

EDNA CALL CENTER



Executive Summary



SLA Compliance



Employee

Let's go

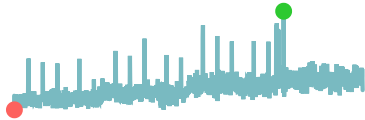




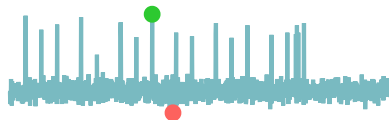
EXECUTIVE SUMMARY



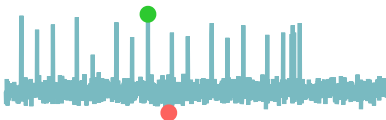
Revenue
\$10,560,669



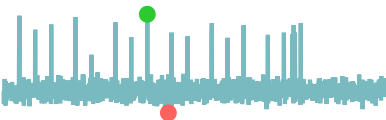
Total Calls
131,821



Call Duration (min)
1,652,837

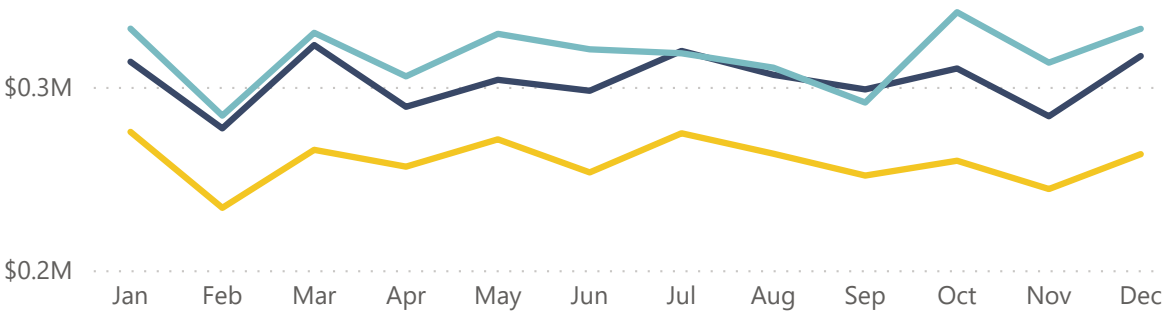


Wait Time (min)
59,945



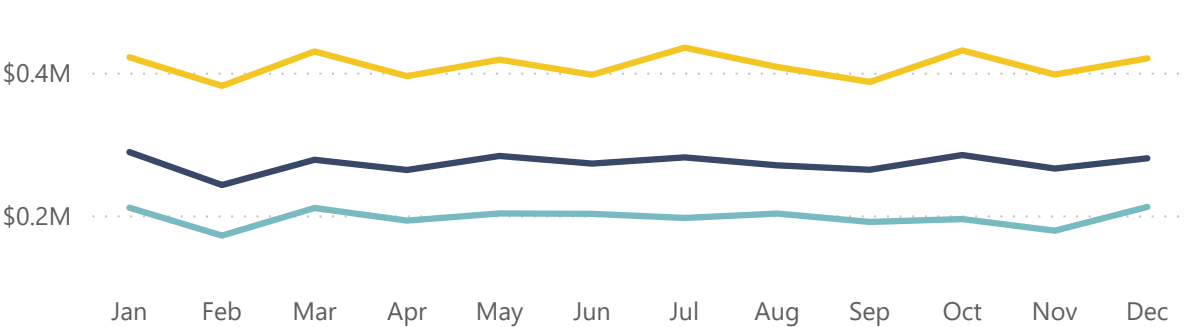
Revenue | Month | Site

● Aurora, CO ● Jacksonville, FL ● Spokane, WA



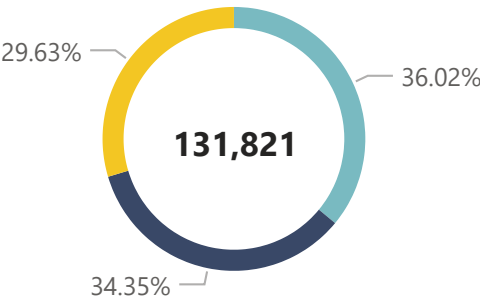
Revenue | Month | Call type

● Billing ● Sales ● Tech Support



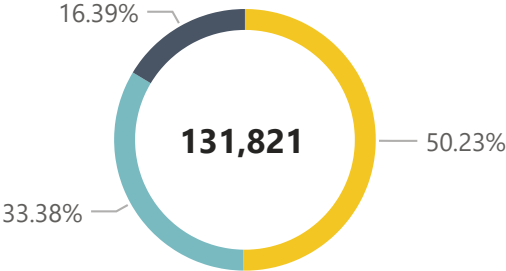
Total Calls | Site

● Jacksonvill... ● Aurora, CO ● Spokane, ...



