

Call Center Dashboard

Agent

All

Answered (Y/N)

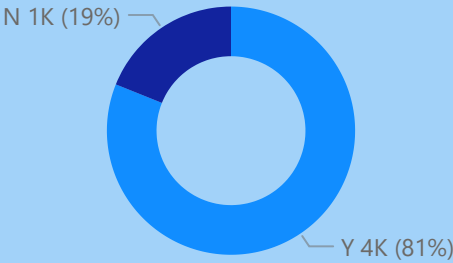
All

Date

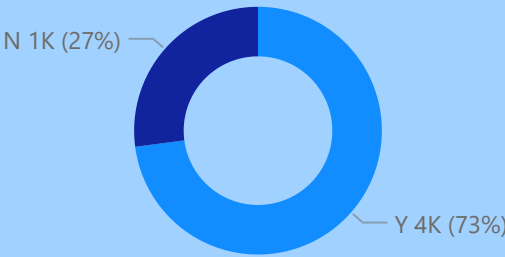
01/01/2021

31/03/2021

Call Answered



Call Resolved

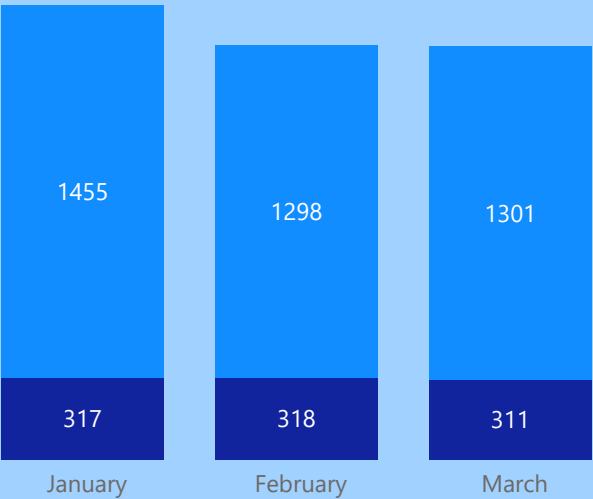


Average Satisfaction Rating



Count of Call in Months

Answered (Y... N Y



Average of Speed of answer in seconds

67.52

Agent	Resolve	Answer	Avg. Satisfaction rating	Average SOA (in seconds)
Becky	462	517	3.37	65.33
Stewart	424	477	3.40	66.18
Diane	452	501	3.41	66.27
Jim	485	536	3.39	66.34
Dan	471	523	3.45	67.28
Greg	455	502	3.40	68.44
Martha	461	514	3.47	69.49
Joe	436	484	3.33	70.99
Total	3646	4054	3.40	67.52

