

Call Center KPI Dashboard Showing Total Calls Average...

Total Calls	Avg. Answer Speed (in Sec)	Abandon Rate	Avg. Calls/Minute
346	54.2	18.2%	0.086



Agent Name	Total Calls	Calls Answered	Avg. Speed of Answer	Call Resolution(%)	CR Trend
Agent 1	40	38	62.1	81.5%	
Agent 2	41	39	68.0	79.5%	
Agent 3	51	45	60.1	77.0%	
Agent 4	48	39	61.5	72.2%	
Agent 5	50	38	62.8	74.5%	

SLA Limits	
Calls Answered in Less than 179 Seconds	41.9%
Calls with Satisfaction Score Less than 4:	126

This graph/chart is linked to excel, and changes automatically based on data. Just left click on it and select "Edit Data".

Call Center Stats Template

Sohail Salehi

A red circular graphic with a gradient, appearing as a stylized arrow or a partial circle, located to the right of the author's name.

Call Center Stats Template:

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