



CALL CENTRE DASHBOARD

Date
1/1/2021 3/31/2021

Total Calls
5000

Answered Calls
4054

Resolution Rate
89.94

Avg Ans Speed
67.52

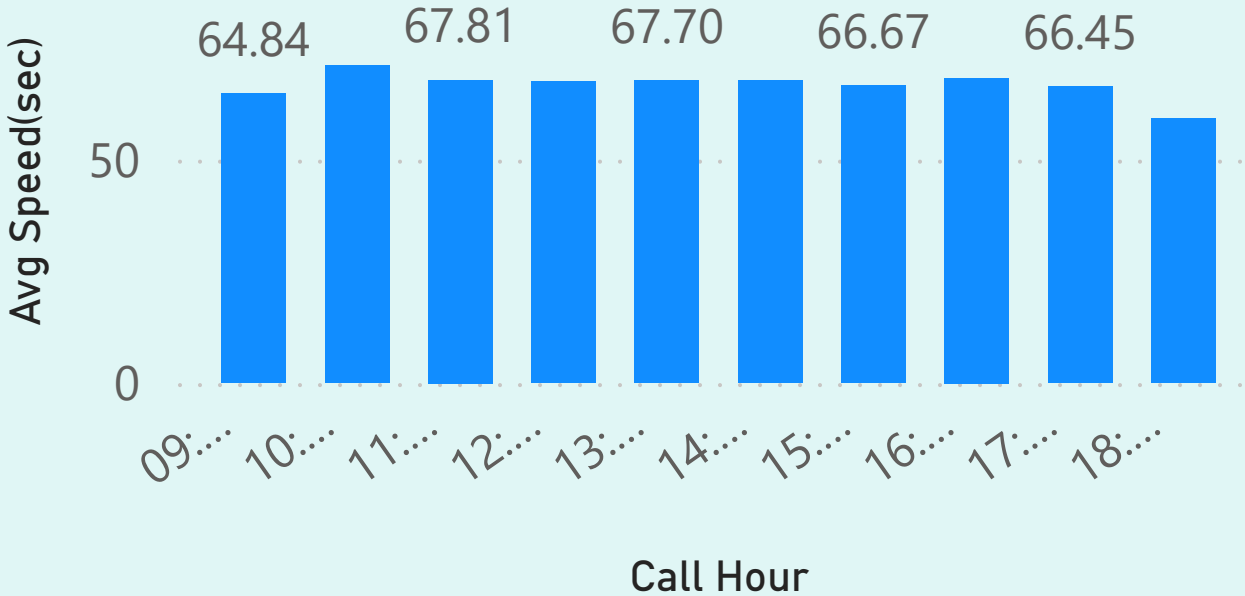
Avg Satisfaction
3.40

Resolved Calls by Topic

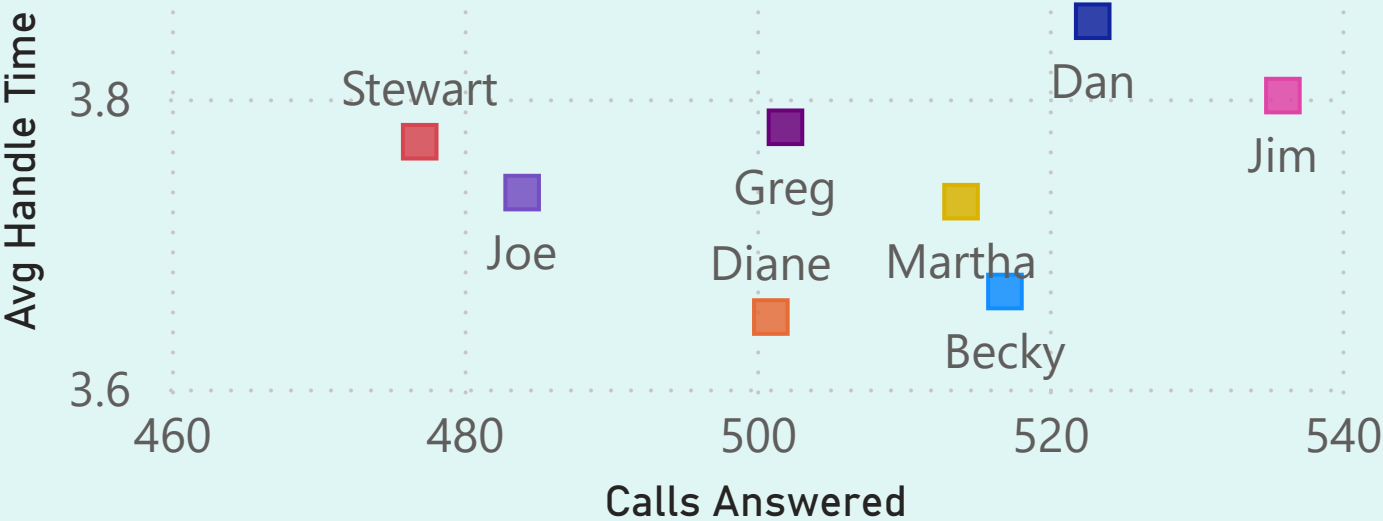
Resolved No Yes

Streaming	26.71%	73.29%
Technical Support	27.77%	72.23%
Payment related	27.61%	72.39%
Admin Support		74.08%
Contract related	27.36%	72.64%

