Home

Call Analysis

**Agent Analysis** 

Customer Satisfaction Analysis

Summary



Call Center Dashboard



Admin Support

Topic

Contact Related

Payment related

Streaming

**Technical** Support

Overall calls

454554



Overall Answered calls

454554



Overall Abondoned calls

454554



Avg Answering Speed

454554



Summary Customer **Agent Analysis** Home Call Analysis Satisfaction Analysis Overall calls Avg Answering Speed Topic Payment Technical Admin Contact 545454 Streaming 545454 Support Support Related related Count Of Answered(Y/N) by Month and Answered(Y/N) Overall Abondoned calls Overall Answered calls 545454 545454 **Overall Calls Resolved** Overall Calls Unresolved 545454 545454 Count of Call Id by Time Avg. Satisfaction Calls **Avg Call Duration** 545454 545454

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

Overall calls

545454



Avg Answering Speed

545454



Avg. Satisfaction Calls

545454



Avg Call Duration

545454



Customer Home Call Analysis **Agent Analysis** Summary Satisfaction Analysis Overall calls Avg Answering Speed Topic Payment Technical Admin Contact 545454 Streaming 545454 Support Support Related related Resolved and unresolved by Topic Overall Abondoned calls Overall Answered calls 545454 545454 Overall Calls Resolved Overall Calls Unresolved 545454 545454 Call Answered and Call UnAnswered Avg. Satisfaction Calls **Avg Call Duration** 545454 545454

Customer Home Call Analysis **Agent Analysis** Summary Satisfaction Analysis Overall calls Avg Answering Speed Topic Payment Technical Admin Contact 545454 Streaming 545454 Support Support Related related Agent fsfsf hfgfghf ffsf Becky Overall Abondoned calls Overall Answered calls 545454 545454 dfdfsf fdfdfs dfggfg sdss **Overall Calls Resolved** Overall Calls Unresolved Unsatisfied Users % **Unsatisfied Users** 545454 545454 545454 545454 satisfied Users % Satisfied Users Avg. Satisfaction Calls **Avg Call Duration** 545454 545454 545454 545454