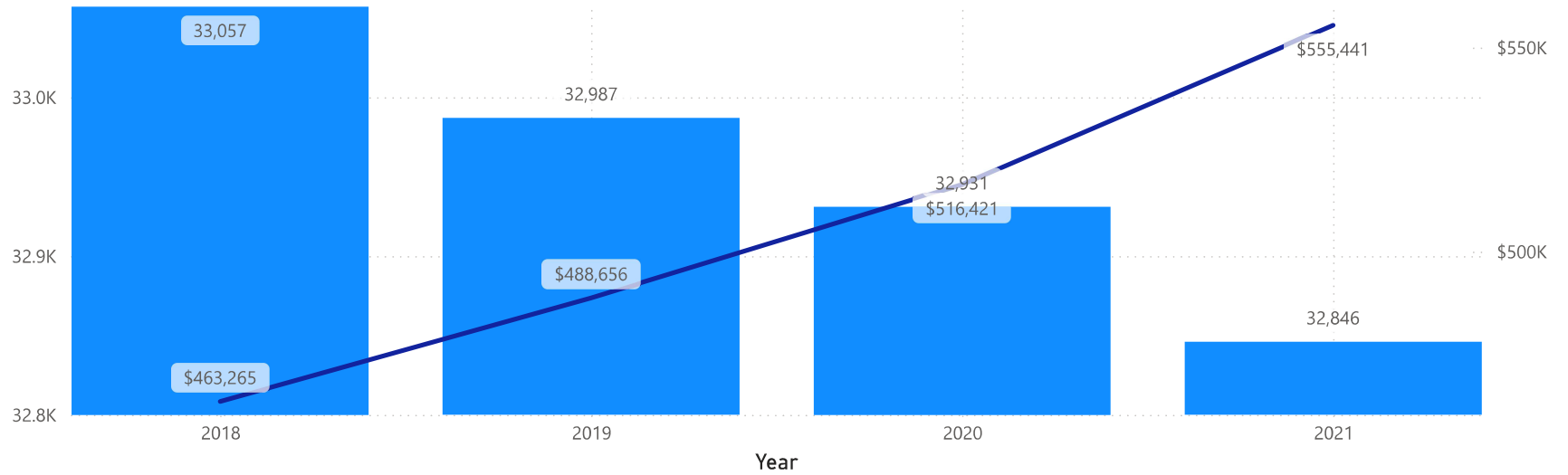
Bar Chart



Call Center Revenue Dashboard

Total Calls and Total Revenue by Year

Total Calls Total Revenue



Year

Select all

2018

2019

2020

2021

State and City

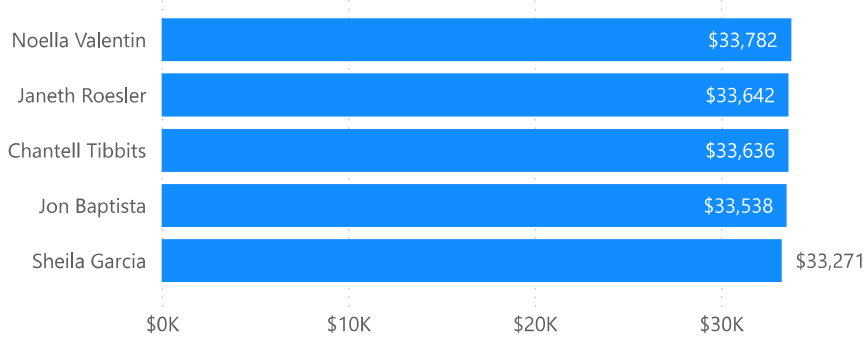
Select all

Colorado

Florida

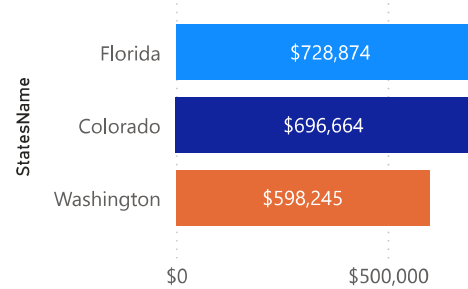
Washington

Total Revenue by EmployeeName

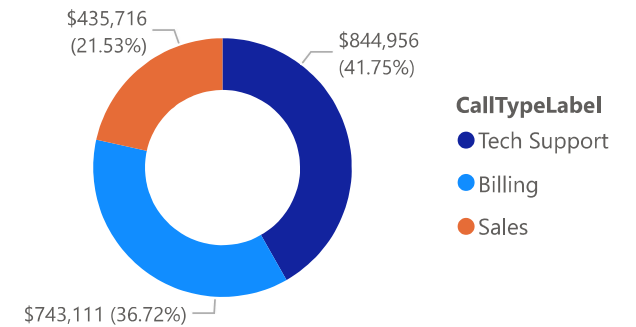


Total Revenue by StatesName

StatesName Florida Colorado Washington



Total Revenue by CallTypeLabel



Call Abandoned

7923

Total Abandoned Calls

6.01%

Average Call Abandonment Rate

0.50

Average Wait Time (Mins)