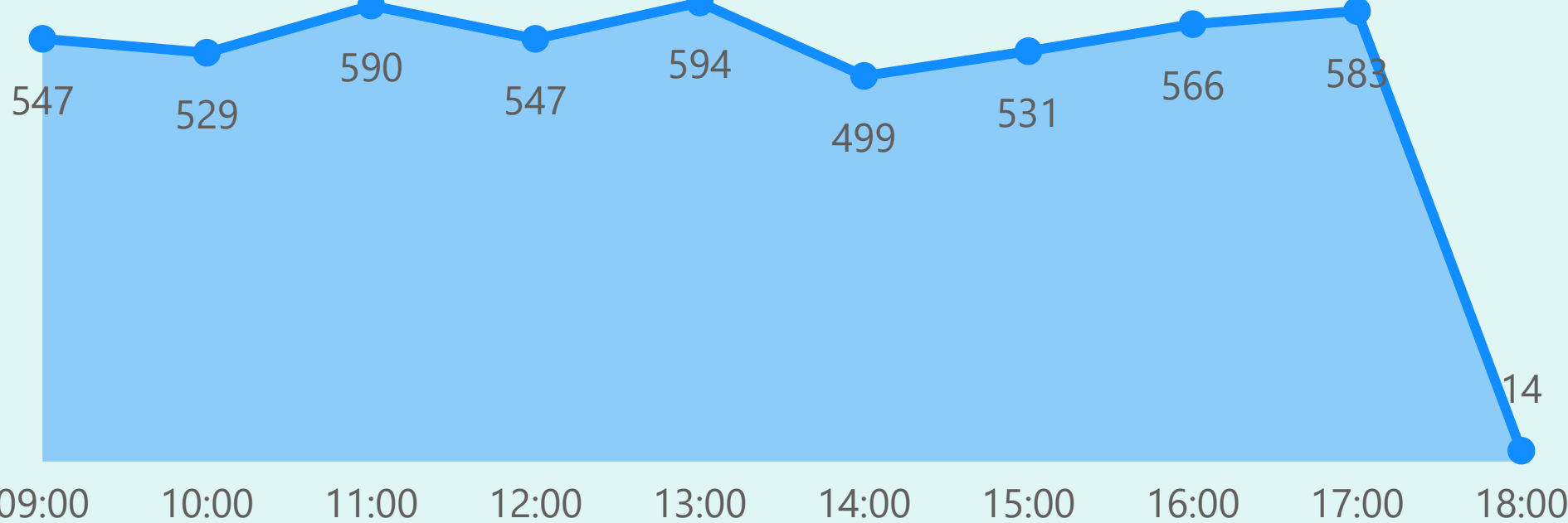
Avg Ans Speed(sec) by Call Hour



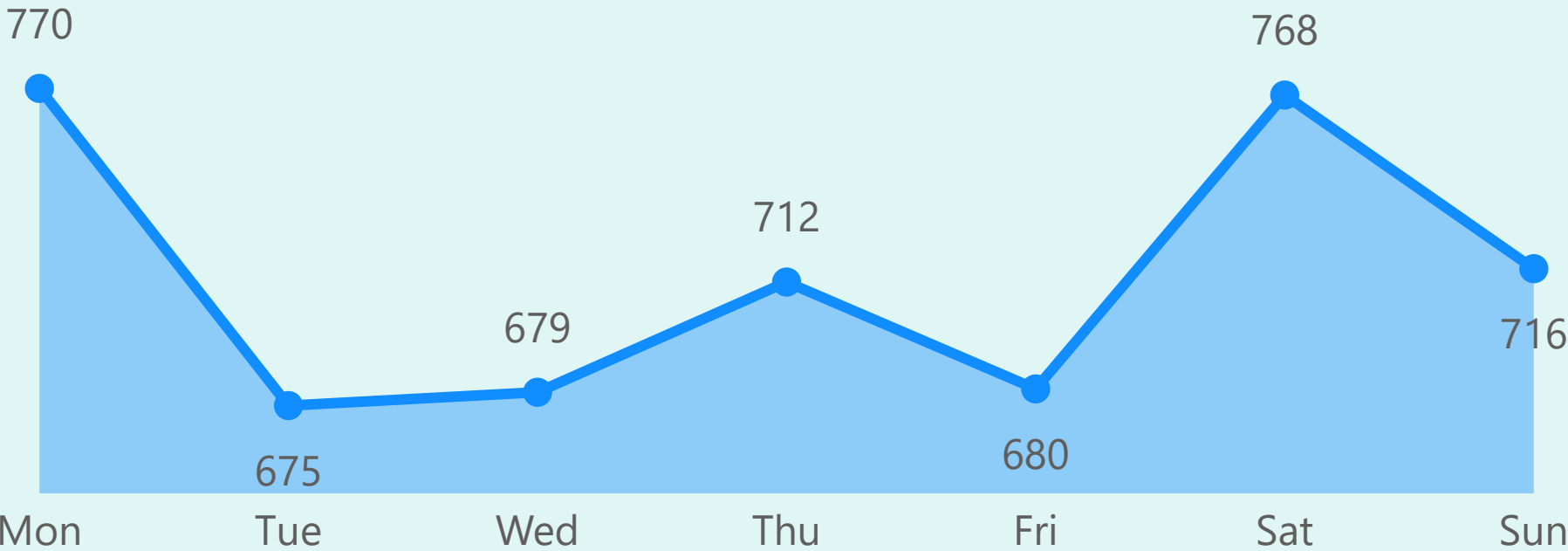
Agent Performance (Call Volume vs. Handle Time)



Calls by Hour



Calls by Day



Becky

Dan

Diane

Greg

Jim

Joe

Martha

Stewart



CALL CENTRE DASHBOARD

Date

1/1/2021



3/31/2021



Becky

Rating

3.37

Becky

Dan

Diane

Greg

Jim

Joe

Martha

Stewart



631

Total Calls

517

Calls Answered

462

Resolved Calls

89.36

Resolution Rate (%)

65.33

Avg Ans Speed(sec)

3.67

Avg Call Duration(min)

1,895.75

Total Call Duration(min)

Call Id	Date	Time	Topic	Answered (Y/N)	Resolved	Ans Speed
ID0002	Friday, January 01, 2021	9:12:58 AM	Technical Support	Yes	No	
ID0005	Friday, January 01, 2021	10:00:29 AM	Payment related	Yes	Yes	
ID0015	Friday, January 01, 2021	11:55:41 AM	Admin Support	Yes	Yes	
ID0016	Friday, January 01, 2021	11:55:41 AM	Admin Support	Yes	Yes	
ID0018	Friday, January 01, 2021	11:57:07 AM	Admin Support	No	No	
ID0035	Friday, January 01, 2021	1:42:14 PM	Streaming	Yes	Yes	
ID0044	Friday, January 01, 2021	2:47:02 PM	Payment related	Yes	Yes	
ID0055	Friday, January 01, 2021	5:44:10 PM	Streaming	Yes	Yes	
