CALL CENTRE DATA

TOTAL CALLS	AVG. HANDLE TIME	ACCEPT %	OFFER %	APPLIED %	BREAKAGE %	TRANSFER %
50482	13	75.43%	92.60%	71.18%	28.82%	7.38%

APPLIED PER CALL %

49.72%

TOTAL CALLS by TEAM_LEAD_NAME
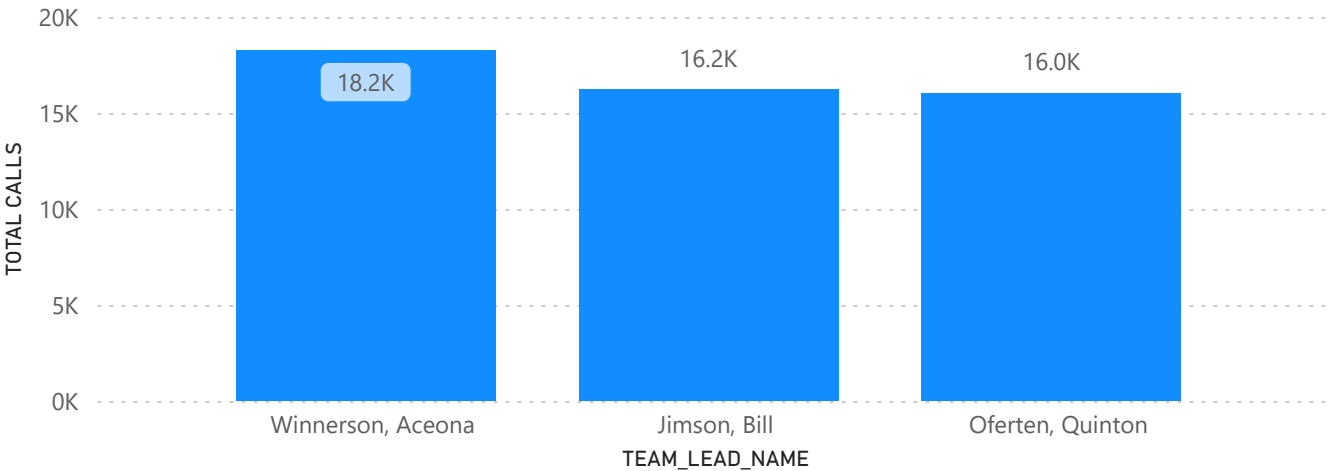
CALL PERFEOMANCE ANALYSIS

CALL PERFORMANCE ANALYSIS

% by TEAM_LEAD_ID

16K (31.77%) 18K (36.12%)

TEAM_LEAD_ID
- 201700011
- 201700012
- 201700013

16K (32....)

CALLS by Month

	100%
TOTAL CALLS	50K
Offer Sum	47K
Accept Sum	35K
Applied Total	25K

49.7%
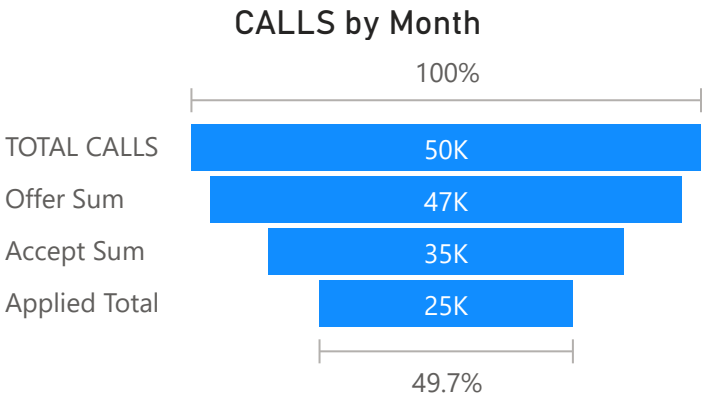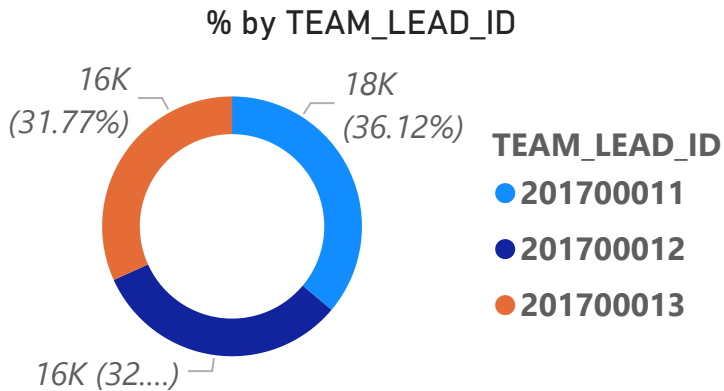
CALLS_WITH_OFFER and CALLS_OFFER_APPLIED by Month

