



pwc

CALL CENTER DASHBOARD

5,000

Total Call

4,054

Answered Call

946

Rejected Call

3,646

Resolved

1,354

Not Resolved

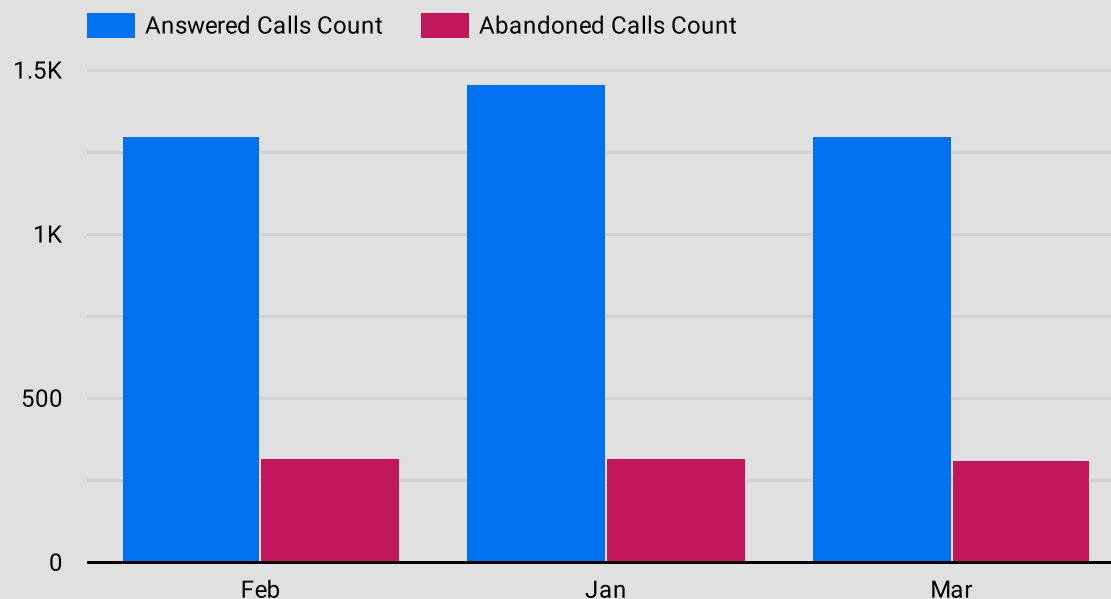
67.52

Call Speed

3.4

Rating

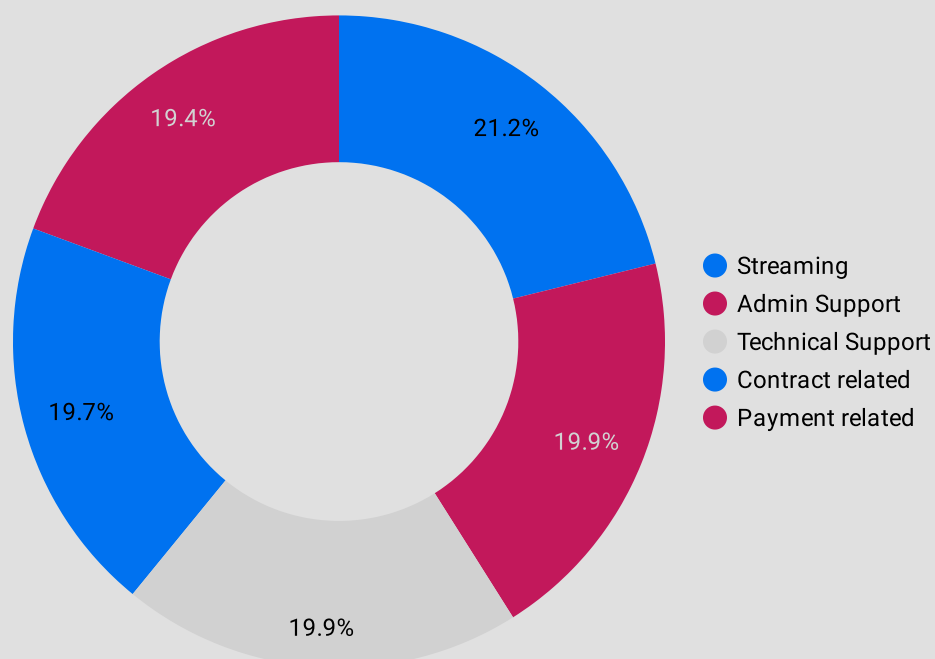
Answered Calls Count and Abandoned Calls Count by Month



Minutes by Agent



Topic by Minutes



Call Resolved by Agent

