

PhoneNow Call Center Dashboard

Admin Support

Contract related

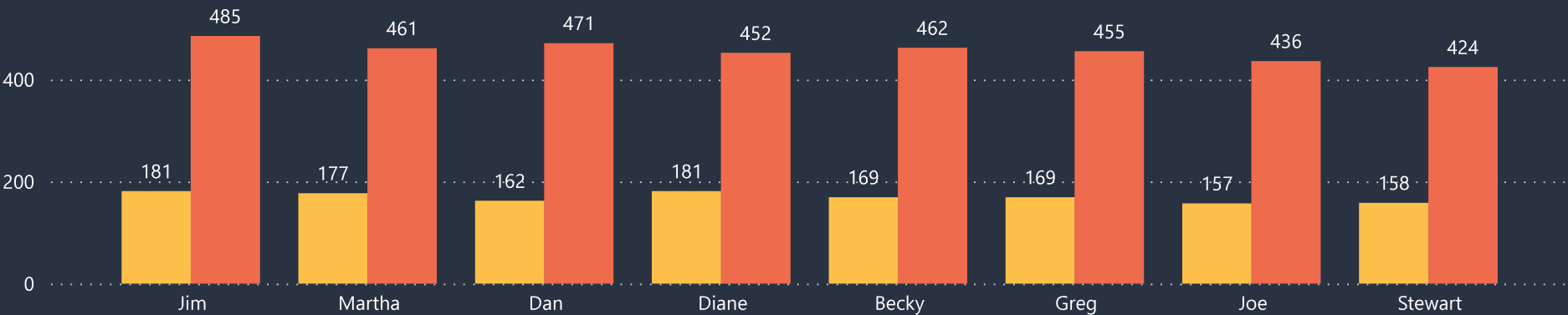
Payment related

Streaming

Technical Support

#Calls by Agent

Resolved ● N ● Y



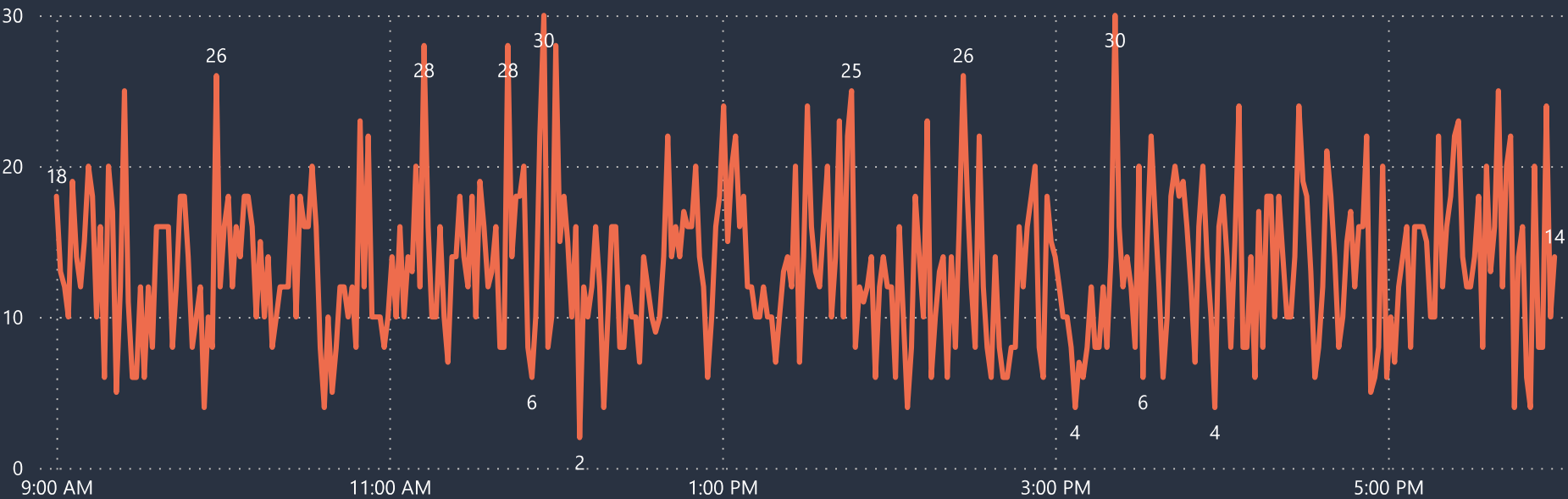
5000

Total Calls

3.40

Average Rating

#Calls by time



67.52

Average Speed of Answer (seconds)

1354

Issues Not Resolved

3646

Issues Resolved

Agent	Count of Calls Answered	Average Rating	Average Speed of Answer	Call Abandonment Rate	Unsatisfied Customer	Satisfied Customer
Becky	517	3.37	65.33	18.07%	370	261
Dan	523	3.45	67.28	17.38%	372	261
Diane	501	3.41	66.27	20.85%	387	246
Greg	502	3.40	68.44	19.55%	383	241
Jim	536	3.39	66.34	19.52%	398	268
Joe	484	3.33	70.99	18.38%	363	230
Martha	514	3.47	69.49	19.44%	367	271
Stewart	477	3.40	66.18	18.04%	337	245
Total	4054	3.40	67.52	18.92%	2977	2023

18.92%

Call Abandonment Rate

81.08%

Call Answered Rate