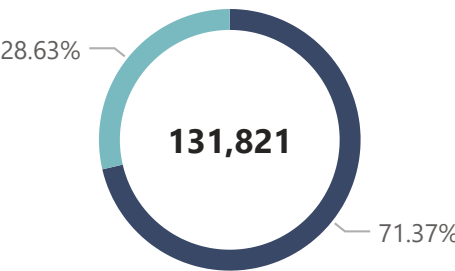
Total Calls | Call Type

● Tech Support ● Billing ● Sales



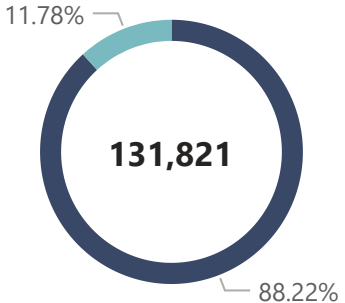
Total Calls | Day

● Weekday ● Weekend



Total Calls | SLA Status

● Within SLA ● Outside SLA

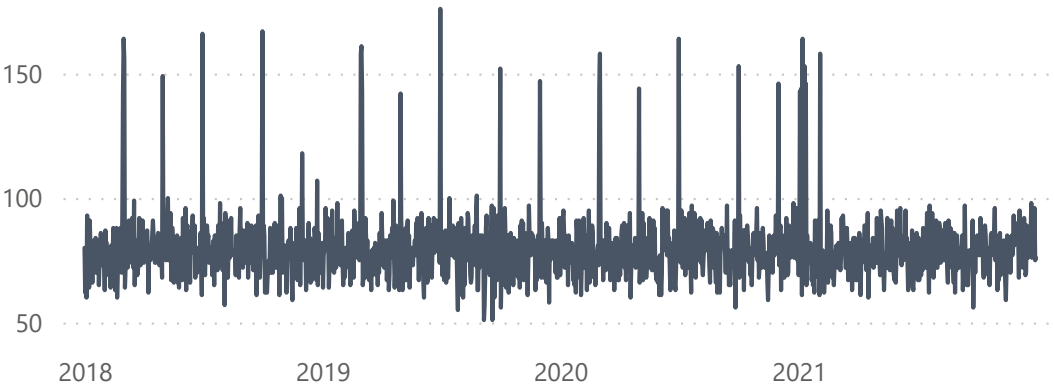





SLA COMPLIANCE



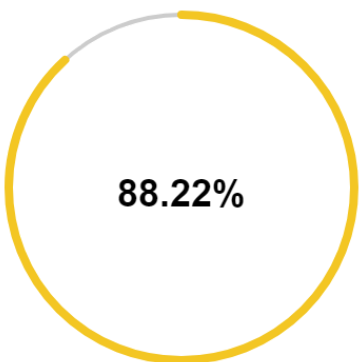
Calls Within SLA | Date



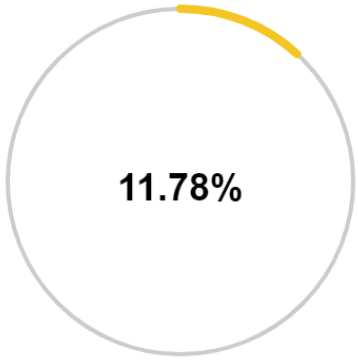
 **Calls Within SLA**
116,297

 **Calls Outside SLA**
15,524

% of Calls Within SLA



% of Calls Outside SLA



% of Calls Within SLA | Day | Time

Hour	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total
1	86.80%	87.63%	89.18%	87.91%	87.32%	89.93%	85.75%	87.81%
2	86.54%	90.84%	88.97%	87.37%	90.18%	88.64%	88.07%	88.66%
3	90.10%	88.94%	88.06%	86.63%	89.72%	88.69%	89.86%	88.88%
4	90.07%	86.73%	87.90%	89.97%	90.64%	86.62%	88.89%	88.71%
5	86.72%	86.36%	85.60%	86.01%	87.26%	86.90%	87.68%	86.66%
6	87.86%	83.67%	90.15%	91.14%	87.41%	87.95%	86.32%	87.81%
7	88.46%	91.92%	89.53%	91.08%	89.52%	88.72%	90.08%	89.89%
8	87.59%	86.76%	87.47%	88.55%	88.45%	89.11%	88.54%	88.06%
9	88.09%	89.42%	88.46%	88.02%	87.38%	86.84%	88.90%	88.15%
10	89.01%	88.50%	88.38%	88.87%	88.48%	87.01%	87.28%	88.21%
11	88.94%	87.85%	88.68%	86.87%	87.77%	87.26%	87.38%	87.82%
12	87.62%	89.26%	89.38%	88.63%	89.53%	88.16%	87.36%	88.57%
13	89.01%	87.76%	88.67%	88.04%	89.55%	86.81%	87.05%	88.12%
14	88.24%	90.05%	87.98%	88.43%	87.90%	89.76%	87.78%	88.58%
15	87.94%	89.02%	87.81%	88.10%	88.35%	87.20%	88.96%	88.20%
16	88.51%	89.90%	89.18%	88.93%	88.16%	86.99%	88.62%	88.61%
17	87.97%	88.66%	87.87%	87.62%	87.30%	88.34%	85.87%	87.68%
18	89.55%	88.12%	88.64%	86.49%	87.06%	88.28%	88.35%	88.09%
19	89.55%	88.19%	88.72%	88.69%	87.56%	88.66%	86.80%	88.31%
20	90.91%	100.00%	100.00%	91.67%	100.00%	100.00%	100.00%	97.10%
Total	88.41%	88.51%	88.46%	88.18%	88.27%	87.91%	87.82%	88.22%



