

Opti Connect Call Center Performance Dashboard

343

Total Calls

286

Calls Answered

16.62

Abandon Rate (%)

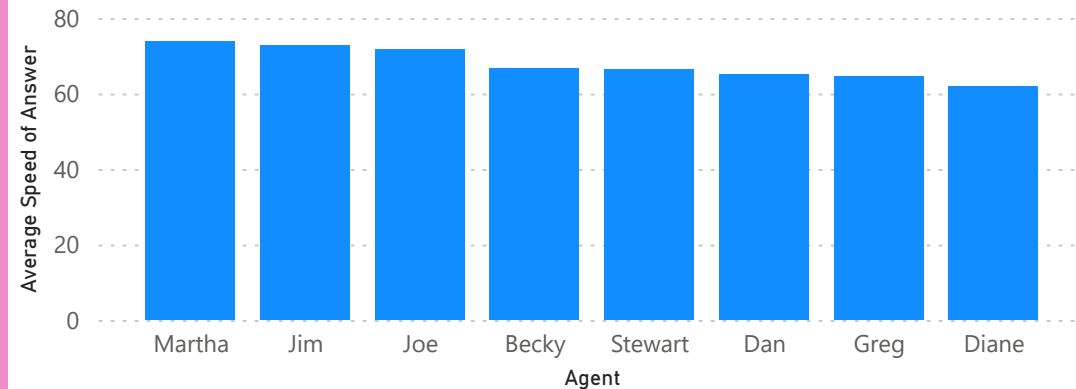
3.38

Satisfaction Overall

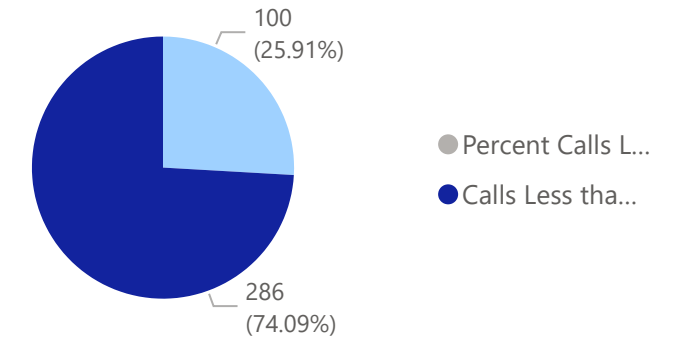
Department, Agent, Date ▾

- ✓ ☐ Air Conditioner
- ✓ ☐ Fridge
- ✓ ☐ Television
- ✓ ☐ Toaster
- ✓ ☒ Washing Machine

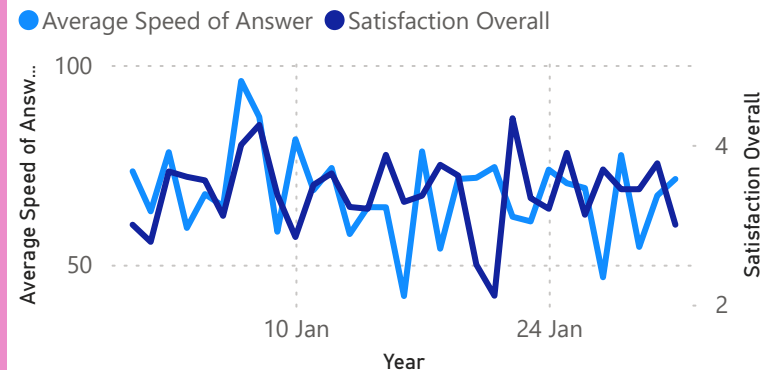
Average Speed of Answer by Agent



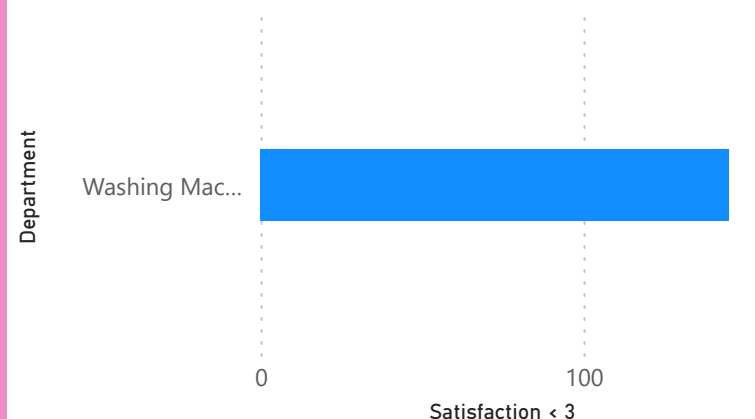
Percent Calls Less than 180 Seconds (%) and Calls Less than 180 Seconds



Average Speed of Answer and Satisfaction Overall by Year, Quarter, Month and Day



Satisfaction < 3 by Department



Count of AvgTalkDuration by Department

