Call Centre dashboard

| Becky | Dan | Diane | Greg | Jim | Joe | Martha | Stewart |

Calls by Time

Total calls received

5K

Total Calls Answered

4K

Total Calls Resolved

4K

Average of Speed of answer in seconds

54.75

Calls by Time values: 547, 529, 590, 547, 594, 499, 531, 566, 583, 14

Time axis: 10, 12, 14, 16, 18

Time(Starting from 9:00 A.M to 6 P.M)

Avgi satisfaction rating

2.76

0.00 — 4.50 — 5.00
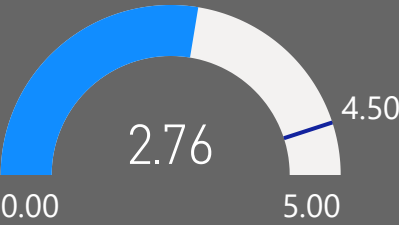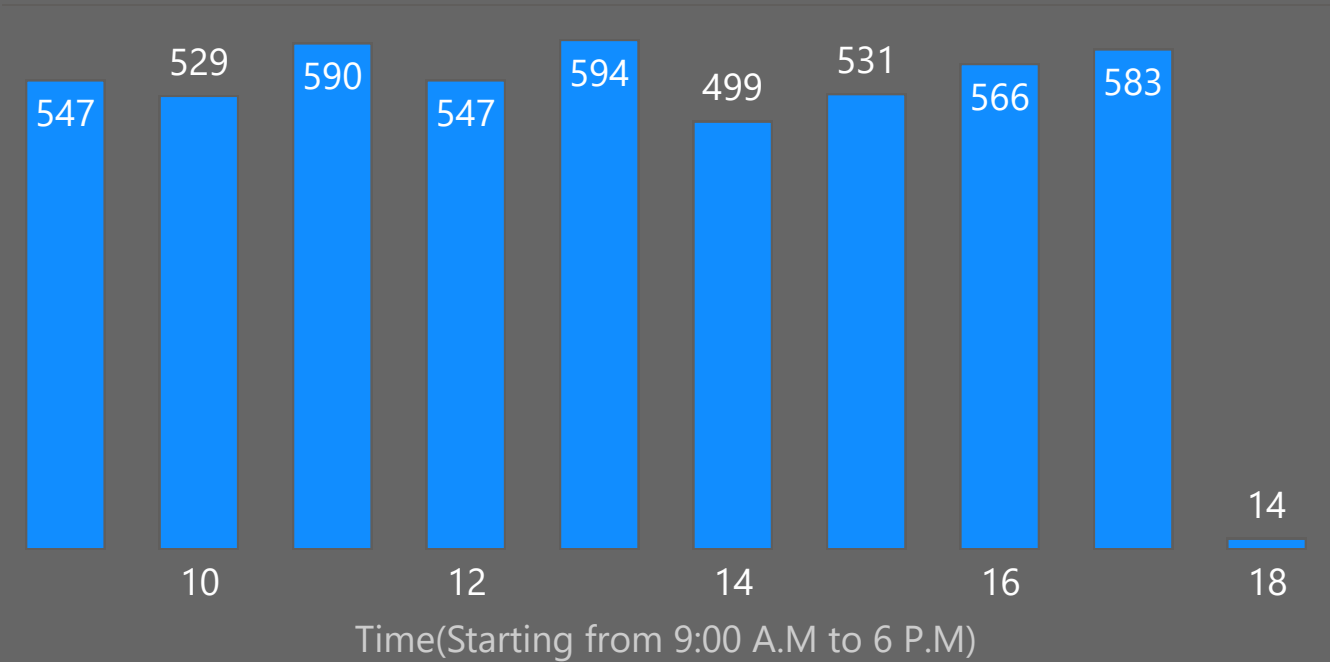
Calls Recieved ,Answered, Resolved

	Jim	Martha	Dan	Diane	Becky	Greg	Joe	Stewart
Received	666	638	633	633	631	624	593	582
Answered	536	514	523	501	517	502	484	477
Resolved	485	461	471	452	462	455	436	424
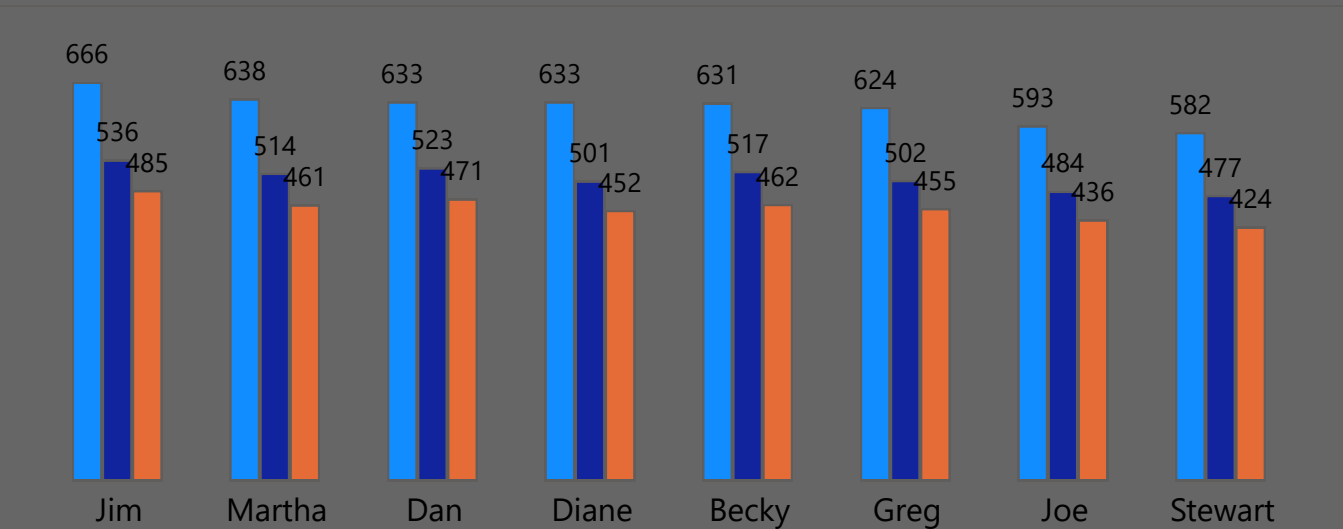
Answered vs Abandoned calls

Ans... ● Y ● N

81%

19%
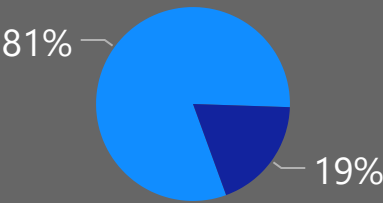
Resolved and not resolved calls on monthly basis

Resolved ● N ● Y

	January	February	March
Y (N)	1.3K	1.2K	1.2K
N (Y)	0.5K	0.5K	0.4K