

# CALL CENTER DASHBOARD

TotalMonthlyCalls  
**5K**

TotalAnsweredCalls  
**4K**

TotalAbandonCalls  
**946**

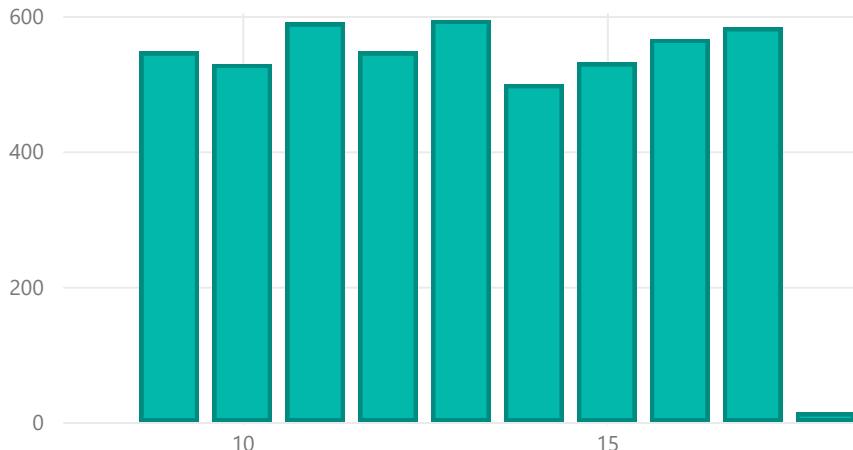
ResolutionRate  
**72.92**

Month N...  
 Select all  
 February  
 January  
 March

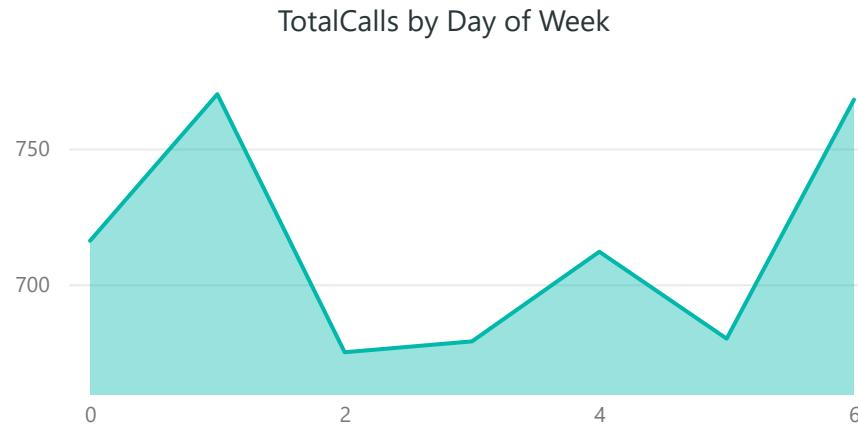
Agent  
All

Topic  
 Select all  
 Admin Support  
 Contract related  
 Payment related  
 Streaming  
 Technical Support

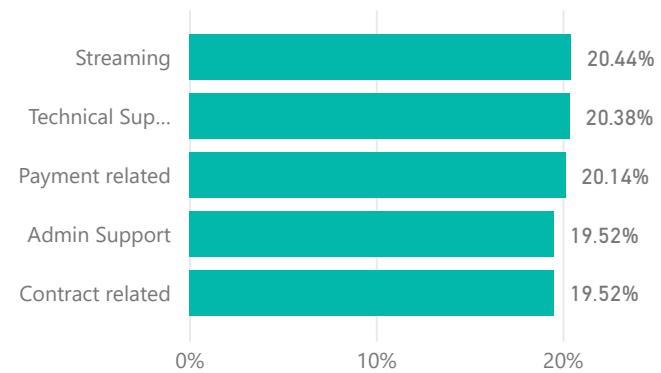
TotalCalls by CallHour



TotalCalls by Day of Week



Calls By Topic



Agent	TotalCallsByAgent	Resolution Rate(%)	Avg Talk Duration(mins)	First Call Resolution(%)	AvgSpeedToAnswer
Joe	593	73.52	182.91	73.52	57.94
Martha	638	72.26	180.24	72.26	55.98
Dan	633	74.41	191.01	74.41	55.59
Greg	624	72.92	182.46	72.92	55.06
Stewart	582	72.85	185.40	72.85	54.24
Becky	631	73.22	180.26	73.22	53.53
Jim	666	72.82	183.59	72.82	53.39
Diane	633	71.41	173.30	71.41	52.45
<b>Total</b>	<b>5000</b>	<b>72.92</b>	<b>182.37</b>	<b>72.92</b>	<b>54.75</b>

Avg Talk Duration ByTopic



Average Customer Satisfaction Rating

