



Call Center Trends Dashboard

Ask a question about your data

Average Call duration
182.37

Agent

All

Date

01-01-2021

31-03-2021

Topic

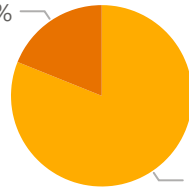
All

Total Calls

5K

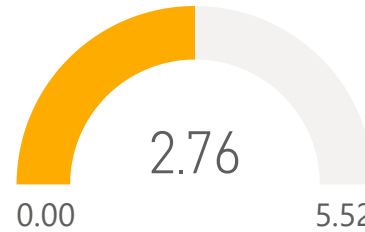
Answered (Y/N)

18.92%

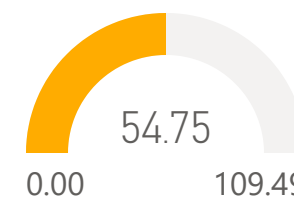


Y
N

Average of Satisfaction rating

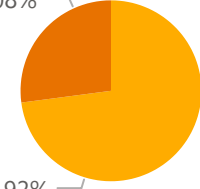


Average of Speed of answer in seconds



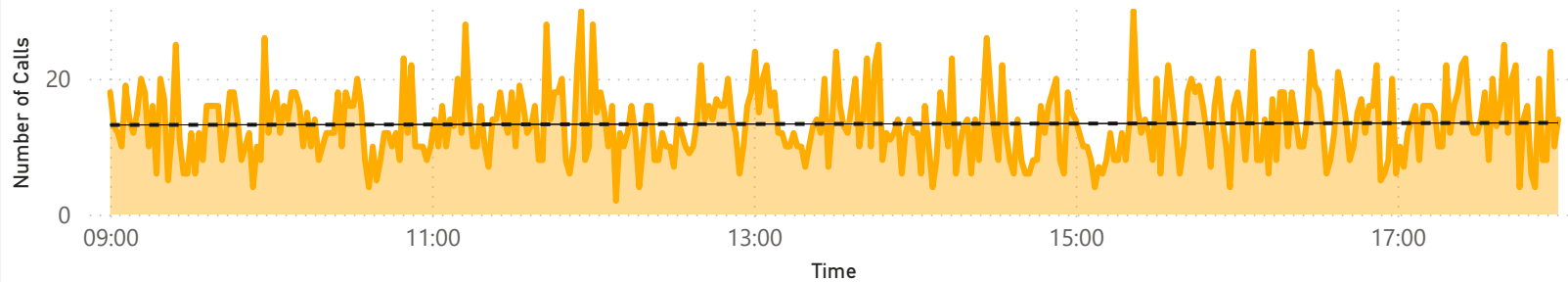
Resolved(Y/N)

27.08%



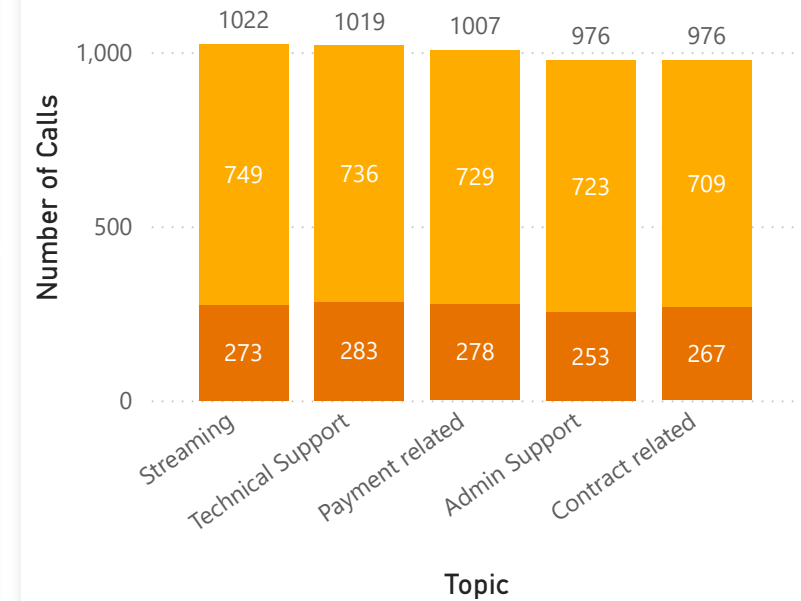
Y
N

Call Trend through out The Day



Count of Calls Topic and Resolved

Resolved N Y



Count of Call Id by Date