Churn Dashboard

1869

Customers at Risk

2173

of TechTickets

885

of AdminTickets

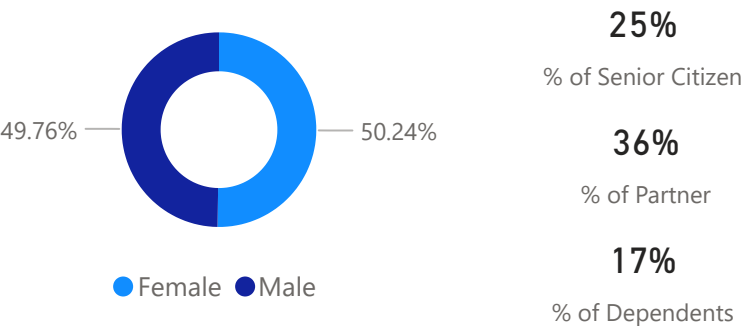
\$2.86M

TotalCharges

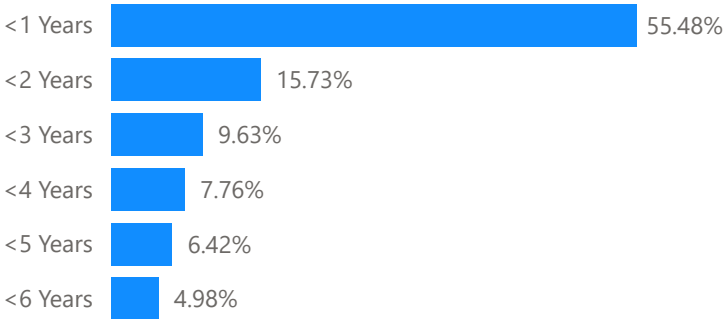
\$139.13K

MonthlyCharges

Demographics

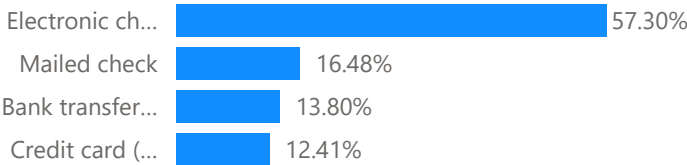


Subscription Time

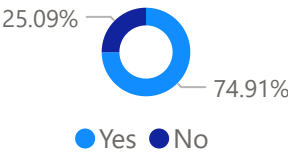


Account Information

Payment Method



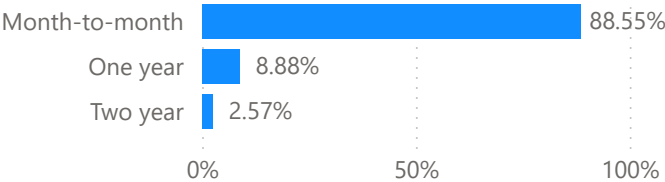
Paperless Billing