ID0074	Saturday, January 02, 2021	11:26:53 AM	Contract related	Yes	Yes	
ID0079	Saturday, January 02, 2021	11:54:14 AM	Contract related	Yes	Yes	
ID0085	Saturday, January 02, 2021	12:41:46 PM	Technical Support	Yes	Yes	
ID0094	Saturday, January 02, 2021	1:04:48 PM	Technical Support	Yes	Yes	
ID0101	Saturday, January 02, 2021	1:45:07 PM	Technical Support	No	No	
ID0105	Saturday, January 02, 2021	1:53:46 PM	Technical Support	Yes	Yes	
ID0106	Saturday, January 02, 2021	1:53:46 PM	Payment related	Yes	Yes	
ID0108	Saturday, January 02, 2021	2:22:34 PM	Contract related	Yes	No	
ID0111	Saturday, January 02, 2021	3:10:05 PM	Technical Support	Yes	Yes	
ID0128	Sunday, January 03, 2021	10:52:19 AM	Admin Support	Yes	Yes	
ID0131	Sunday, January 03, 2021	10:58:05 AM	Admin Support	Yes	No	
ID0139	Sunday, January 03, 2021	11:16:48 AM	Technical Support	Yes	Yes	
ID0159	Sunday, January 03, 2021	1:27:50 PM	Admin Support	Yes	Yes	
ID0160	Sunday, January 03, 2021	1:27:50 PM	Streaming	Yes	No	
ID0187	Monday, January 04, 2021	11:09:36 AM	Streaming	Yes	No	
ID0191	Monday, January 04, 2021	11:18:14 AM	Contract related	Yes	Yes	