## **Dashboard Call Centre** Dashboard Agent Details **Opticonnect Total Calls** Calls Answered **Abandon Rate Avg Speed of Answer Avg Talk Duration (sec)** 1.77K 1.46K 67.22 17.89% 160.35 **Avg Satisfaction Issue Resolve** Calls Less Than 180 Sec **Percent Calls Less Than 180 Sec Satisfaction Less Than Equal To 3** 3.45 1.31K 880 49.66% 1.04K Talk Duration and Speed of Answer Total Calls Per Day Impact on Custmer Satisfaction TotalCalls by Day and Answered (Y/N) Answered (Y/N) ○ N ● Y Avg Speed of Answer 99 88 100 Agent Becky Calls 50 Department Dan Air Conditioner 0 ☐ Diane 0 10 20 30 0 Fridge Satisfaction Rating Day Greg Television Total Calls by Resolved Total Calls by Department Jim Toaster **Resolved** •Y • N Joe 362.00 360.00 343.00 400 Washing Machine 325.00 Martha 0.46K (26.02%) 382.00 Calls 200 Stewart 0 Television Air Fridge **Toaster** Washing

1.31K (73.98%)

Conditioner

Department

Machine

## **Call Centre**



## **Agent Details**

Dashboard

Agent Details



**Total Calls** 

1.77K

**Calls Answered** 

1.46K

**Avg Speed of Answer** 

67.22

**Abandon Rate** 

17.89%

**Avg Talk Duration (sec)** 

160.35



**Avg Satisfaction** 

3.45

**Issue Resolve** 

1.31K

Calls Less Than 180 Sec

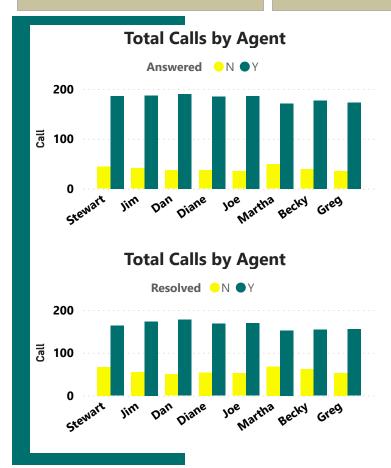
880

Percent Calls Less Than 180 Sec

49.66%

**Satisfaction Less Than Equal To 3** 

1.04K



Agent	TotalCalls	CallsAnswered	AvgSpeedOfAnswer	Issue Resolve ▼
Dan	227.00	190.00	66.95	177.00
Jim	228.00	187.00	66.66	173.00
Joe	221.00	186.00	71.16	169.00
Diane	222.00	185.00	63.94	168.00
Stewart	230.00	186.00	66.24	163.00
Greg	208.00	173.00	67.20	155.00
Becky	216.00	177.00	64.35	154.00
Martha	220.00	171.00	71.46	152.00

