

CALL CENTER DASHBOARD

CALLS ANSWERED

4054

SPEED OF
ANSWER

67.52

AVG RATING

3.40

Date

1/1/2021

3/31/2021

Analyze



CALLS ANSWERED

4054



SPEED OF ANSWER

67.52



AVG RATING

3.40



Month

All

Topic

Admin Support

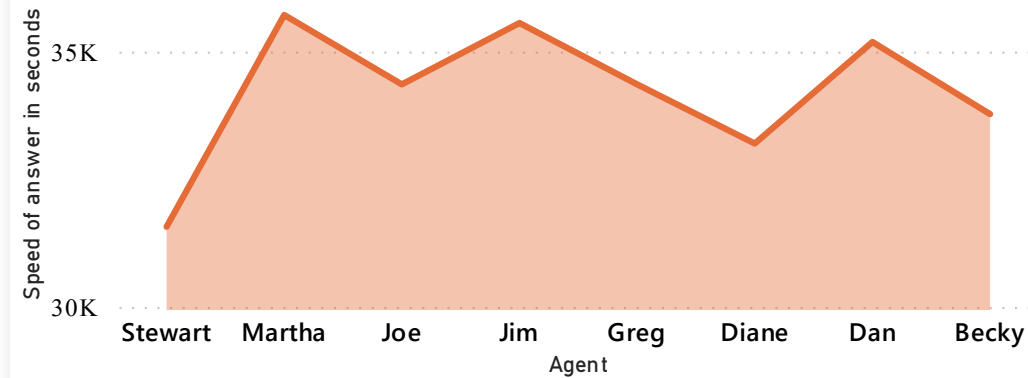
Contract related

Payment related

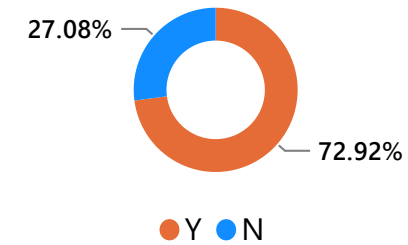
Streaming

Technical Support

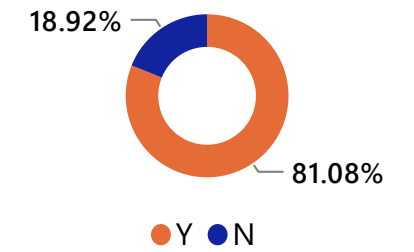
AGENT CALL RESPONSE



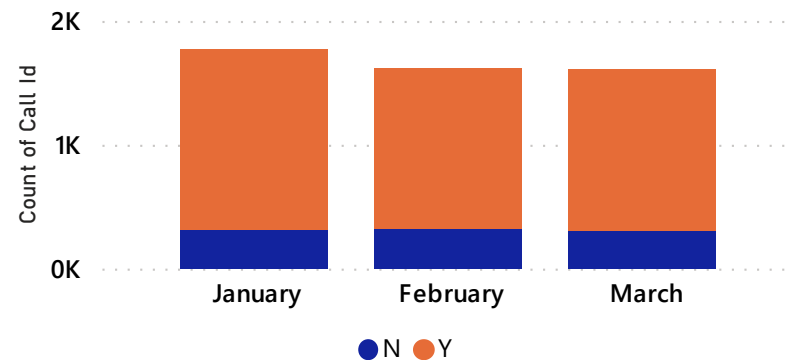
RESOLVED



ANSWERED



CALLS PER MONTH



Agent	Answered calls	Resolved Calls	AVG Rating	AVG of Speed of answer
Martha	514	461	3.47	69.49
Dan	523	471	3.45	67.28
Diane	501	452	3.41	66.27
Greg	502	455	3.40	68.44
Stewart	477	424	3.40	66.18
Jim	536	485	3.39	66.34
Becky	517	462	3.37	65.33
Total	4054	3646	3.40	67.52