

Call Details Report: Overview - Admin Panel

Purpose: Show what callers need, who handled calls, and how fast requests were closed.

What is inside

- **Call Bifurcation:** Reasons for calls.
- **Call Assignments:** Number of calls assigned to each user. **NA** means not assigned to a single user and handled by the team.
- **Call Closure Time:** Time your team took to close requests.
- **Call Closers or Closed by:** Who closed the calls.

How to use it

1. Set the **Select Duration**.
2. Start with **Call Bifurcation** to see the top reasons.
3. Check **Call Assignments** to balance workloads.
4. Review **Call Closure Time** to find process delays.
5. Use **Call Closers** to recognize contributors and coach where needed.

Tips and good practices

- If one reason grows, update message templates and knowledge notes.
- If many calls are **NA**, review routing and ownership rules.
- Celebrate fast closure and share the steps that worked.

Revision #2

Created 17 September 2025 18:26:13 by Admin

Updated 18 September 2025 06:03:03 by Admin