



CALL CENTRE TREND-DASHBOARD



Agent

☐ Select all

☐ Becky

Resolved

☐ Select all

☐ No

☐ Yes

Date

01-01-2021

31-03-2021



Avg. of Satisfaction rating



Average Of Answers (In Sec)

67.52

Answered

4054

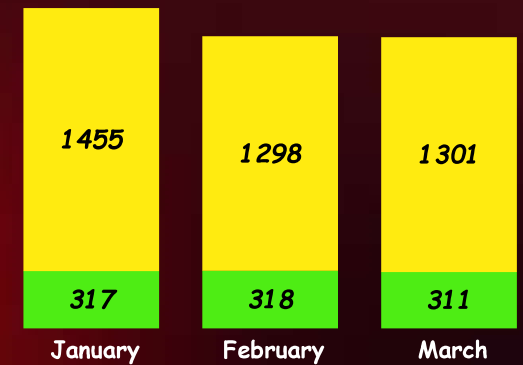
Resolved

3646

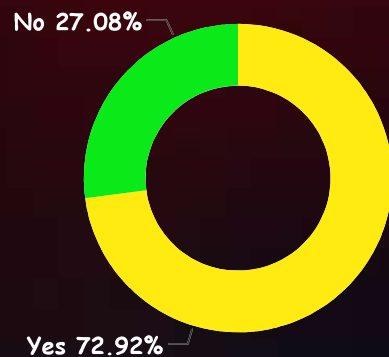


No. Of Calls Per Month

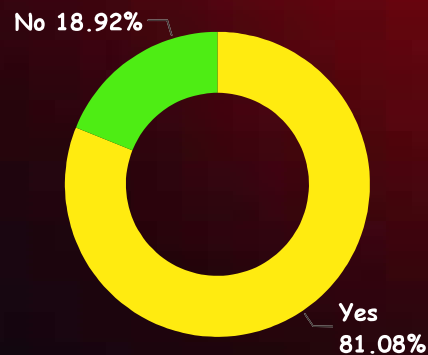
Answered ● No ● Yes



Resolved



Answered



Agent Statistics



Agent	Answered	Resolved(Yes)	Avg. Satisfaction rating	Avg. SOA(in sec)
Jim	536	485	3.39	66.34
Dan	523	471	3.45	67.28
Becky	517	462	3.37	65.33
Martha	514	461	3.47	69.49
Greg	502	455	3.40	68.44
Diane	501	452	3.41	66.27
Joe	484	436	3.33	70.99
Stewart	477	424	3.40	66.18

