



Call Center Analytics



Engagement
Successful

4054

Avg Customer
Satisfaction



Avg SOA (in sec)

67.52

Filter by Agent

All

Filter by Month

All

Filter by day

All

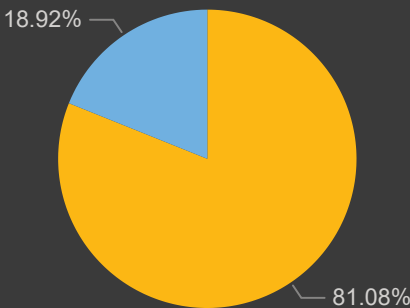


Total Users

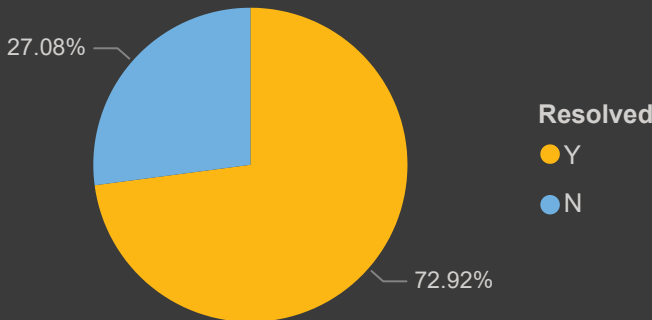
5000



Service Level Metric%



First Call Resolution % (FCR)

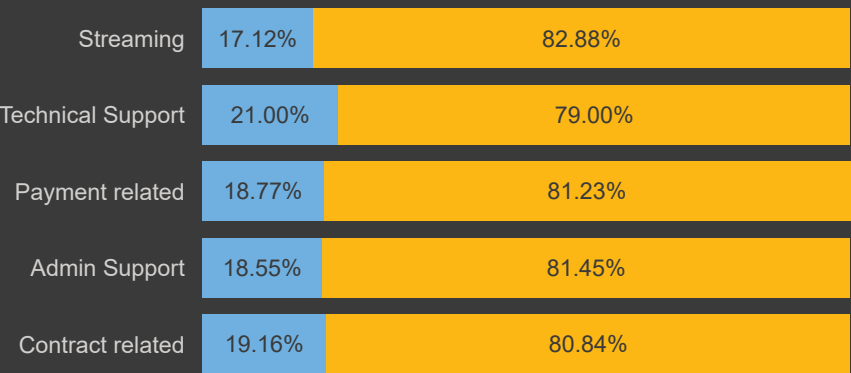


Service Quality Assessment



Answered (Y/N) ● N ● Y

Topic



Agent Performance Indicators

Agent	sucessfully Connected	Resloved sucessfully	Average of Satisfaction rating
Becky	517	462	3.37
Dan	523	471	3.45
Diane	501	452	3.41
Greg	502	455	3.40
Jim	536	485	3.39
Joe	484	436	3.33
Martha	514	461	3.47
Stewart	477	424	3.40
Total	4054	3646	3.40



