



PERFORMANCE DASHBOARD

DATE

1/1/20213/31/2021

TOPIC

All

AGENT

All

SUMMARY

AGENT

Total Calls

5000

Abandoned Calls

946

Avg. Answer Speed

1.1

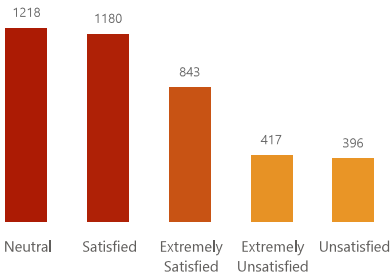
Avg. Handling Time

3.7

Customer Satisfaction

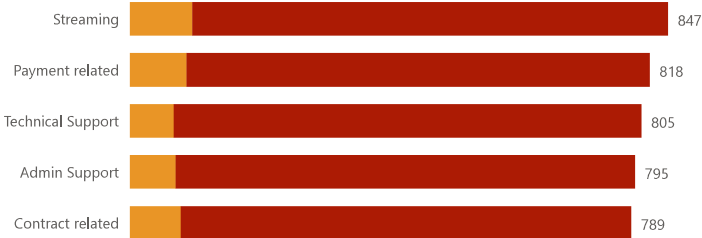
3.4

Calls by Customer Satisfaction



Calls by Topic

ResolvedUnresolved



Resolution Rate

ResolvedUnresolved



Call Volume Trend

Day	9:00 AM	10:00 AM	11:00 AM	12:00 PM	1:00 PM	2:00 PM	3:00 PM	4:00 PM	5:00 PM
Monday	82	66	86	90	100	98	76	66	106
Tuesday	67	82	62	57	83	58	100	95	69
Wednesday	90	57	62	64	95	59	73	89	88
Thursday	80	100	76	94	74	60	66	76	84
Friday	76	86	90	76	62	72	70	66	78
Saturday	76	68	112	100	80	70	88	86	86
Sunday	76	70	102	66	100	82	58	88	72



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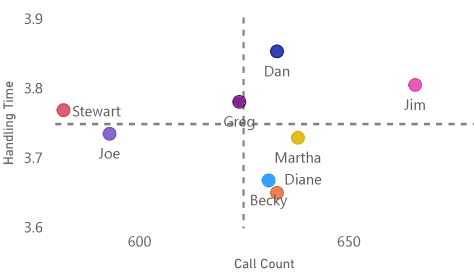
SUMMARY

AGENT

Agent Statistics

Agent	Total Calls	Answer Rate	Resolution Rate	Avg. Answer Speed	Avg. Talk Duration	Avg. Satisfaction rating
Jim	666	80%	73%	1.1	3.8	3.39
Martha	638	81%	72%	1.2	3.7	3.47
Dan	633	83%	74%	1.1	3.9	3.41
Diane	633	79%	71%	1.1	3.6	3.41
Becky	631	82%	73%	1.1	3.7	3.37
Greg	624	80%	73%	1.1	3.8	3.40
Joe	593	82%	74%	1.2	3.7	3.33
Stewart	582	82%	73%	1.1	3.8	3.40

Performance Quadrant



Performance Quadrant