● Sum of CALLS_WITH_OFFER ● Sum of CALLS_OFFER_APPLIED

June: 15K / 8K July: 15K / 8K August: 16K / 9K

CALL PERFORMANCE ANALYSIS
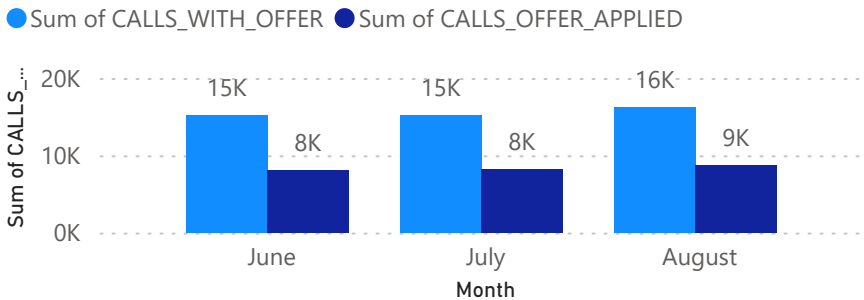
Bottom 5 Prformers

AGENT_NAME	Avg Handle
Gee, Garry	11
Davenport, Davina	12
Centerville, Cece	12
Binning, Bart	12
Anderson, Albert	11
Total	**12**

These are Bottom 5 agents according to Avg. Handle Time. These will be required to perform training as they are not able to handle clients for longer period of time.

Top 5 Performers

AGENT_NAME	Average Handle Time
Abacus, Aaron	14
Sanders, Sammi	14
Thomas, Ted	14
Uvaldon, Ursala	14
Younger, Yeti	14
Total	**14**

These are Top 5 agents according to Avg. Handle Time. These should be given extra incentives which will motivate them.

AGENT_NAME	CALLS	OFFER	ACCEPT	APPLIED	Conversion %	
Centerville, Cece	2319	2216	1809	1439	95.56%	🟢
Harrison, Harold	2134	2039	1624	1310	95.55%	🟢
Gee, Garry	2402	2290	1814	1439	95.34%	🟢
Binning, Bart	2347	2232	1783	1436	95.10%	🔺
Filipsano, Fiona	2312	2195	1774	1434	94.94%	🔶
Edgerton, Ethan	2288	2166	1736	1416	94.67%	🔶
Anderson, Albert	2149	2034	1620	1277	94.65%	🔶
Davenport, Davina	2282	2158	1708	1381	94.57%	🔶
Lipp, Larry	2065	1929	1478	1056	93.41%	🔶
Rank, Richelle	1090	1018	748	529	93.39%	🔶
Ivanski, Igor	2093	1952	1461	1014	93.26%	🔶
Ohlson, Octavius	1969	1835	1380	957	93.19%	🔶
Kippers, Kat	2135	1968	1484	1060	92.18%	🔶
Myers, Matt	1978	1814	1365	957	91.71%	🔶
Jeffries, Johnna	2135	1954	1461	1013	91.52%	🔶
Nichols, Nana	1999	1825	1375	974	91.30%	🔶
Total	**50482**	**46746**	**35262**	**25100**	**92.60%**	

Top 10 most Transfers

AGENT_NAME	TRANSFERS
Binning, Bart	65
Centerville, Cece	65
Edgerton, Ethan	64
Filipsano, Fiona	65
Gee, Garry	66
Jeffries, Johnna	65
Kippers, Kat	65
Williamson, Wilma	65
Total	**649**

Bottom 10 most Transfers

AGENT_NAME	TRANSFERS
Abacus, Aaron	61
Anderson, Albert	59
Harrison, Harold	60
Myers, Matt	60
Nichols, Nana	60
Ohlson, Octavius	60
Pulaski, Peter	48
Rank, Richelle	33
Total	**561**