

Customer Service Dashboard – OptiConnect Solutions



Agent

All

Department

All

Resolved

All

1772

Total Calls

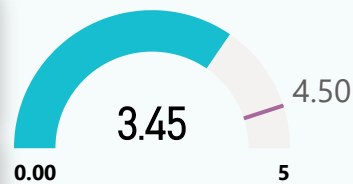
1455

Answered Calls

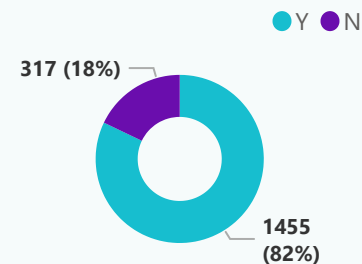
1311

Resolved Calls

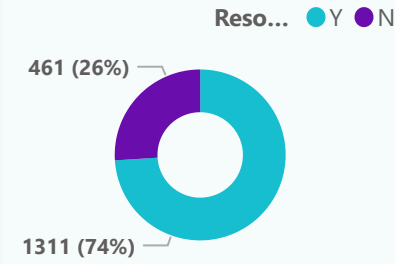
Average Satisfaction



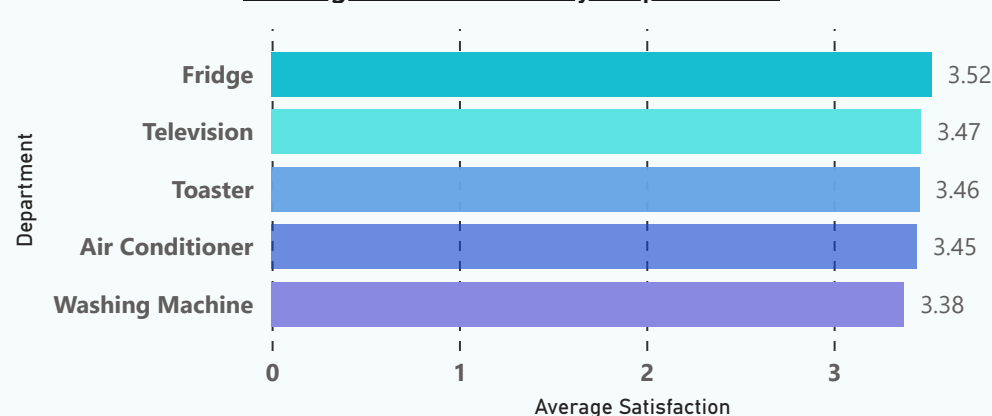
Answered Calls



Resolved Calls

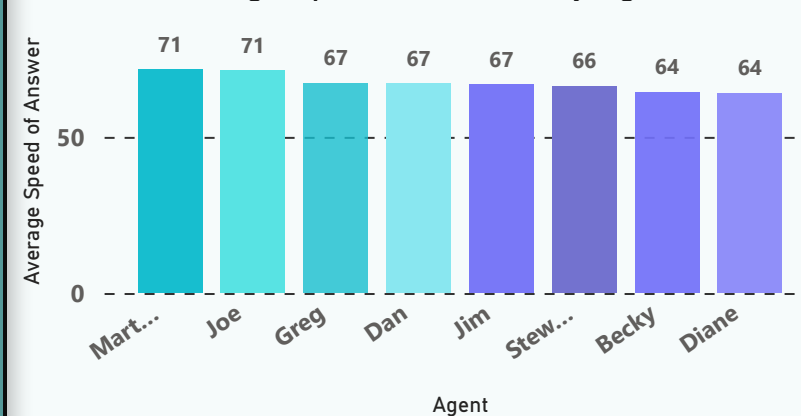


Average Satisfaction by Department

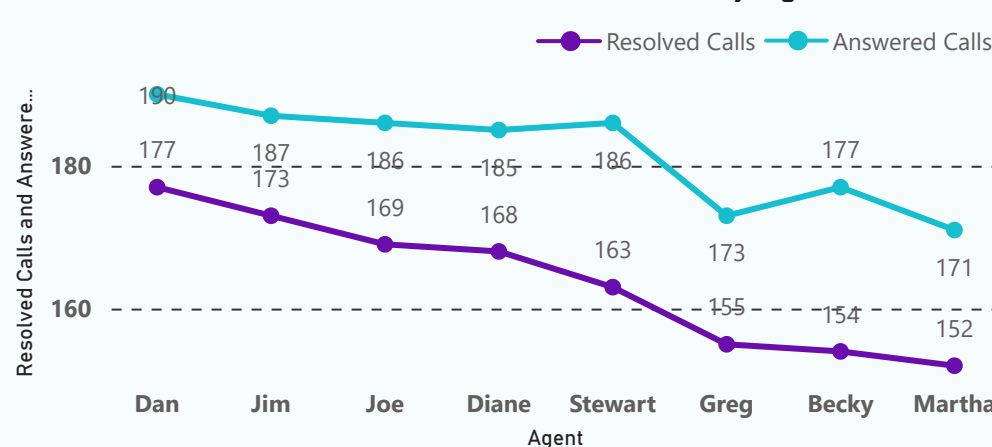