12.53

Average Call Duration (Mins)

Year

Select all

2018

2019

2020

2021

State Name

Select all

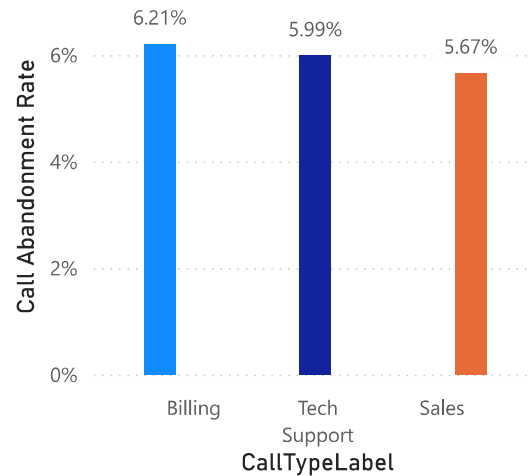
Colorado

Florida

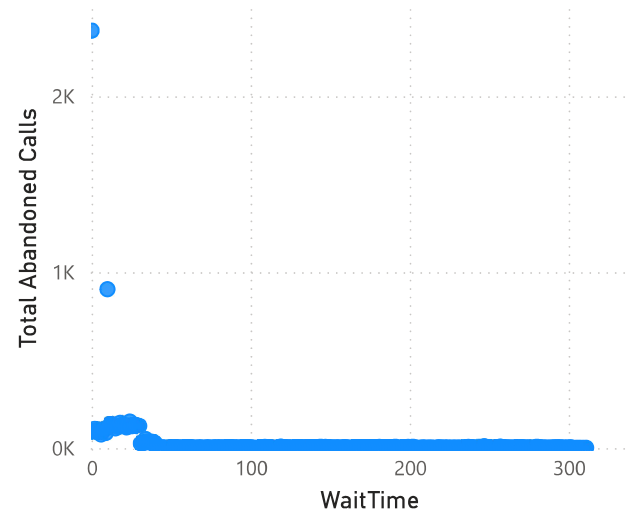
Washington

Call Abandonment Rate by Call Type

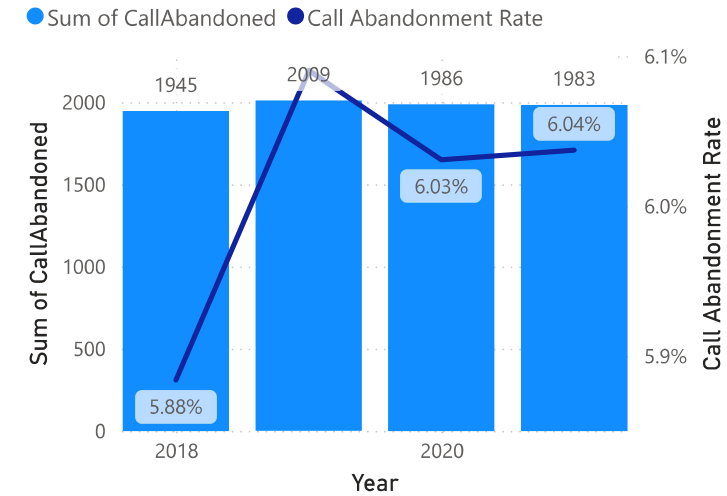
CallTypeLabel: Billing Tech Support Sales