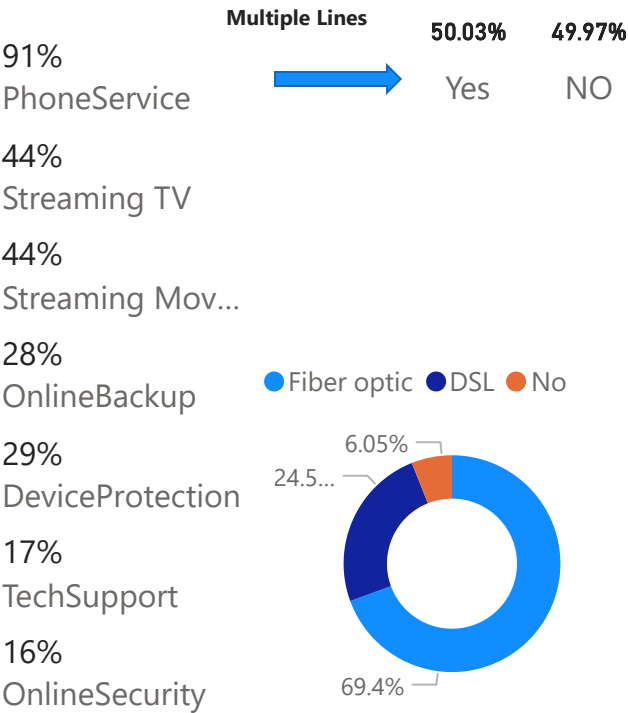
Average Charges

\$74.44
Monthly
\$1,531.80
Total

Contract Type



Customers Signed Service



Diversity & Inclusion

Department

All

Age group

All

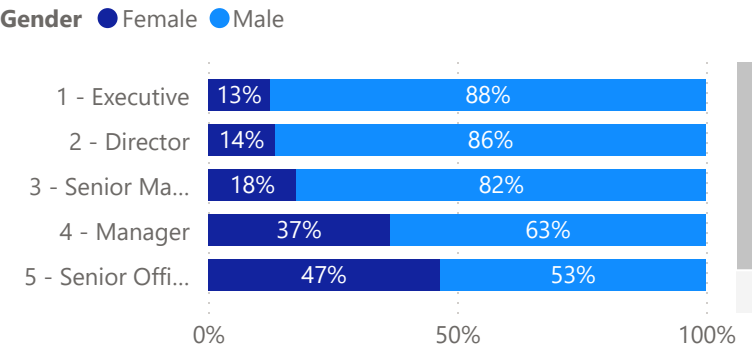
Job Level

All

Region

All

KPI 1 :- Hiring

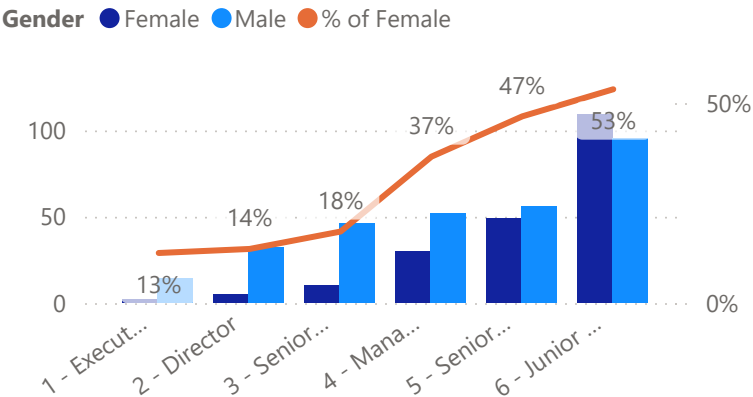


59%

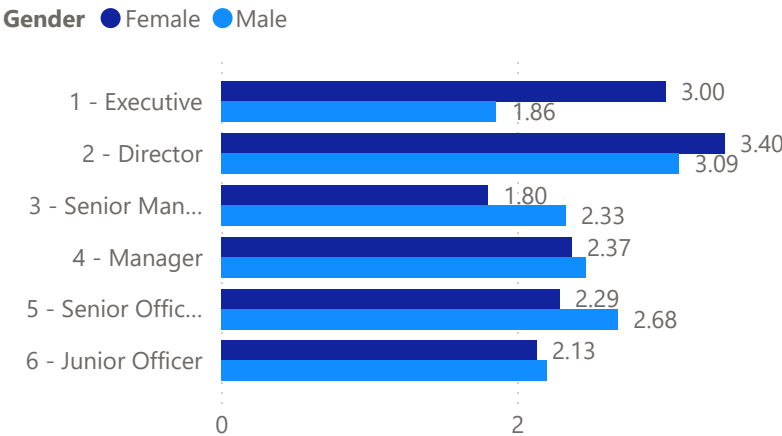
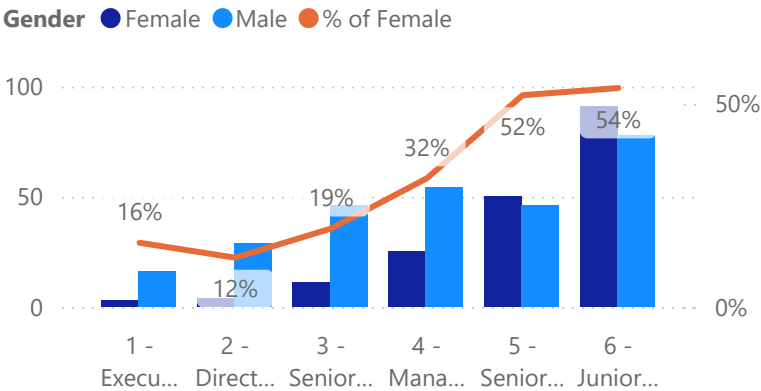
% of Male

