



Call Center Dashboard

Agent: All

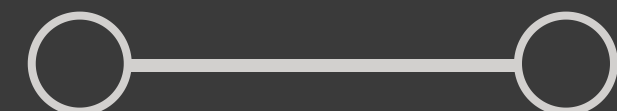
- ☐ Select all
- ☐ Becky
- ☐ Dan
- ☐ Diane
- ☐ Greg
- ☐ Jim
- ☐ Joe
- ☐ Martha
- ☐ Stewart

Date

1/1/2021



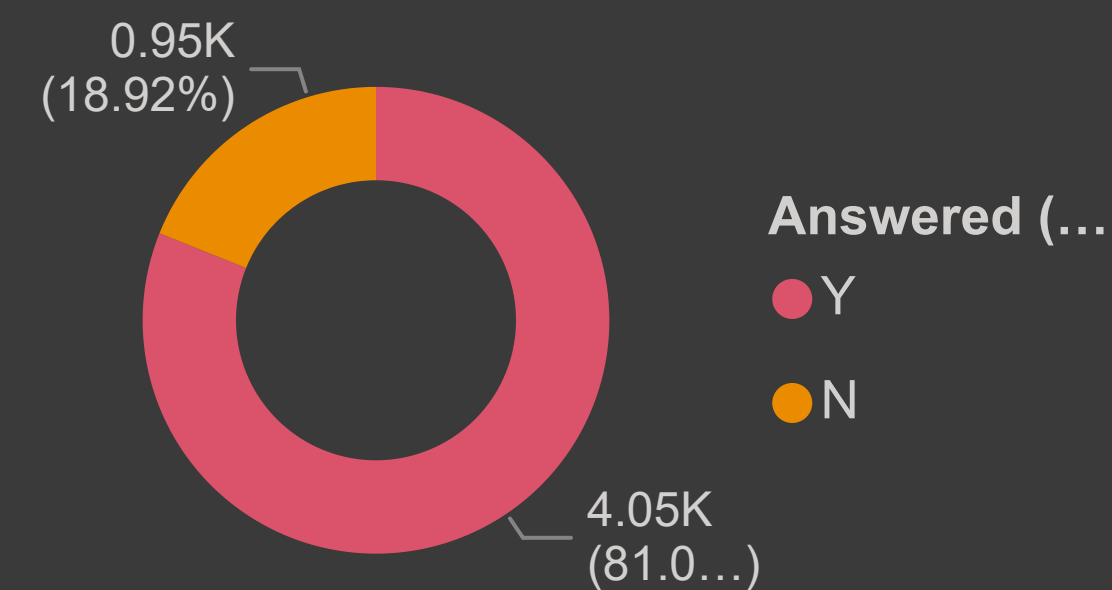
3/31/2021



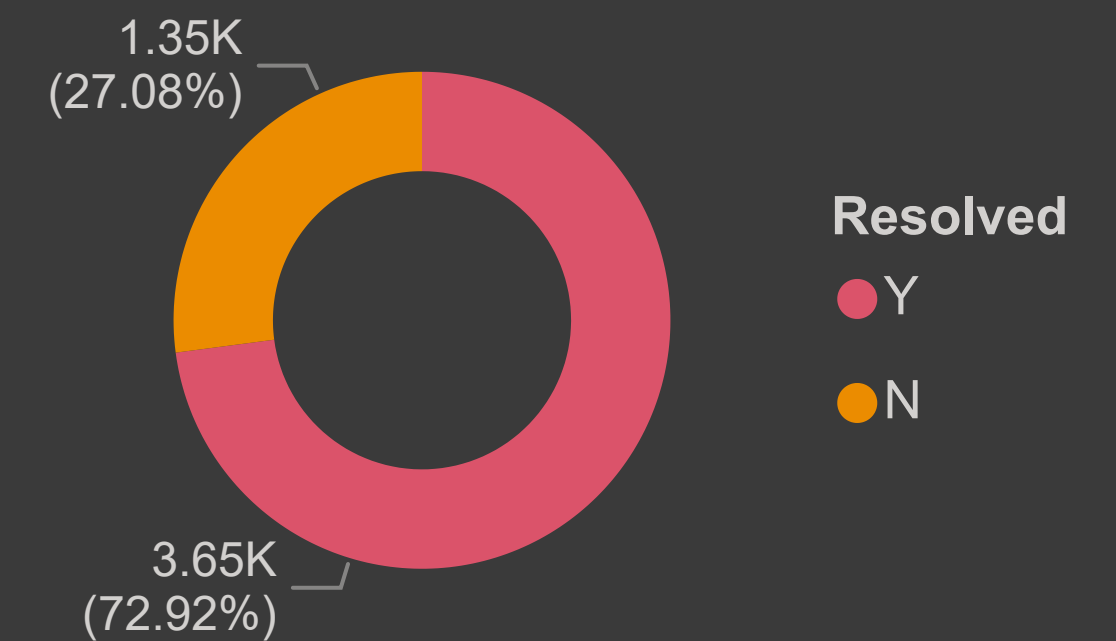
Average Satisfaction Rating



Calls Distribution



Resolved Calls



Agent	Count of Answered (Y/N)	Answered Calls	Resolved Calls	Average Rating(Agent)	Average Speed
Stewart	582	477	424	3.40	
Joe	593	484	436	3.33	
Diane	633	501	452	3.41	
Greg	624	502	455	3.40	
Martha	638	514	461	3.47	
Becky	631	517	462	3.37	
Dan	633	523	471	3.45	
Jim	666	536	485	3.39	
Total	5000	4054	3646	3.40	

Average Handle Time by Agent