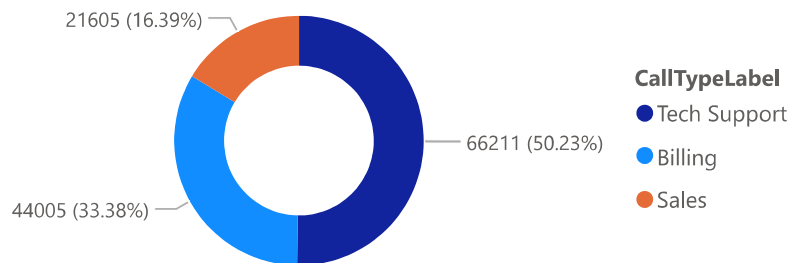
Total Abandoned Calls by WaitTime



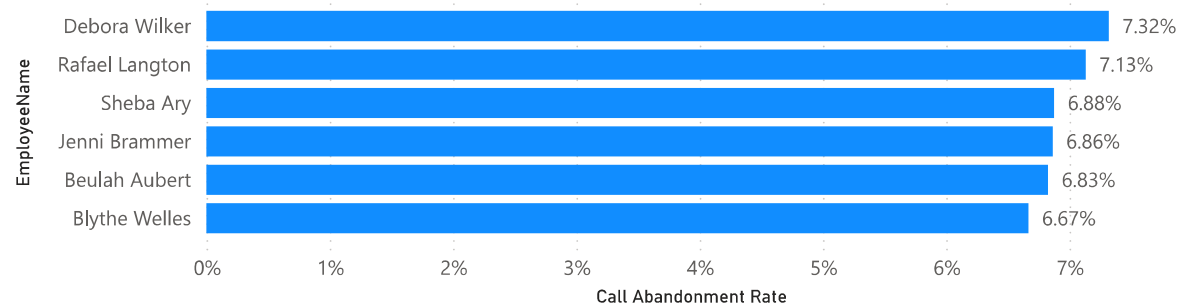
Sum of CallAbandoned and Call Abandonment Rate by Year



Call Abandonment by Call Type



Call Abandonment Rate by EmployeeName





EMPLOYEE

64

Total Number Of Employee

\$31,622

Average Revenue/Employee

12.5

Average Call Duration By Employee (Mins)

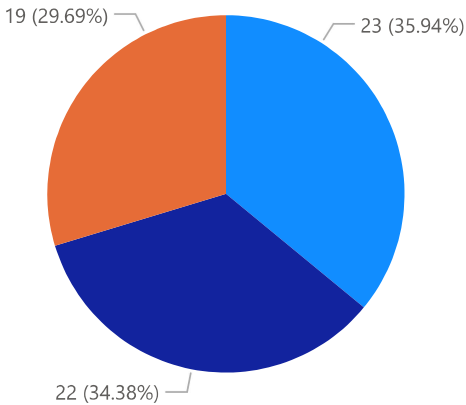
2060

Average Calls Per Employee

Year

Number of employee by State

- Select all
- 2018
- 2019
- 2020
- 2021



- State Name
- South Florida
 - West Colorado
 - West Washington

EmployeeName	Total Revenue	Total Call Duration	Total Calls	Call Abandonment Rate
Noella Valentin	\$33,782	27,596	2,181	6.33%
Janeth Roesler	\$33,642	27,026	2,069	6.09%
Chantell Tibbits	\$33,636	27,458	2,200	6.32%
Jon Baptista	\$33,538	27,235	2,139	5.84%
Sheila Garcia	\$33,271	27,141	2,134	5.25%
Blythe Welles	\$32,938	26,728	2,130	6.67%
Ivette Rodenberg	\$32,935	26,857	2,110	5.40%
Deandre Smyre	\$32,859	26,832	2,145	6.39%
Stormy Seller	\$32,853	26,590	2,080	5.63%
Beulah Aubert	\$32,727	26,529	2,095	6.83%
Morton Goff	\$32,725	26,687	2,134	5.67%
Bruno Currie	\$32,629	26,383	2,062	5.58%
Sheba Ary	\$32,535	26,339	2,109	6.88%
Latrisha Buckalew	\$32,527	26,617	2,098	4.39%
Summer Wimbish	\$32,458	26,354	2,074	5.40%
Agripina Snively	\$32,407	26,633	2,128	5.87%
Shery Hover	\$32,406	26,618	2,104	5.70%
Junie Grant	\$32,342	26,291	2,102	5.19%
Carley Askew	\$32,252	26,163	2,071	5.94%
Luvenia Mattinson	\$32,235	26,299	2,082	6.05%
Milford Balls	\$32,204	26,477	2,086	5.94%
Harrison Finlayson	\$32,166	25,949	2,098	6.43%
Susy Burgamy	\$32,070	26,301	2,088	6.75%
Luvenia Huns	\$32,066	26,086	2,054	5.40%
Total	\$2,023,783	1,651,065	131,821	6.01%