Call Details: Call Closed By (Call Closers) - Admin Panel

Purpose: Identify who is closing calls and at what share.

Reading the panel

- The chart shows the distribution of closed calls by closer.
- Use it to recognize good performance and to find training needs.

Actions to take

- Pair high closure share with quality checks.
- If a user closes many calls outside working hours, review workload balance.
- Use the results in coaching sessions.

Tips and good practices

- Cross-check with **Call Closure Time**. Fast and accurate closure is the goal.
- Share winning call notes and templates with the whole team.

Revision #1
Created 18 September 2025 19:06:36 by Admin
Updated 18 September 2025 19:06:47 by Admin