Call Center KPI Analysis Dashboard

5000 Total Calls

67.52 Average of Speed of answ...

Date
1/1/2021 — 3/31/2021

Total Calls Resolved

Resolved
- Y
- N

1K
4K

Agent
All

Topic
- [ ] Admin Support
- [ ] Contract related
- [ ] Payment related
- [ ] Streaming
- [ ] Technical Support
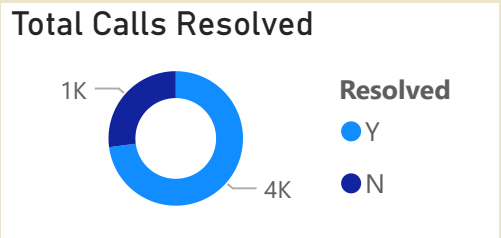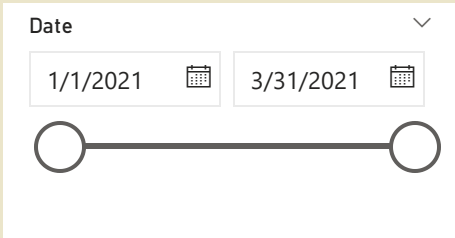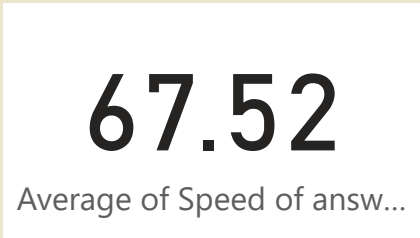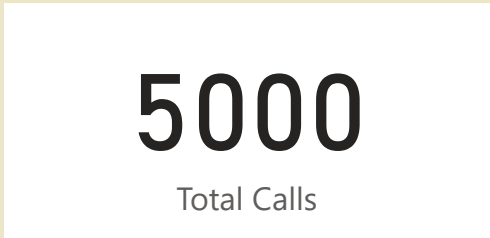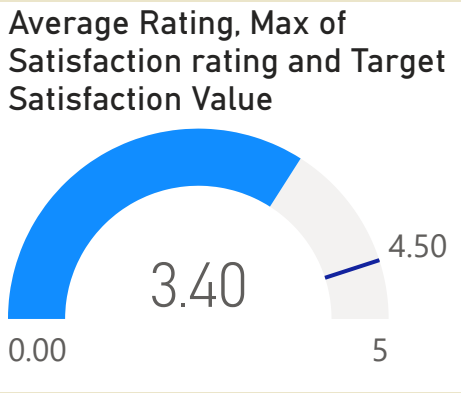
Total Calls-Monthwise
Answered (Y/N) ● N ● Y

Month	N	Y	Total
January	317	1455	1772
February	318	1298	1616
March	311	1301	1612
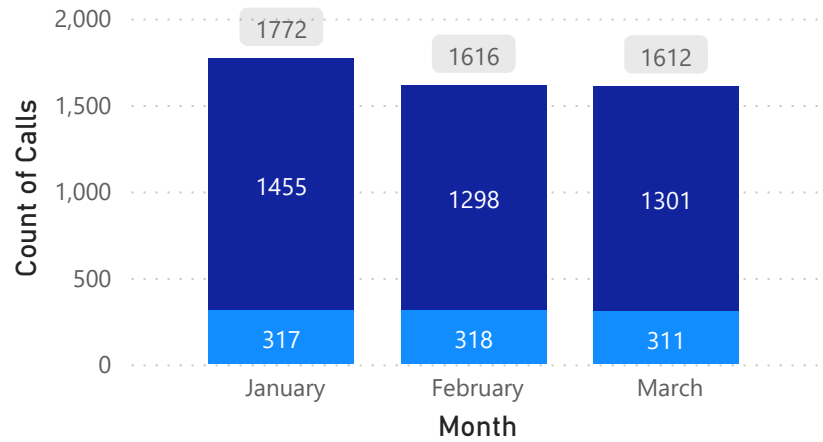
Agent	No of Answered Calls	No of Tickets Resolved	Average of Speed of answer in seconds	Average of Satisfaction rating
Becky	517	462	65.33	3.37
Dan	523	471	67.28	3.45
Diane	501	452	66.27	3.41
Greg	502	455	68.44	3.40
Jim	536	485	66.34	3.39
Joe	484	436	70.99	3.33
Martha	514	461	69.49	3.47
Stewart	477	424	66.18	3.40
Total	**4054**	**3646**	**67.52**	**3.40**

Average Rating, Max of Satisfaction rating and Target Satisfaction Value

3.40
0.00 — 5
4.50

Total Calls by Y/N

1K (18.92%)
4K (81.08%)

Y/N
- Y
- N
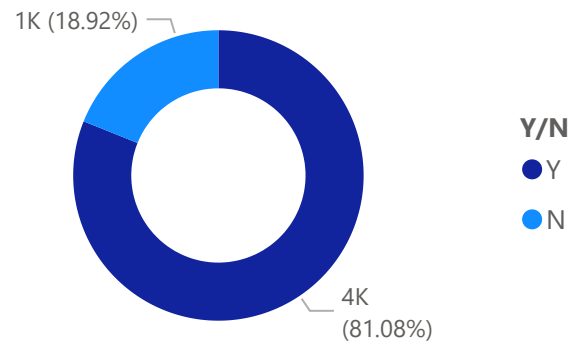
No of Answered Calls by Day of week

Day of week	No of Answered Calls
Wednesday	544
Tuesday	554
Thursday	579
Sunday	588
Saturday	614
Monday	629
Friday	546