Churn Dashboard

Customers At Risk

7043

No. Of Tech Tickets

2955

No. Of Admin Tickets

3632

Yearly Charges

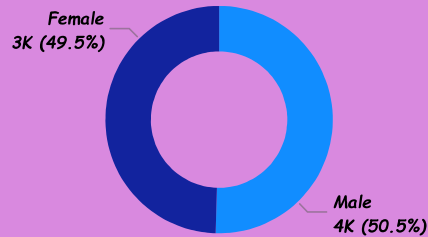
16.06M

Monthly Charges

456.12K

Demographics

Count of gender by gender



Dependent

17%

Senior Citizen

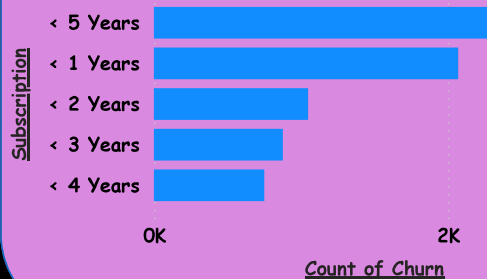
25%

Partner

36%

Subscription

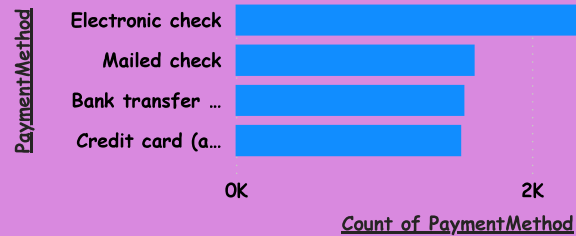
Count of Churn by Subscription



Customer Account Information

Payment Method

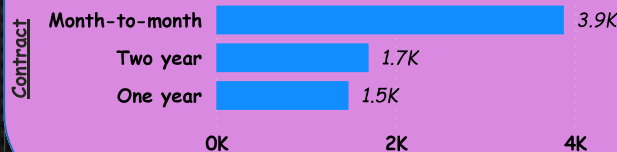
Count of PaymentMethod by PaymentMethod



Count of PaperlessBilling by PaperlessBilling



Count of Contract by Contract



Services Customers Signed

28%

Online Backup In %

16%

Online Sec In %

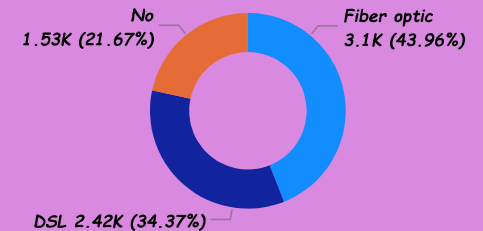
91%

Phone Service In %

44%

Streaming Movies In %

Count of InternetService by InternetService



Diversity And Inclusion

Department

All

Job Level

All

Age Group

All

Regional Level

All

Hiring

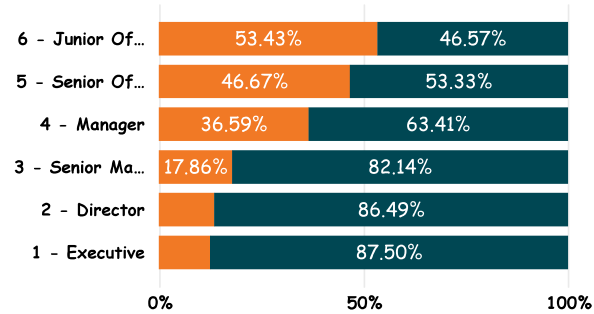
0.59

% of Male

0.41

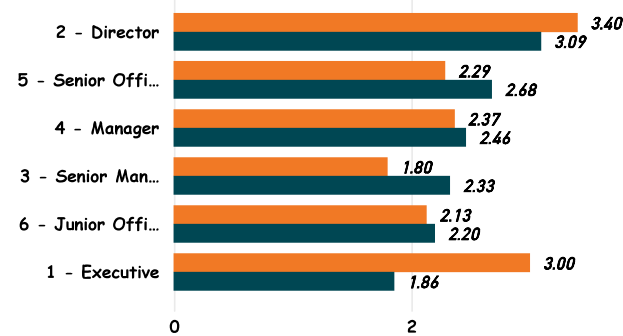
% of Female

Gender ● Female ● Male



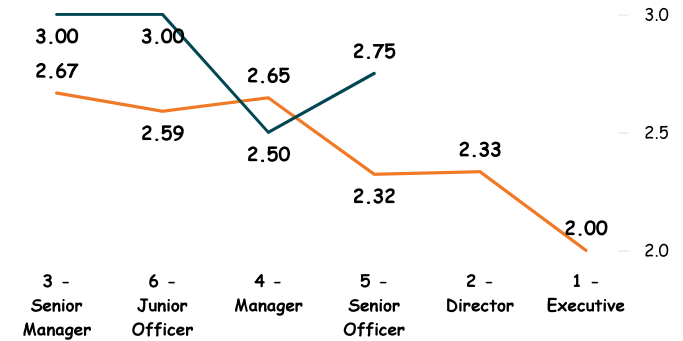
Promotion (This Year)

Gender ● Female ● Male

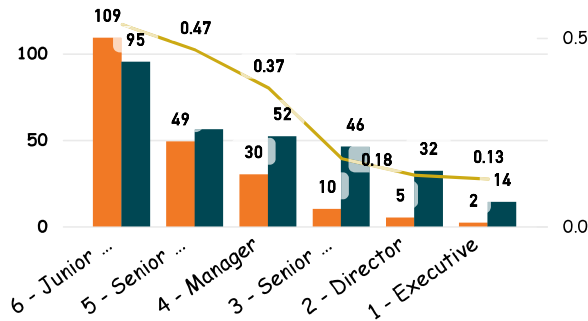


Turnover Rate (FY20 Leavers)

