

PhoneNow Call Center Dashboard

Customer Satisfaction
Rating (>4)

3.40

Click here to go to

Detailed

Note : Drill Down through
"Agent ID"

5000

Total Calls

4054

Calls Answered

3646

Resolved Calls

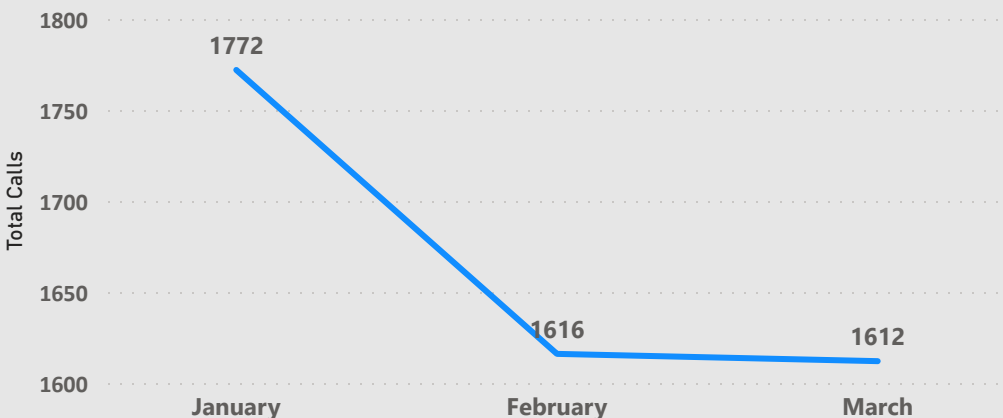
408

Unresolved Calls

946

Calls Declined

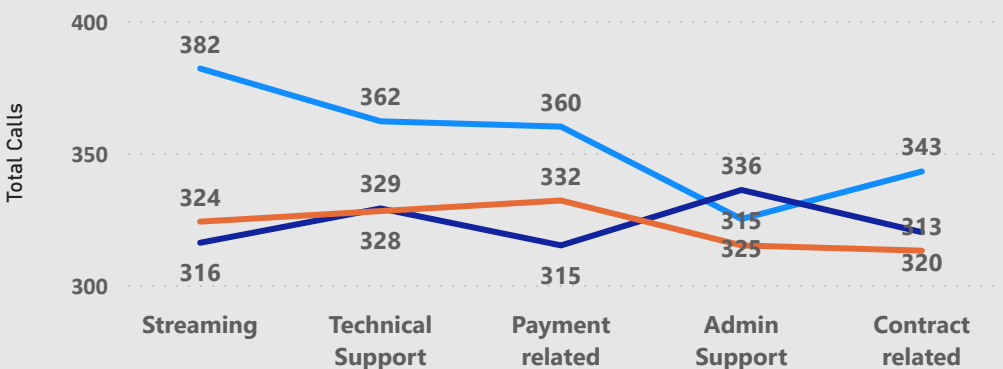
Total Calls by Month



Agent ID	Total Calls	Answered	Resolved	Unresolved	Declined
AG-0001	633	501	452	49	132
AG-0002	633	523	471	52	110
AG-0003	593	484	436	48	109
AG-0004	631	517	462	55	114
AG-0005	582	477	424	53	105
AG-0006	624	502	455	47	122
AG-0007	638	514	461	53	124
AG-0008	666	536	485	51	130
Total	5000	4054	3646	408	946

Total Calls by Topic and Month

Month Name January February March



Agent ID	Talk Duration	Avg Ans Speed (Sec)	Overall Rating
<input type="checkbox"/> AG-0001	06:28:16	66.27	3.41
January	11:21:05	63.94	3.43
February	09:27:52	69.25	3.37
March	09:39:19	66.03	3.42
<input type="checkbox"/> AG-0002	09:35:12	67.28	3.45
January	12:31:47	66.95	3.49
February	10:44:49	66.04	3.52
March	10:18:36	68.97	3.32
Total	13:17:17	67.52	3.40

[Back to Overview](#)



Select Hour

All

Search for Topic

All

Search for Call Id

All

Start Hour	End Hour	Hour	Total Calls
------------	----------	------	-------------

09:00:00	10:00:00	9	65
----------	----------	---	----

10:00:00	11:00:00	10	75
----------	----------	----	----

11:00:00	12:00:00	11	70
----------	----------	----	----

12:00:00	13:00:00	12	61
----------	----------	----	----

13:00:00	14:00:00	13	74
----------	----------	----	----

14:00:00	15:00:00	14	62
----------	----------	----	----

15:00:00	16:00:00	15	80
----------	----------	----	----

16:00:00	17:00:00	16	68
----------	----------	----	----

17:00:00	18:00:00	17	76
----------	----------	----	----

18:00:00	19:00:00	18	2
----------	----------	----	---

Total			633
-------	--	--	-----

Conclusion :

As we can see that almost all hours are busy hours, as we get more than 500 calls in each and everyone of them except for 18:00 to 19:00 which is obviously late.

Agent ID	Agent	Call Id	Date	Time	Topic	AvgTalkDuration	Resolved	Rating
AG-0001	Diane	ID0001	2021-01-01	09:12:58	Contract related	00:02:23	Y	3
AG-0001	Diane	ID0007	2021-01-01	10:22:05	Payment related	00:03:40	Y	2
AG-0001	Diane	ID0008	2021-01-01	10:22:05	Payment related	00:00:38	Y	4
AG-0001	Diane	ID0025	2021-01-01	12:30:14	Streaming	00:04:09	Y	3
AG-0001	Diane	ID0033	2021-01-01	13:33:36	Technical Support	00:06:49	Y	3
AG-0001	Diane	ID0036	2021-01-01	13:42:14	Streaming		N	0
AG-0001	Diane	ID0043	2021-01-01	14:47:02	Technical Support	00:06:21	Y	3
AG-0001	Diane	ID0045	2021-01-01	15:44:38	Admin Support	00:05:13	Y	5
AG-0001	Diane	ID0061	2021-01-02	09:18:43	Streaming	00:06:15	Y	3
AG-0001	Diane	ID0066	2021-01-02	09:38:53	Technical Support	00:01:23	N	4
AG-0001	Diane	ID0069	2021-01-02	10:33:36	Contract related	00:04:45	Y	4
AG-0001	Diane	ID0070	2021-01-02	10:33:36	Admin Support		N	0
AG-0001	Diane	ID0076	2021-01-02	11:42:43	Admin Support		N	0
AG-0001	Diane	ID0081	2021-01-02	12:00:00	Admin Support	00:02:06	Y	4
AG-0001	Diane	ID0095	2021-01-02	13:13:26	Streaming	00:01:36	Y	3
AG-0001	Diane	ID0100	2021-01-02	13:20:38	Technical Support	00:05:11	Y	1
AG-0001	Diane	ID0103	2021-01-02	13:49:26	Payment related	00:03:56	Y	2
AG-0001	Diane	ID0112	2021-01-02	15:10:05	Technical Support	00:06:06	Y	5
AG-0001	Diane	ID0117	2021-01-02	17:47:02	Streaming		N	0
AG-0001	Diane	ID0126	2021-01-03	10:37:55	Payment related	00:05:38	Y	4
AG-0001	Diane	ID0132	2021-01-03	10:58:05	Payment related	00:05:40	Y	4
AG-0001	Diane	ID0144	2021-01-03	11:38:24	Technical Support	00:02:55	Y	5
AG-0001	Diane	ID0150	2021-01-03	11:58:34	Pavment related	00:00:58	Y	1