Call Center Dashboard

Resolved(Y/N)

1K

4K
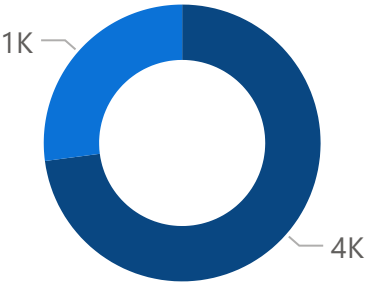
● Resolved_Yes ● Resolved_No

Answerd (Y/N)

1K

4K
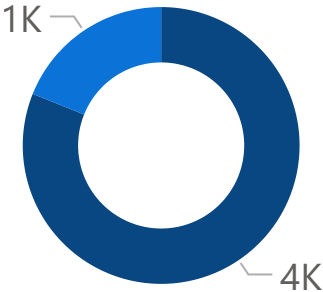
● Yes ● No

Topic	SumOf_Resolved_Yes	SumOf_Resolved_No	Average Satisfaction	Average Speed (seconds)
Admin Support	723	253	3.43	67.25
Contract related	709	267	3.38	67.16
Payment related	729	278	3.40	68.20
Streaming	749	273	3.40	66.89
Technical Support	736	283	3.41	68.11
Total	**3646**	**1354**	**3.40**	**67.52**

Date

Date

1/1/2021   3/31/2021

67.52

Average Speed (seconds)

Averge satisfaction

3.40

0.00   4.50   5

Agent

All

Topic

All
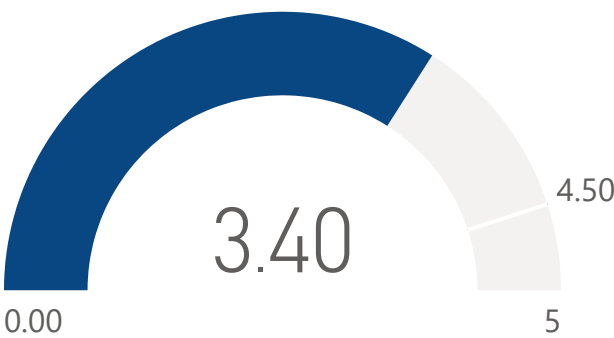
Call ID and Call answerd By Month

(Y/N) ● N ● Y

Month	N	Y
January	317	1455
February	318	1298
March	311	1301

Count of Call Id — 2,000 / 1,500 / 1,000 / 500 / 0
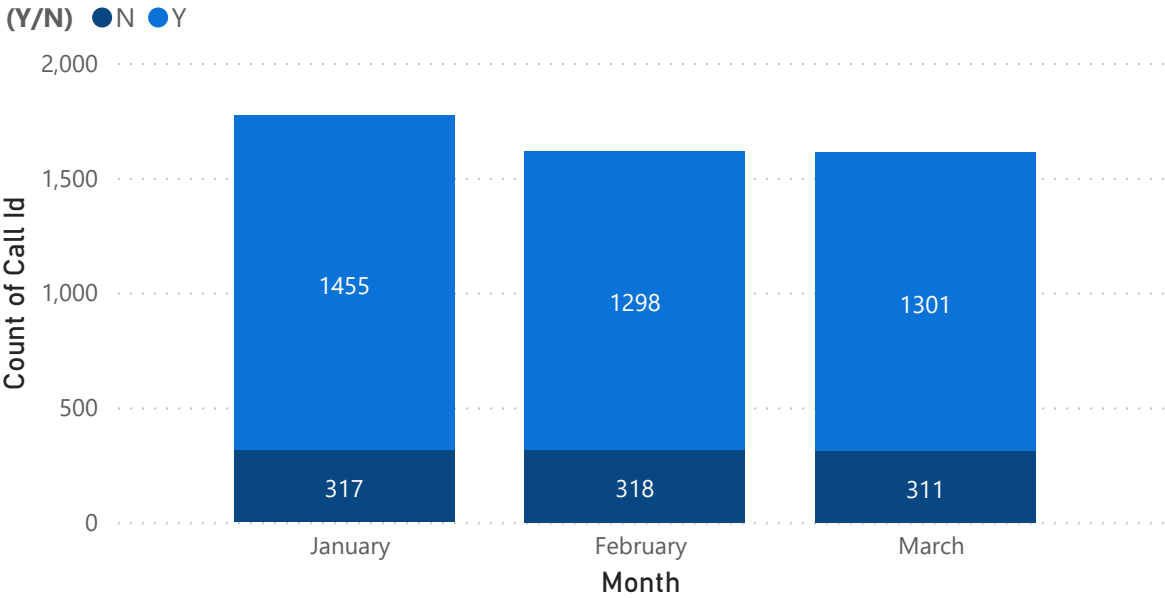
Agent	Answerd (Yes)	Answerd (No)	Average Satisfaction	Avg Speed (seconds)
Becky	517	114	3.37	65.33
Dan	523	110	3.45	67.28
Diane	501	132	3.41	66.27
Greg	502	122	3.40	68.44
Jim	536	130	3.39	66.34
Joe	484	109	3.33	70.99
Martha	514	124	3.47	69.49
Stewart	477	105	3.40	66.18
Total	**4054**	**946**	**3.40**	**67.52**