

# Clear Voice Call Centre Dashboard



Total Daily Calls

55

Target : 50 (10%)

% Answered Calls

81.08%

Target : 80% (1.35%)

% Resolved Calls

72.92%

Target : 70% (4.17%)

AVG Response Time (Sec)

67.52

Target : 20 (-70.38%)

AVG Call Time (Min)

3.75

Target : 5 (33.38%)

AVG Rating

3.40

Target : 4.5 (32.21%)

## Date Selection

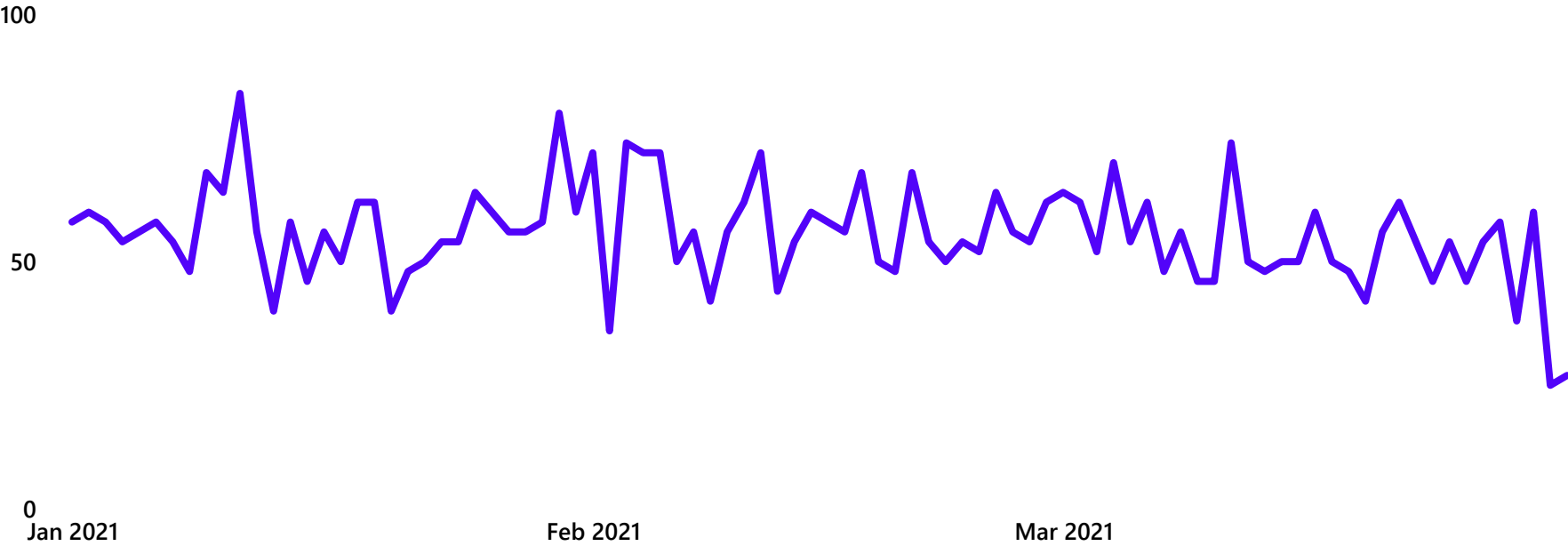
01-01-2021



31-03-2021

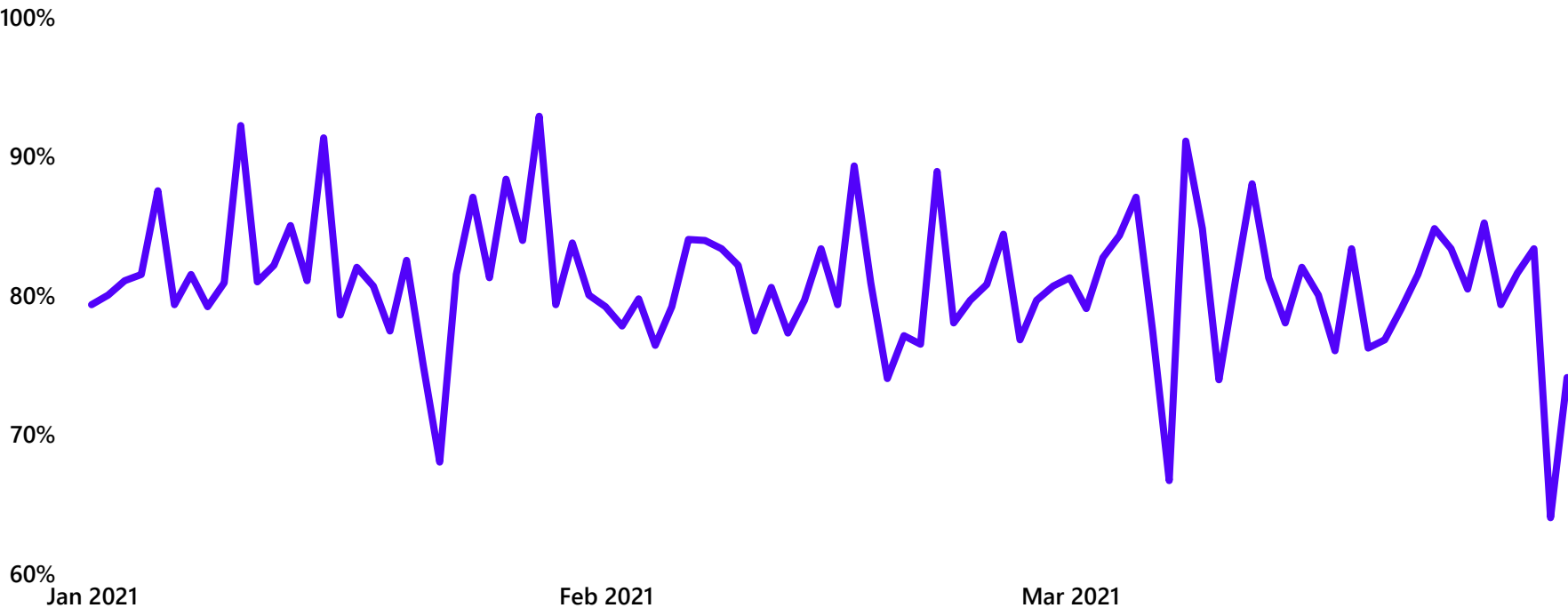


## Calls Over Time



## Metrics Over Time

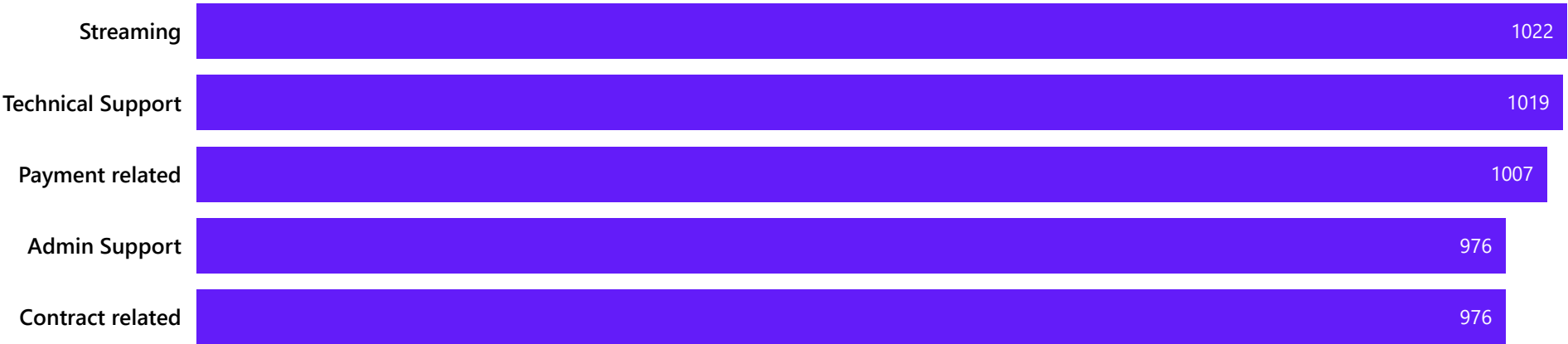
