

Insights from dashboard



- 98% of the calls are answered by our employees within 35 second, which is the under the SLA guidelines
- The average call time by employee is roughly 6min
- The top 3 managers whose team answered the most call are Casey Bainbridge 143k, Collin Trotman 142K, and Alisa Daniels 108k.
- For average waiting time, the longest waiting time is during the evening 29.91S and after is late afternoon. 29.38S
- The site which generates the most revenue is Jacksonville which is \$611k
- During the week, on average Sunday receives the most call 36580 and Tuesday receives the least call 35323.
- The average time before a call gets abandoned by customers for billing is 29.32s, 29.24s by tech support, 28.94s by sales
- According to the time of the day, during the evening: 86.4% of cases meet the SLA target. During late afternoon: 86.06% of cases meet the SLA target.