| Agent | Avg Rating | % Answered | % Resolved |
|---------|------------|------------|------------|
| Stewart | 3 | 81% | 71% |
| Martha | 4 | 78% | 69% |
| Joe | 3 | 84% | 76% |
| Jim | 3 | 82% | 76% |
| Greg | 4 | 83% | 75% |
| Diane | 3 | 83% | 76% |
| Dan | 3 | 84% | 78% |
| Becky | 3 | 82% | 71% |
| Total | 3 | 82% | 74% |

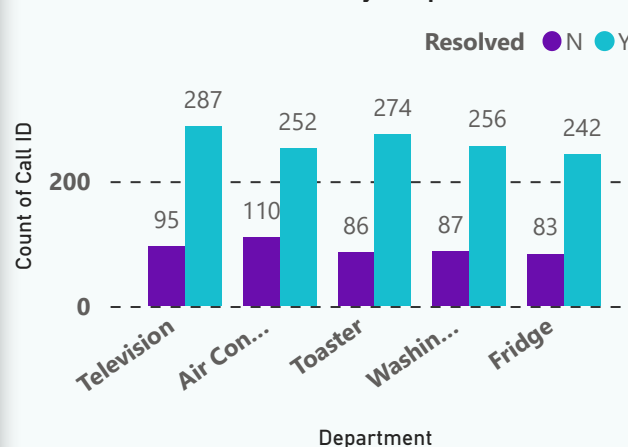
Average Speed of Answer by Agent



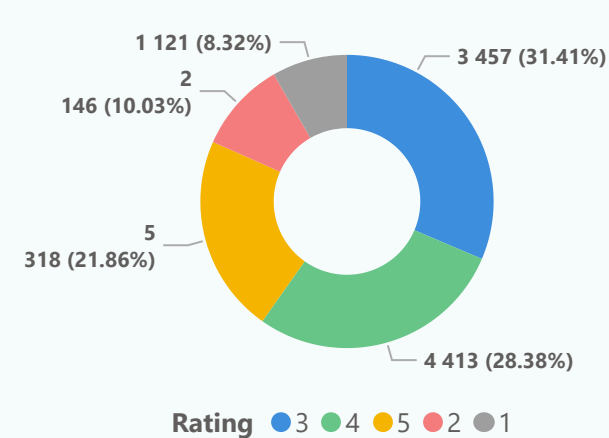
Resolved Calls and Answered Calls by Agent



