

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	60.12	85% ■	
Peter	45	18	60.2	75% ■	
Maryia	18	18	60.2	80% ■	
Joe	65	65	60.6	85% ■	
Mark	12	10	71.8	30% ■	
Max	25	15	51.2	10% ■	
Rene	11	11	60.2	40% ■	

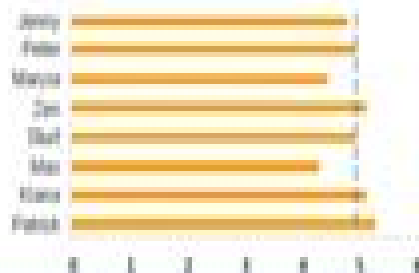
Call Abandon Rate - By Department



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

Camilla Rothe



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Table of Contents Dashboard Templates For Quality Improvement

1. Understanding the eBook Dashboard Templates For Quality Improvement
 - The Rise of Digital Reading Dashboard Templates For Quality Improvement
 - Advantages of eBooks Over Traditional Books
2. Identifying Dashboard Templates For Quality Improvement
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Dashboard Templates For Quality Improvement
 - User-Friendly Interface
4. Exploring eBook Recommendations from Dashboard Templates For Quality Improvement
 - Personalized Recommendations
 - Dashboard Templates For Quality Improvement User Reviews and Ratings

- Dashboard Templates For Quality Improvement and Bestseller Lists
- 5. Accessing Dashboard Templates For Quality Improvement Free and Paid eBooks
 - Dashboard Templates For Quality Improvement Public Domain eBooks
 - Dashboard Templates For Quality Improvement eBook Subscription Services
 - Dashboard Templates For Quality Improvement Budget-Friendly Options
- 6. Navigating Dashboard Templates For Quality Improvement eBook Formats
 - ePub, PDF, MOBI, and More
 - Dashboard Templates For Quality Improvement Compatibility with Devices
 - Dashboard Templates For Quality Improvement Enhanced eBook Features
- 7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Dashboard Templates For Quality Improvement
 - Highlighting and Note-Taking Dashboard Templates For Quality Improvement
 - Interactive Elements Dashboard Templates For Quality Improvement
- 8. Staying Engaged with Dashboard Templates For Quality Improvement
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Dashboard Templates For Quality Improvement
- 9. Balancing eBooks and Physical Books Dashboard Templates For Quality Improvement
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Dashboard Templates For Quality Improvement
- 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
- 11. Cultivating a Reading Routine Dashboard Templates For Quality Improvement
 - Setting Reading Goals Dashboard Templates For Quality Improvement
 - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Dashboard Templates For Quality Improvement
 - Fact-Checking eBook Content of Dashboard Templates For Quality Improvement
 - Distinguishing Credible Sources

13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development
 - Exploring Educational eBooks
14. Embracing eBook Trends
 - Integration of Multimedia Elements
 - Interactive and Gamified eBooks

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