% Answered Call



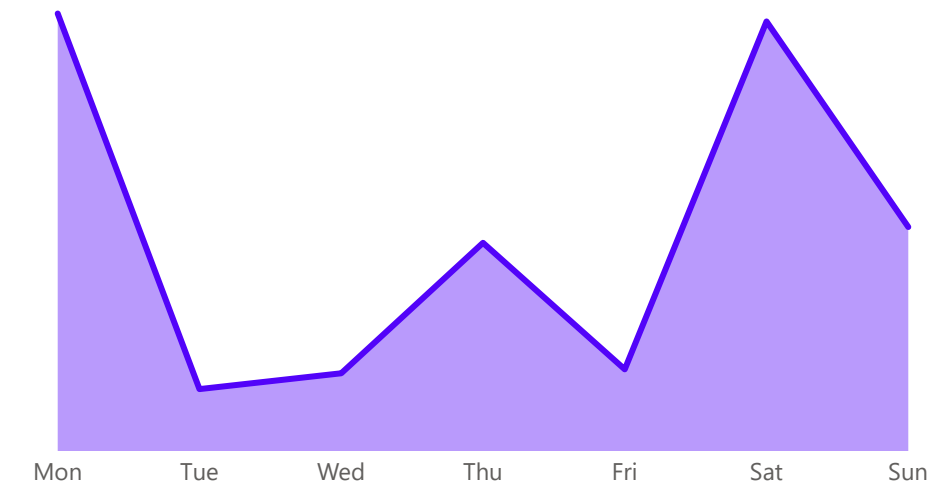
## Agent Statistics

Agent	% Answered Call	% Resolved Call	AVG Response Time (Sec)	AVG Call Time (Min)	AVG Rating
Martha	80.56%	72.26%	69.49	3.73	3.47
Dan	82.62%	74.41%	67.28	3.85	3.45
Diane	79.15%	71.41%	66.27	3.65	3.41
Greg	80.45%	72.92%	68.44	3.78	3.40
Stewart	81.96%	72.85%	66.18	3.77	3.40
Jim	80.48%	72.82%	66.34	3.80	3.39
Becky	81.93%	73.22%	65.33	3.67	3.37
Joe	81.62%	73.52%	70.99	3.74	3.33

## Total Calls by Topic



## Total Calls by Call Day



## Total Calls by Call Hour