Resolution Rate by Department

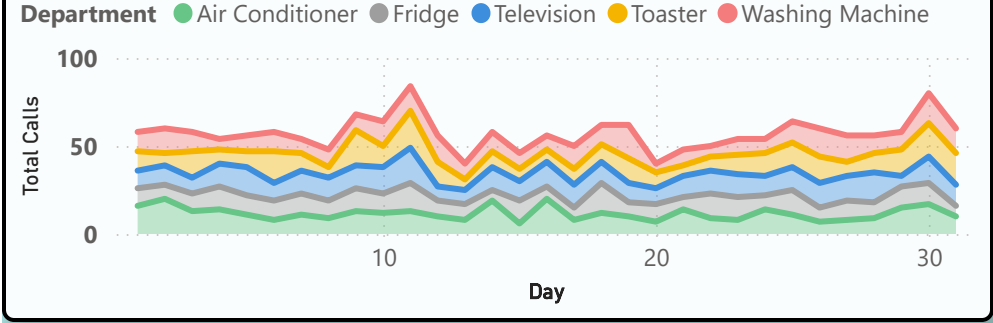


Customer Satisfaction Distribution



"Performance Trends & Satisfaction"

Total Calls by Day and Department



Agent

All

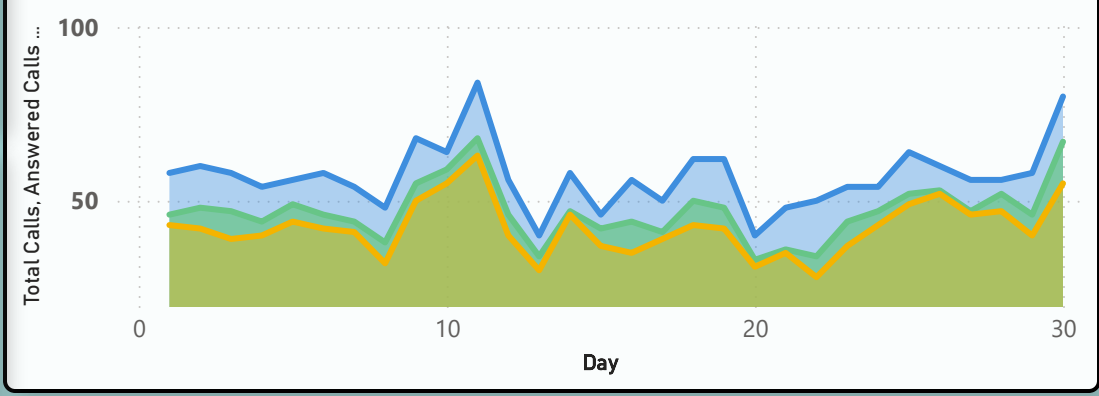
Day

1

31

Call Performance by Day

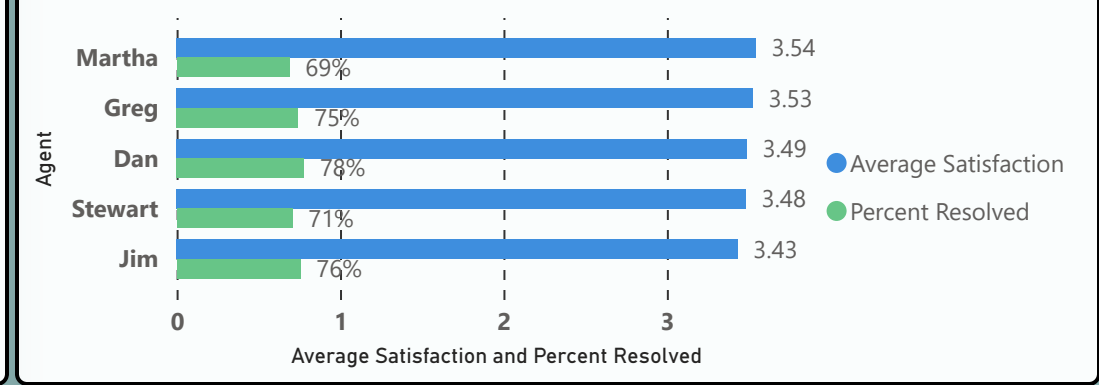
● Total Calls ● Answered Calls ● Resolved Calls



