



# CALL CENTER DASHBOARD

AGENT

All

DEPARTMENT

All

Total Call Id



1772

Answered



1455

Resolved Call



1311

Abandon Rate

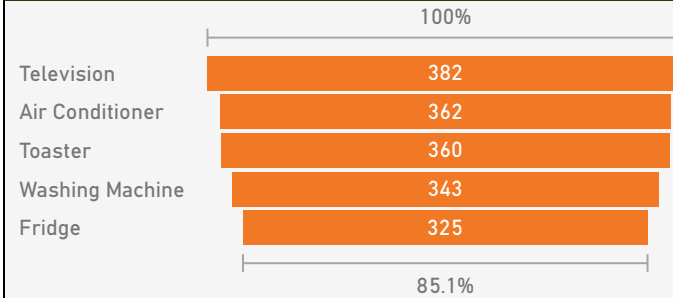


17.89

Satisfaction <=3

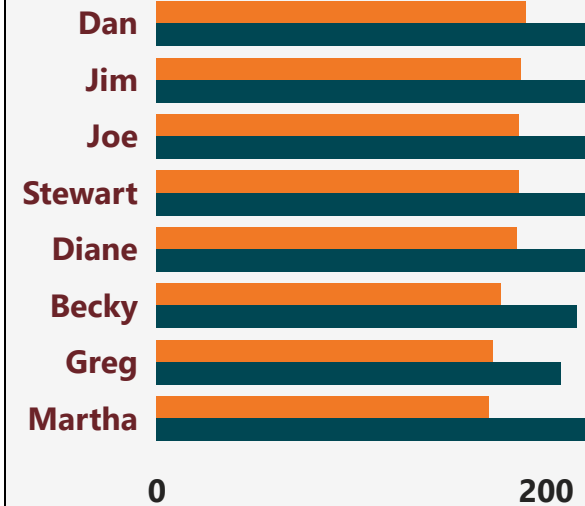
1041

Count of Agent by Department



Answered and Count of Resolved by Agent

Answered Count of Resolved



% Of Call Less Than 180 Sec

49.66

Avg Call Per Min

0.32

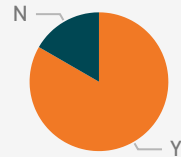
Call Less Than 180 Sec

880

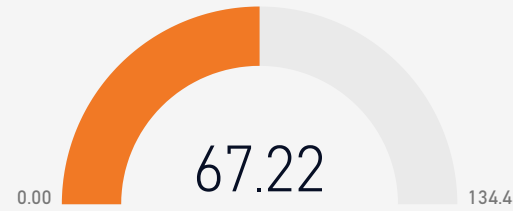
Avg Speed of Answer

67.22

Count of Satisfaction rating by Answered (Y/N)

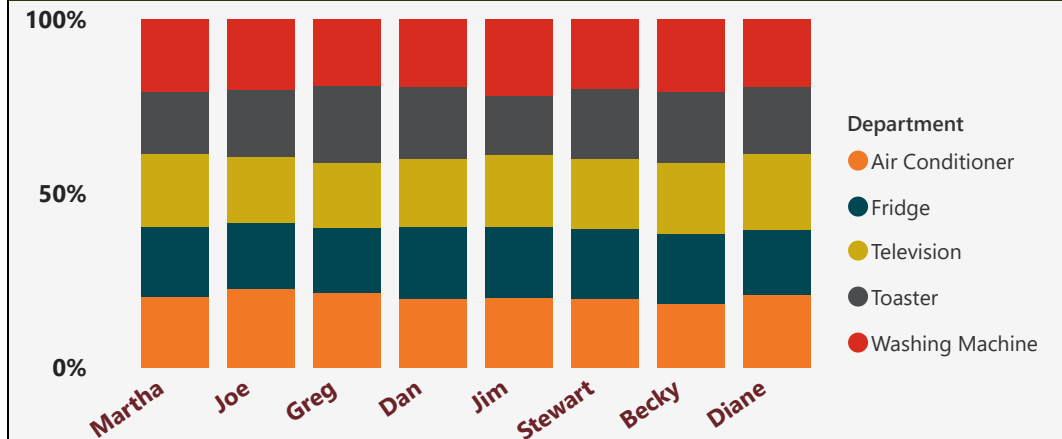


Average of Speed of Answer



Agent	Count of Call Id	Answered	Average of Speed of Answer	Resolved call
Dan	227	190	66.95	177
Jim	228	187	66.66	173
Joe	221	186	71.16	169
Diane	222	185	63.94	168
Stewart	230	186	66.24	163
Greg	208	173	67.20	155
Becky	216	177	64.35	154
Martha	220	171	71.46	152
Total	1772	1455	67.22	1311

Average of Speed of Answer by Agent and Department



## Build visuals with your data

Select or drag fields from the **Data** pane onto the report canvas.

