

Call Center KPI Dashboard Showing Total Calls Average...

Total Calls

346

Avg. Answer Speed (in Sec)

54.2

Abandon Rate

18.2%

Avg. Calls/Minute

0.086

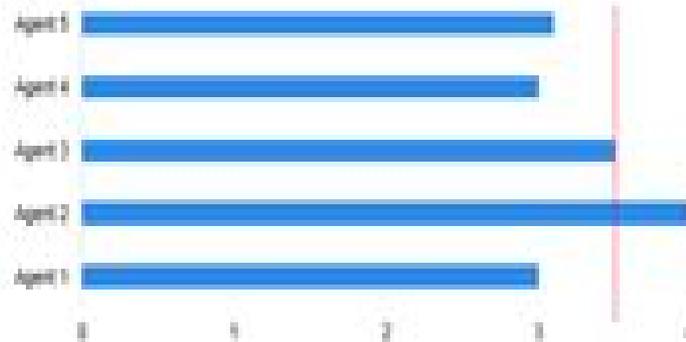
Overall Satisfaction Score

Satisfaction Score - By Agent

Call Abandon Rate - By Department



Satisfaction Score **3.50**



Agent Name	Total Calls	Calls Answered	Avg. Speed of Answer	Call Resolution(%)	CR Trend
Agent 1	40	38	67.5	81.0% 🟡	📉
Agent 2	41	38	68.0	79.0% 🟢	📉
Agent 3	51	46	68.1	77.0% 🟡	📉
Agent 4	48	38	61.5	72.2% 🟡	📉
Agent 5	50	38	63.8	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



Call Center Stats Template:

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