

# CALL CENTER DASHBOARD

TotalMonthlyCalls

5K

TotalAnsweredCalls

4K

TotalAbandonCalls

946

ResolutionRate

72.92

Month N...

Select all

February

January

March

Agent

All

Topic

Select all

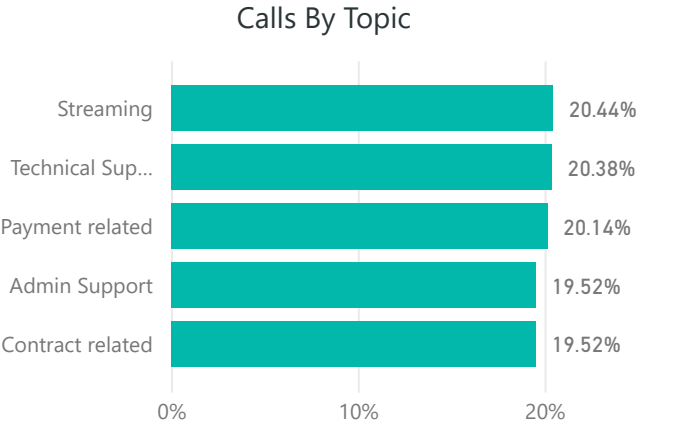
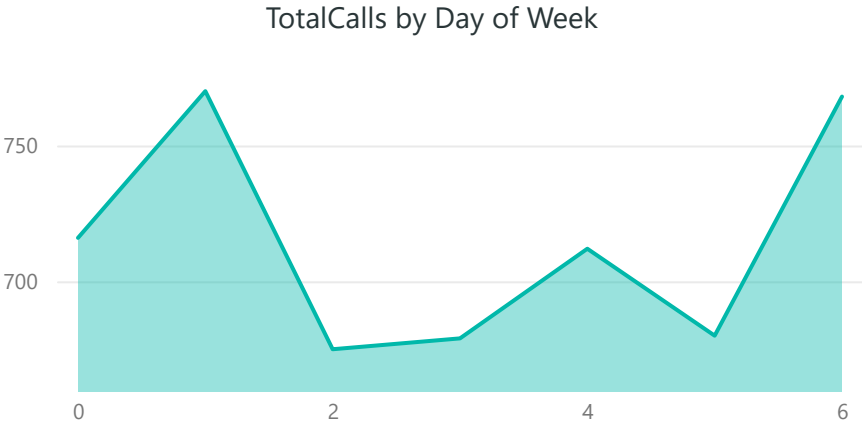
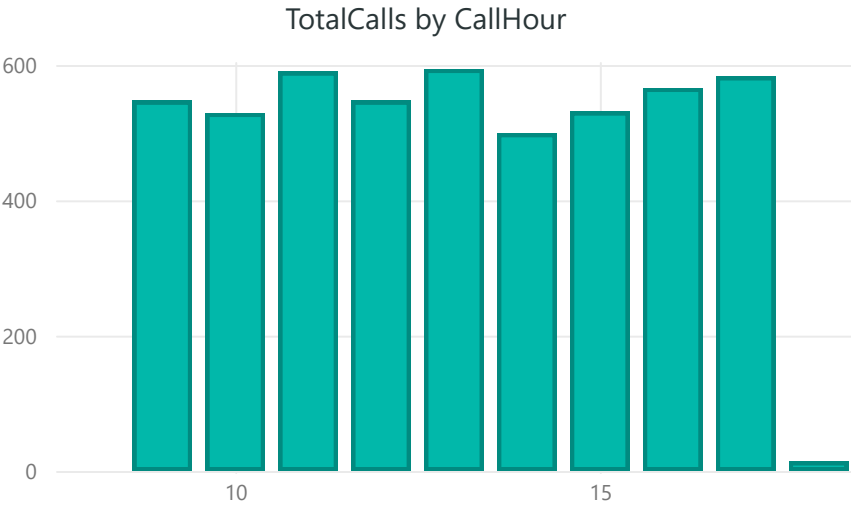
Admin Support

Contract related

Payment related

Streaming

Technical Support



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
Total	5000	72.92	182.37	72.92	54.75

