

Customer Service Team Quality Assessment Dashboard



Total Calls

302



Avg. Answer Speed(in sec)

47.2



Avg. Calls/Minute

0.110



Abandon Rate

14.80

0.00

Agent Name	Total Calls	Calls Answered	Avg. Speed of Answer	Calls Resolving(%)	Call Resolution Trend
Jenny	12	12	49.12	88% ■	
Peter	45	18	48.2	70% ■	
Mary	18	18	49.2	88% ■	
Joe	45	45	49.9	88% ■	
Mark	12	12	51.8	30% ■	
Max	25	18	51.2	30% ■	
Rene	11	11	49.2	40% ■	

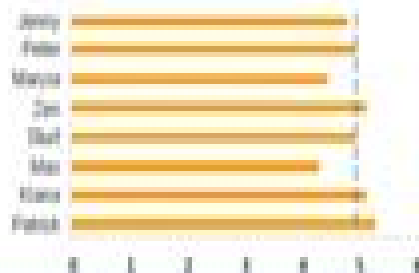
Call Abandon Rate - By Department



Overall Satisfaction Score



Satisfaction Score - by Agent



Service Level Agreement Limits

Calls answered in less than 180 sec:

45%

Calls with satisfaction score less than 3.5:

2.5%

Dashboard Templates For Quality Improvement

Paul Marsden



Dashboard Templates For Quality Improvement:

Decoding **Dashboard Templates For Quality Improvement**: Revealing the Captivating Potential of Verbal Expression

In an era characterized by interconnectedness and an insatiable thirst for knowledge, the captivating potential of verbal expression has emerged as a formidable force. Its power to evoke sentiments, stimulate introspection, and incite profound transformations is genuinely awe-inspiring. Within the pages of "**Dashboard Templates For Quality Improvement**," a mesmerizing literary creation penned with a celebrated wordsmith, readers attempt an enlightening odyssey, unraveling the intricate significance of language and its enduring impact on our lives. In this appraisal, we shall explore the book's central themes, evaluate its distinctive writing style, and gauge its pervasive influence on the hearts and minds of its readership.

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