

Home

Call Analysis

Agent Analysis

Customer
Satisfaction Analysis

Summary



Call Center
Dashboard

Agent

Becky

fsfsf

hfgfghf

ffsf

dfdfs

fddfs

dfggfg

sdss

Topic

Admin
Support

Contact
Related

Payment
related

Streaming

Technical
Support

Overall calls

454554



Overall Answered calls

454554



Overall Abondoned calls

454554



Avg Answering Speed

454554



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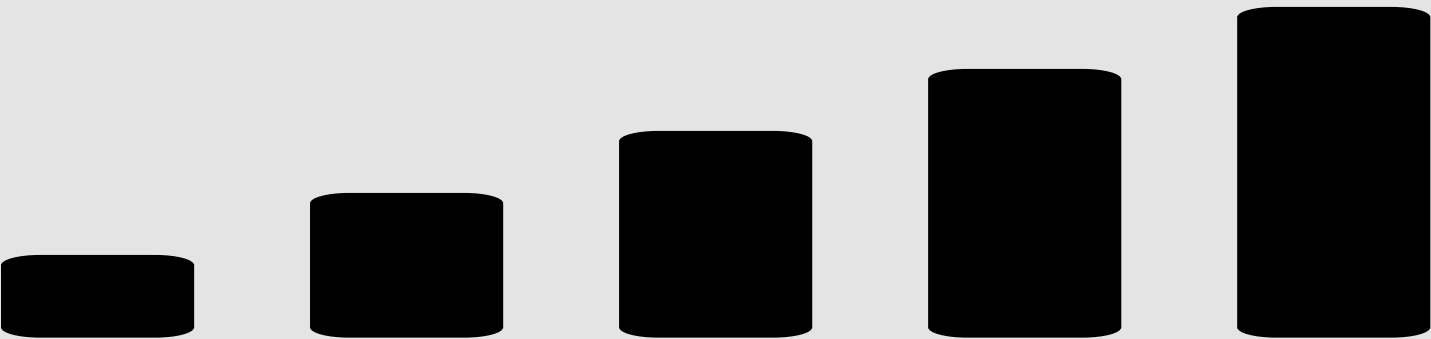
Payment
related

Streaming

Technical
Support

Count Of Answered(Y/N) by Month and Answered(Y/N)

Count of Call Id by Time



Overall calls

545454



Avg Answering Speed

545454



Overall Answered calls

545454



Overall Abondoned calls

545454



Overall Calls Resolved

545454



Overall Calls Unresolved

545454



Avg. Satisfaction Calls

545454



Avg Call Duration

545454



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Avg Answering Speed

545454



Avg. Satisfaction Calls

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Avg Call Duration

545454



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Resolved and unresolved by Topic




Call Answered and Call UnAnswered



Overall calls

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Avg Answering Speed

545454 


Overall Answered calls

545454 

Overall Abandoned calls

545454 

Overall Calls Resolved

545454 


Overall Calls Unresolved

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Avg. Satisfaction Calls

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545454



Overall Calls Resolved

545454



Overall Calls Unresolved

545454



Avg. Satisfaction Calls

545454



Avg Call Duration

545454



Unsatisfied Users

545454



Unsatisfied Users %

545454



Satisfied Users

545454



satisfied Users %

545454