EMPLOYEE



Managers Count

12

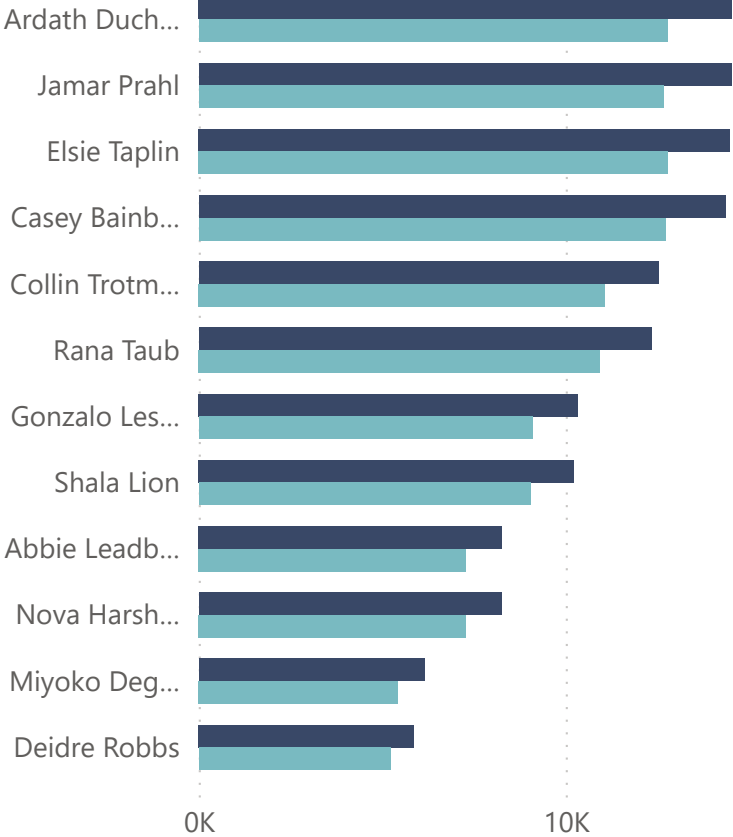


Employees Count

64

Managers | Call Summary

● Total No. of Calls ● Calls Within SLA



Employee Metrics

Managers	EmployeeName		Call charges (min)	Total No. of Calls	Call Duration (min)	% of Calls Within SLA
▲						
Abbie Leadbetter	Dorathy Staiger	➔	\$163,389	2,045	25,400	86.94%
Abbie Leadbetter	Ghislaine Alban	➔	\$161,917	2,052	25,272	88.50%
Abbie Leadbetter	Morton Goff	↗	\$170,005	2,134	26,716	88.47%
Abbie Leadbetter	Wynona Hornick	➔	\$161,640	2,035	25,326	88.35%
Ardath Ducharme	Alla Winkel	➔	\$163,033	2,065	25,629	86.59%
Ardath Ducharme	Beulah Aubert	↗	\$170,575	2,095	26,561	87.88%
Ardath Ducharme	Blythe Welles	⬆	\$173,321	2,130	26,758	87.28%
Ardath Ducharme	Bruno Currie	↗	\$169,953	2,062	26,413	88.36%
Ardath Ducharme	Kortney Deacon	➔	\$164,773	2,088	25,701	87.93%
Ardath Ducharme	Krysta Favero	⬇	\$160,041	2,019	25,194	89.10%
Ardath Ducharme	Summer Wimbish	↗	\$168,622	2,074	26,385	88.38%
Casey Bainbridge	Brittanie Ballin	➔	\$164,929	2,044	25,569	89.33%
Casey Bainbridge	Hanna Kaczynski	⬇	\$159,402	2,028	25,064	87.87%
Casey Bainbridge	Junie Grant	↗	\$169,292	2,102	26,319	89.01%
Casey Bainbridge	Lavonia Hypes	↗	\$167,285	2,054	26,125	87.93%
Casey Bainbridge	Margot Armbruster	⬇	\$159,477	2,015	25,154	88.64%
Casey Bainbridge	Tameka Ostrow	➔	\$165,286	2,073	25,857	89.19%
Casey Bainbridge	Wilbur Mohl	➔	\$164,357	2,030	26,038	88.62%
Collin Trotman	Adrianna Duque	➔	\$163,270	2,067	25,781	89.31%
Collin Trotman	Deandre Smyre	↗	\$170,815	2,145	26,859	88.07%
Collin Trotman	Debora Wilker	➔	\$164,589	2,104	25,959	88.55%
Collin Trotman	Janice Clatterbuck	➔	\$161,880	2,060	25,516	89.17%
Total			\$10,560,669	131,821	1,652,837	88.22%