Call Center Analytics 2



Active Users

5000

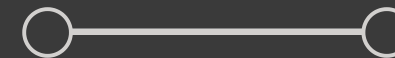
Avg Customer Satisfaction



Filter by date

01-01-2021

31-03-2021



Filter by Agent

All

Filter by Topic

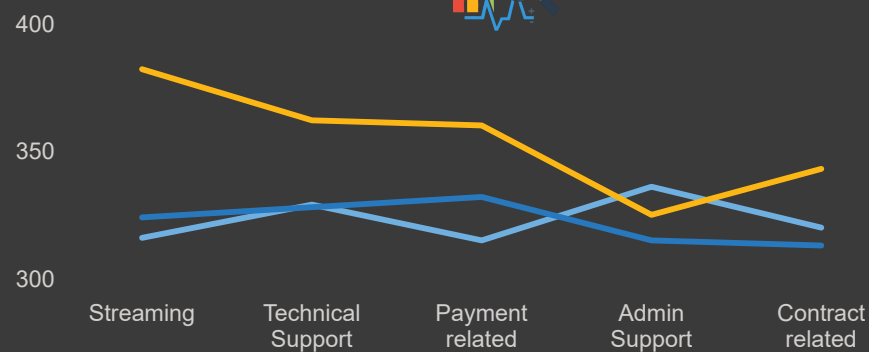
All

Filter by Day Type

All

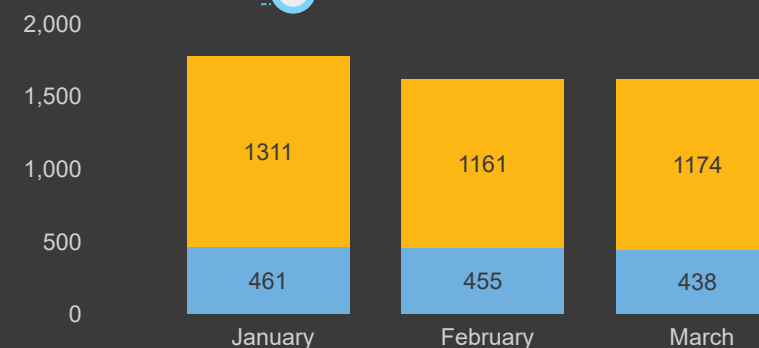
Monthly Domain-Based Response Analysis (Y/N)

Month ● February ● January ● March



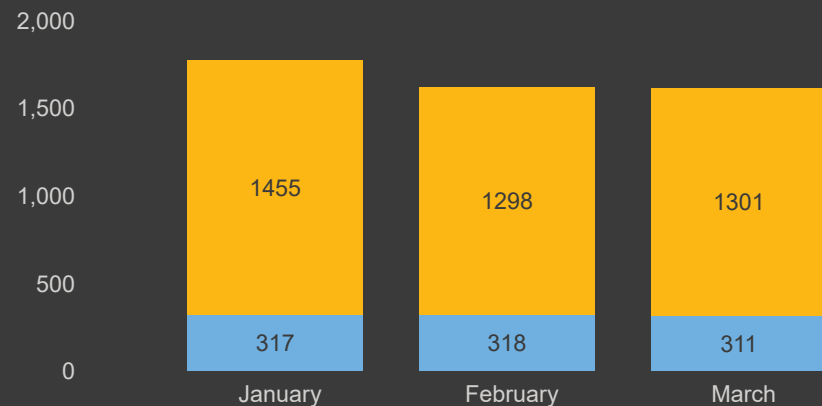
Overview of Monthly Resolutions

Resolved ● N ● Y



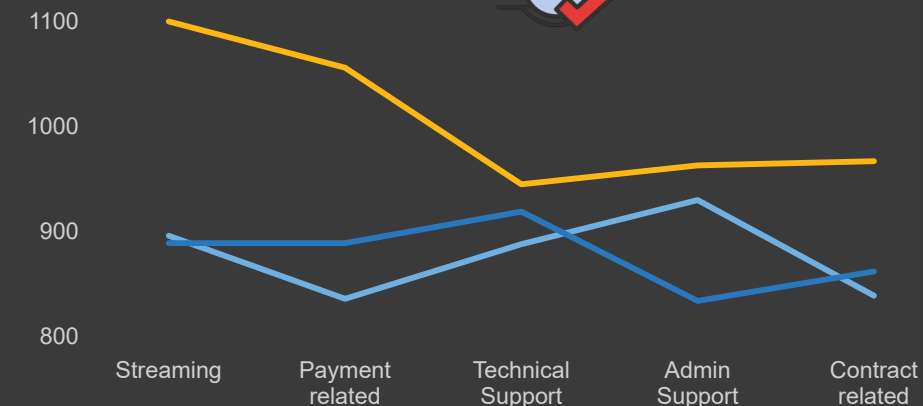
Monthly Response Indicator

Answered (Y/N) ● N ● Y



Assessment of Monthly Responses by Domain

Month ● February ● January ● March



Avg of SOA(in sec)

94%

67.52

» Quick measure