

Call Center Analytics

Agents

- Becky
- Dan
- Diane
- Greg
- Jim
- Joe
- Martha
- Stewart

Total Calls

5000

Answer Rate

81.08%

Resolution Rate

72.92%

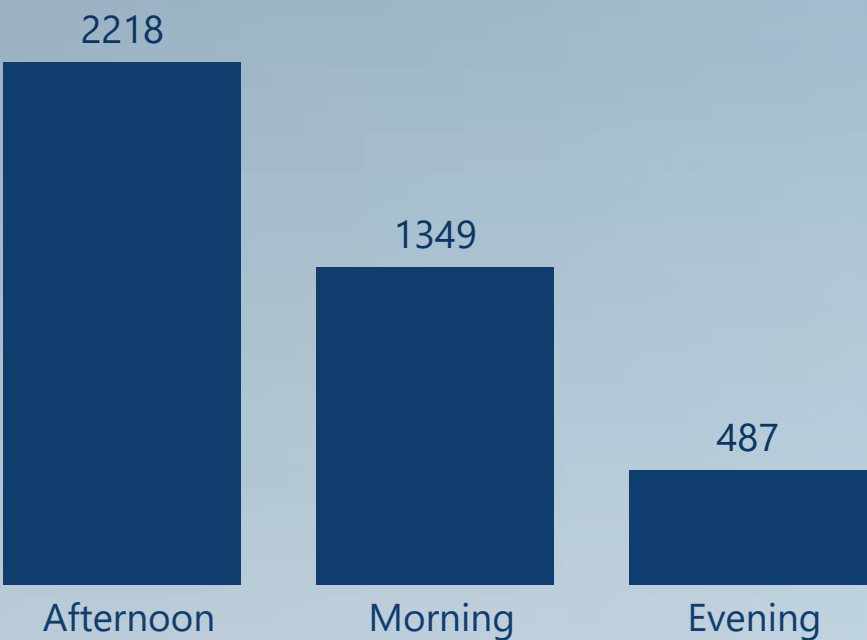
Average Answer
Speed

67.52

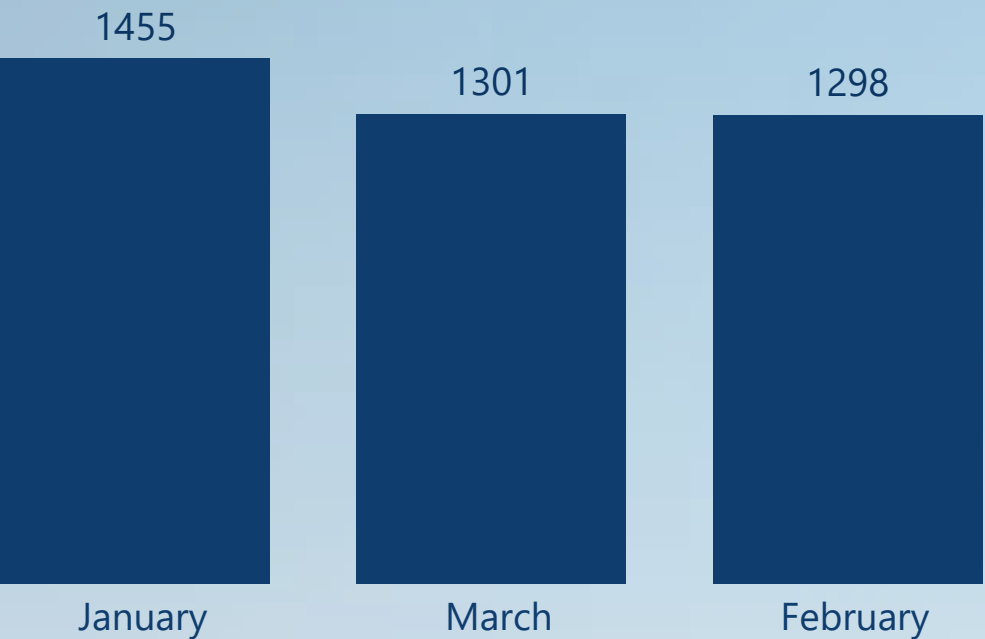
Average Call
Duration

3.75

Calls by Time of the Day



Calls by Month



Satisfaction Score



Topic-wise Calls



Build a visual ... >>

Visual types



☐ Off Suggest a type

Data

+ Add data