

Call Center Performance Dashboard

01-01-2021 31-03-2021



Becky	Diane	Jim	Martha
Dan	Greg	Joe	Stewart

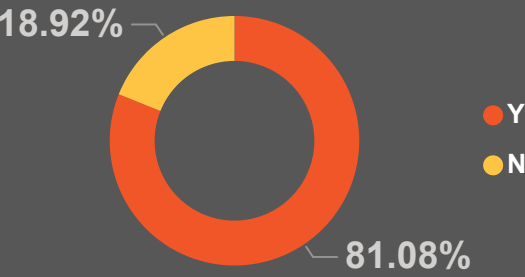
Average Speed of Answer (Seconds)

68

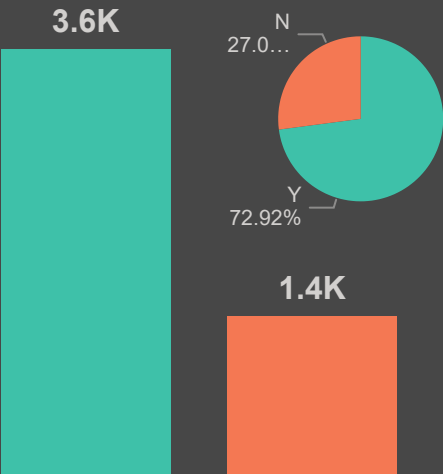
Overall Customer Satisfaction



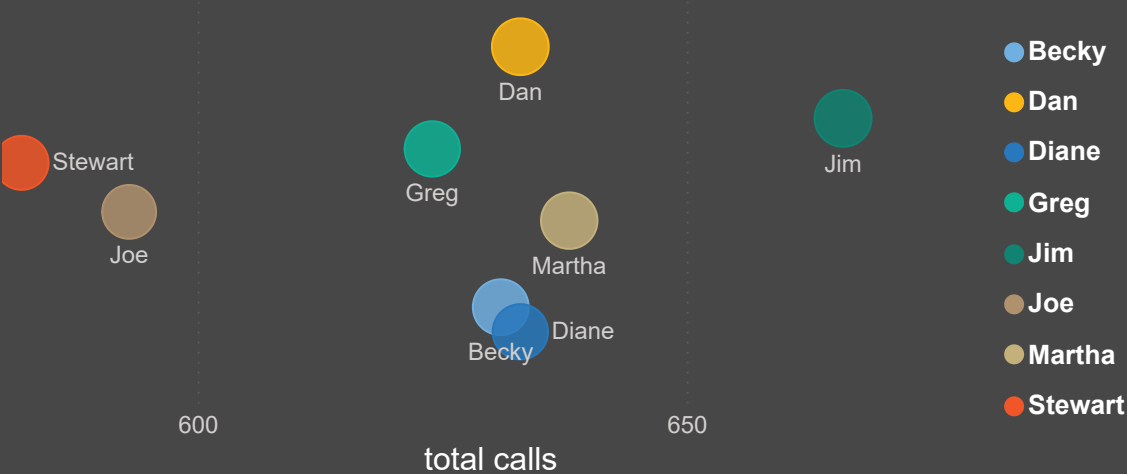
Answered vs Missed Calls



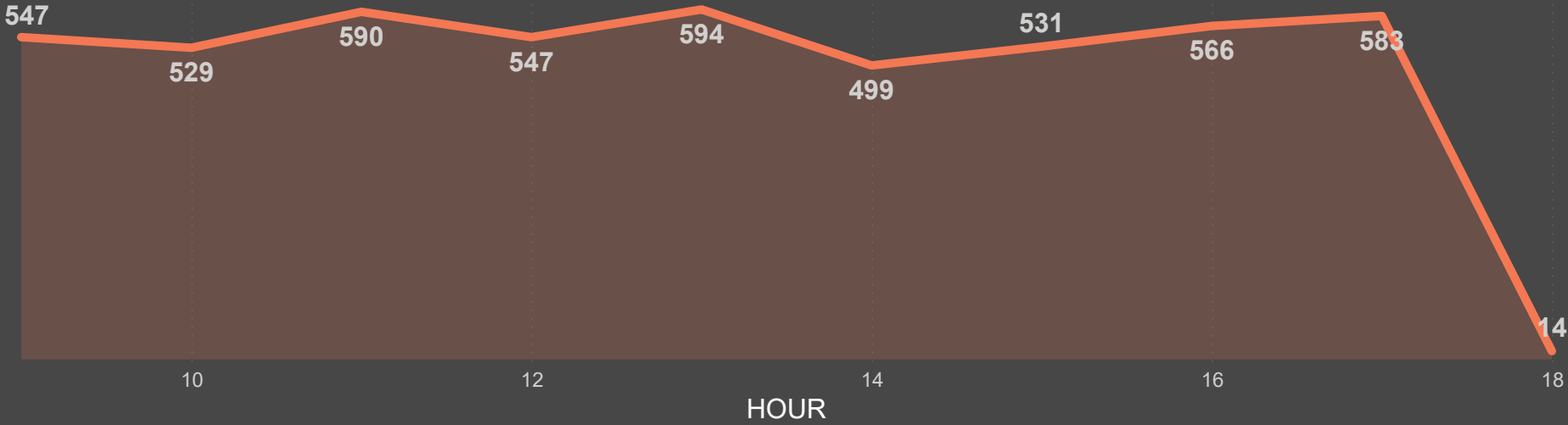
Resolution Rate



Agent Performance



Calls by Time



Answer Rate:

- .Answered: 81.08%**
- .Missed: 18.92%**

Resolution Rate:

- .Resolved: 72.92%**
- .Unresolved: 27.08%**

Peak Call Hour:

- .1 PM with 594 calls**

Average Speed of Answer:

- .68 seconds**

Average Satisfaction Rating:

- .3.4 out of 5**

Top 5 Performing Agents (based on call volume):

- .Jim: 666 calls, avg talk time 183.6 sec, satisfaction 3.39**
- .Martha: 638 calls, avg talk time 180.2 sec, satisfaction 3.47**
- .Dan: 633 calls, avg talk time 191 sec, satisfaction 3.45**
- .Diane: 633 calls, avg talk time 173.3 sec, satisfaction 3.41**
- .Becky: 631 calls, avg talk time 180.3 sec, satisfaction 3.37**