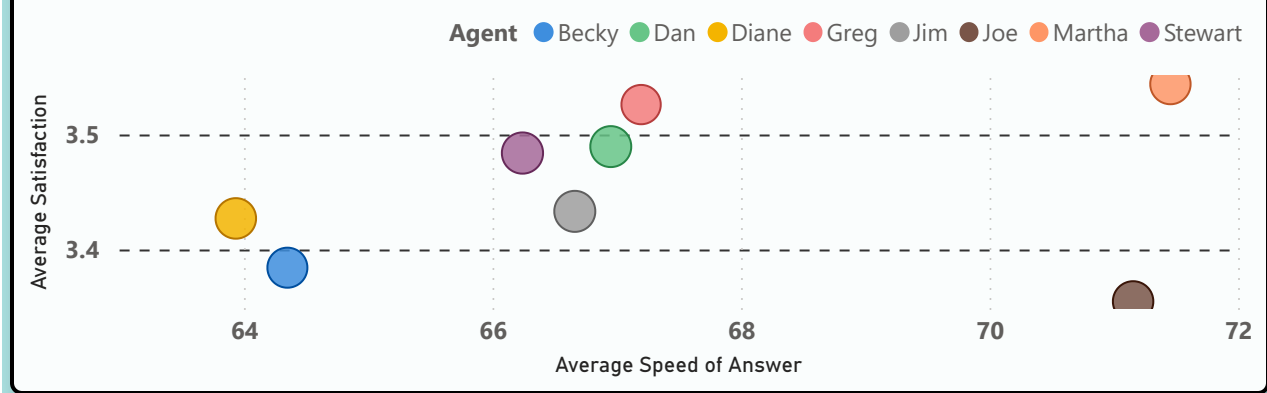
Day Wise Call Matrix by Dept.

| Department | Air Conditioner | | Fridge | | Television | | Toaster | | Washing Machine | | Total | |
|------------|-----------------|----------|--------|----------|------------|----------|---------|----------|-----------------|----------|-------|----------|
| Day | Total | Resolved | Total | Resolved | Total | Resolved | Total | Resolved | Total | Resolved | Total | Resolved |
| 1 | 16 | 11 | 10 | 8 | 10 | 8 | 11 | 8 | 11 | 8 | 58 | 43 |
| 2 | 20 | 14 | 8 | 4 | 11 | 7 | 7 | 4 | 14 | 13 | 60 | 42 |
| 3 | 13 | 8 | 10 | 9 | 9 | 6 | 15 | 11 | 11 | 5 | 58 | 39 |
| 4 | 14 | 9 | 13 | 11 | 13 | 7 | 8 | 8 | 6 | 5 | 54 | 40 |
| 5 | 11 | 8 | 11 | 8 | 16 | 12 | 9 | 8 | 9 | 8 | 56 | 44 |
| 6 | 8 | 6 | 11 | 8 | 10 | 5 | 18 | 14 | 11 | 9 | 58 | 42 |
| Total | 362 | 252 | 325 | 242 | 382 | 287 | 360 | 274 | 343 | 256 | 1772 | 1311 |

| Top 5 Agents by Avg Satisfaction with Resolved Rate | | | |
|---|--------------|-----|-----|
| 1 | John Doe | 95% | 92% |
| 2 | Jane Smith | 93% | 90% |
| 3 | Mike Johnson | 91% | 88% |
| 4 | Sarah Brown | 89% | 85% |
| 5 | David Wilson | 87% | 83% |



Speed of Answer vs Satisfaction



Total Calls, Percent Answered, Percent Resolved and Sum of Satisfaction rating by Department and Agent

| | | | | | | | | | | | | |
|-----------------|---------|-------|------|--|-----------------|-------|-------|--------|--|---------|-------|--------|
| Television | | | | | Toaster | | | Diane | | Fridge | | |
| | | | | | | | | | | Jim | Ma... | Di... |
| Diane | Joe | Jim | M... | | Joe | Becky | Greg | Martha | | | | |
| Air Conditioner | | | | | Washing Machine | | | | | Stewart | | |
| | | | | | | | | | | Joe | | Bec... |
| Dan | Stewart | Becky | G... | | Martha | Greg | Diane | | | Greg | | Dan |