

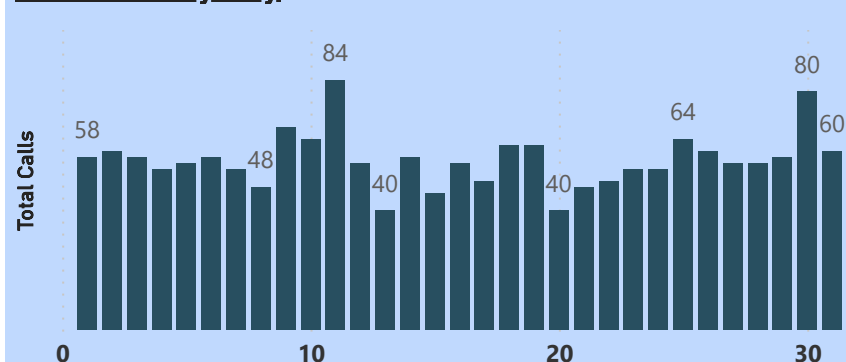
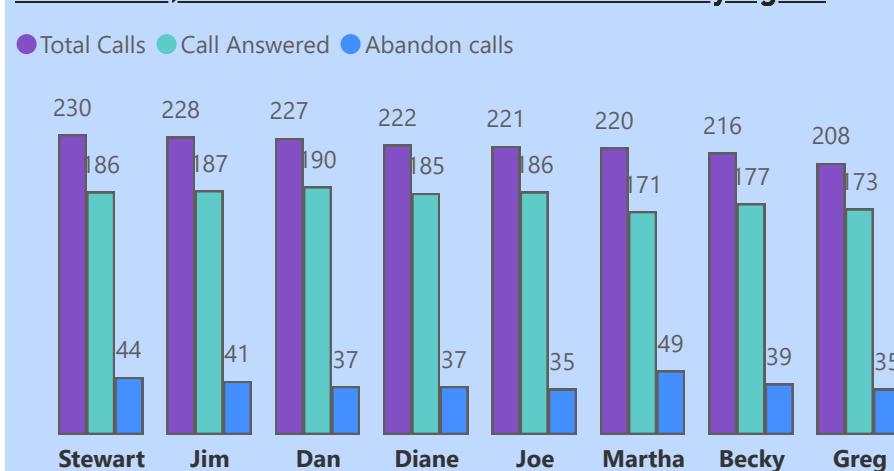
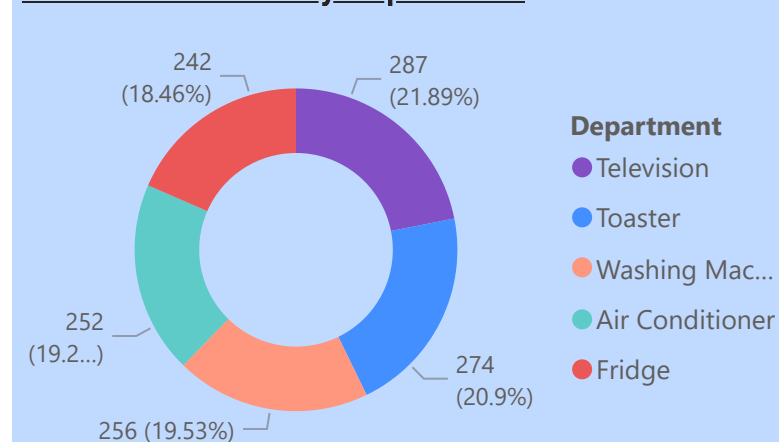


OPTICONNECT SOLUTION CALL CENTER DASHBOARD | HOME

[HOME](#)[GRID](#)**Total Calls****1772****Call Answered****1455****Avg speed of Ans****67.22****Avg call/min****3.77****Total Calls < 180 sec****879****% CALL of <180****49.60****DATE**

01-01-2016

31-01-2016

Abandon calls**317****Abandon Rate%****17.89****satisfaction overall****1455****Satisfaction <equal 3****1041****Total Calls by Day****Total Calls by Department****Total Calls, Call Answered and Abandon calls by Agent****Tot Resolved calls by Department****DEPARTMEN T**

- ☐ Select all
- ☐ Air Conditioner
- ☐ Fridge
- ☐ Television
- ☐ Toaster
- ☐ Washing Mac...



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AGENT SUMMARY

Agent	Total Calls	Call Answered	Avg speed of Ans	Avg call/min	Tot Resolved calls	Unresolved calls	Total Calls < 180 sec	satisfaction overall
Becky	216	177	64.35	3.67	154	62	111	177
Dan	227	190	66.95	3.96	177	50	109	190
Diane	222	185	63.94	3.68	168	54	111	185
Greg	208	173	67.20	3.80	155	53	102	173
Jim	228	187	66.66	3.85	173	55	106	187
Joe	221	186	71.16	3.77	169	52	108	186
Martha	220	171	71.46	3.76	152	68	112	171
Stewart	230	186	66.24	3.64	163	67	120	186
Total	1772	1455	67.22	3.77	1311	461	879	1455

Tot Resolved calls and Unresolved calls by Agent and Department

Tot Resolved calls Unresolved calls