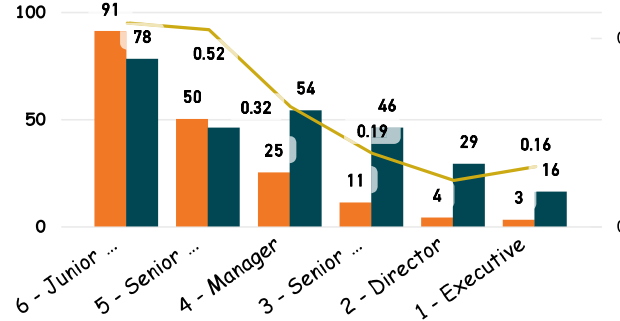
FY20 leaver? ● No ● Yes



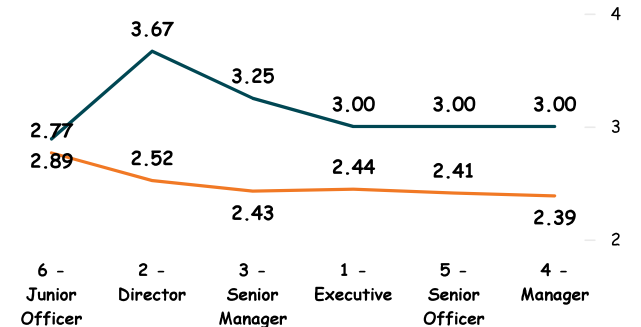
Gender ● Female ● Male ● % of Female



Gender ● Female ● Male ● % of Female



FY20 leaver? ● No ● Yes



Diversity And Inclusion

Department

All

Job Level

All

Age Group

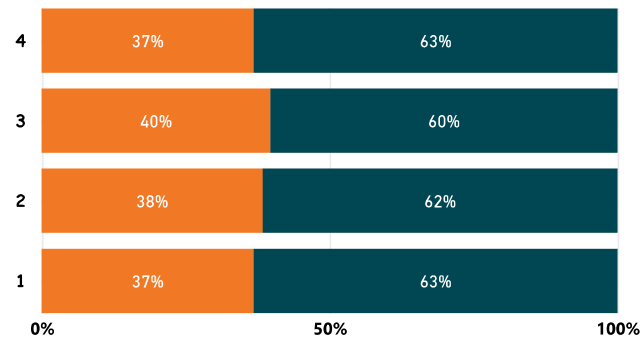
All

Region

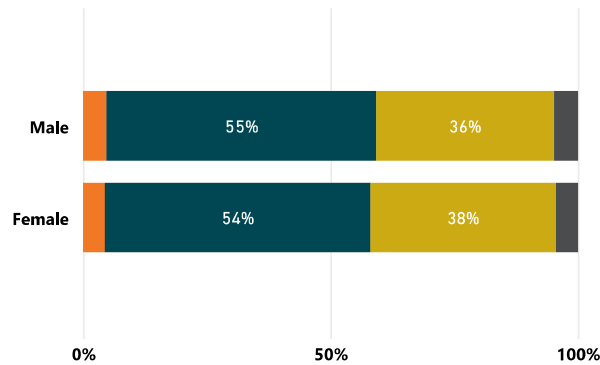
All

Performance Rating

Gender Female Male

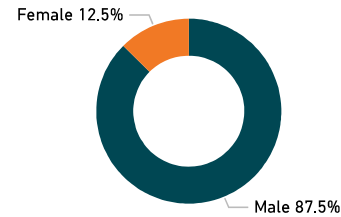


FY20 Performance Rating

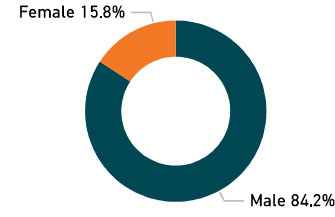


Executive Gender Balance

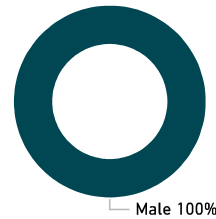
Executive Split FY 20



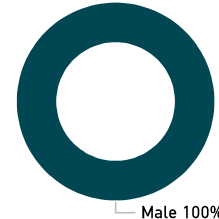
Executive Split FY 21



Executive Hires FY 20

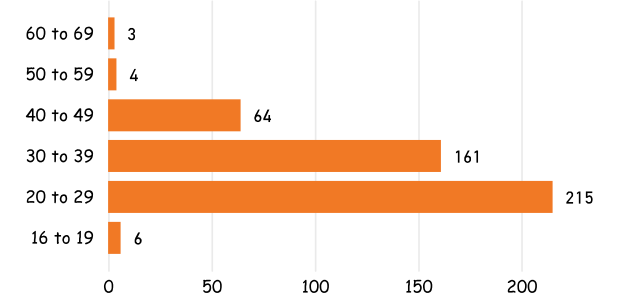


Promotion To Executive FY 20



Age Group

Employees by Age Group (End FY 20)



Age group