41%

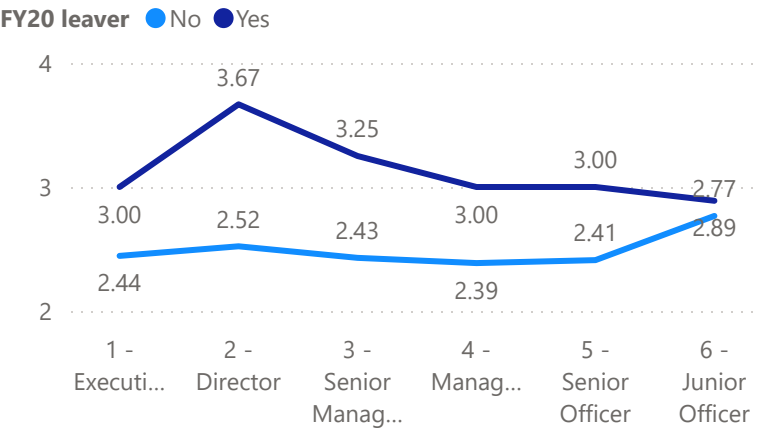
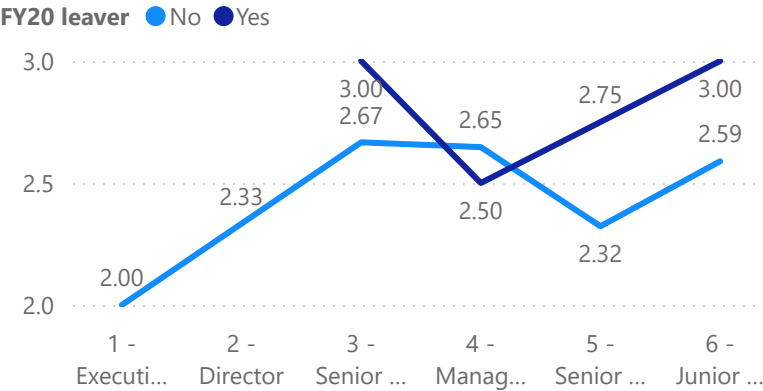
% of Female



KPI 2 :- Promotions(this year)



KPI 3 :- Turnover Rate(FY20 Leavers)



Diversity & Inclusion

Department

All

Age group

All

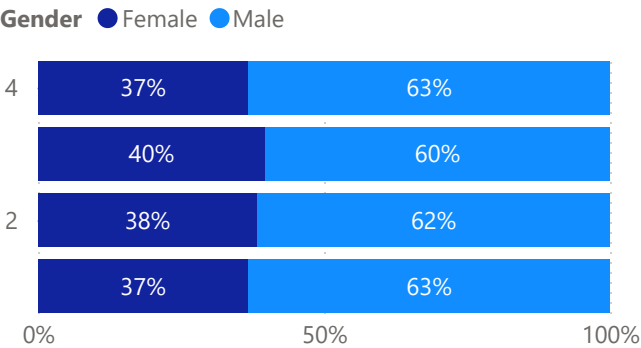
Job Level

All

Region

All

KPI 4 :- Performance Rating

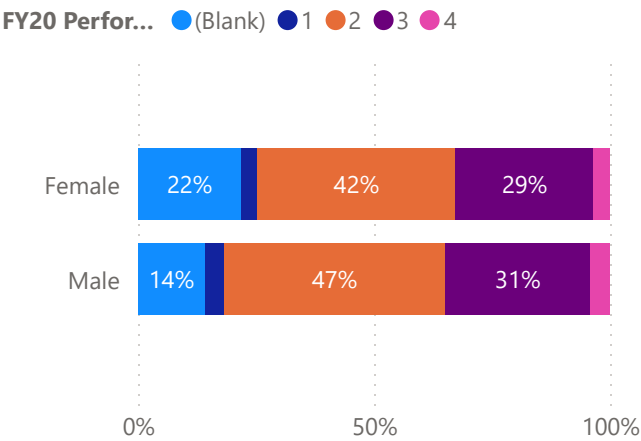


59%

% of Male

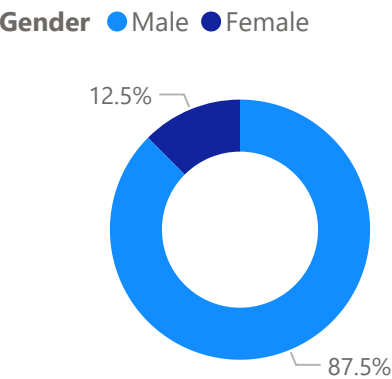
41%

% of Female

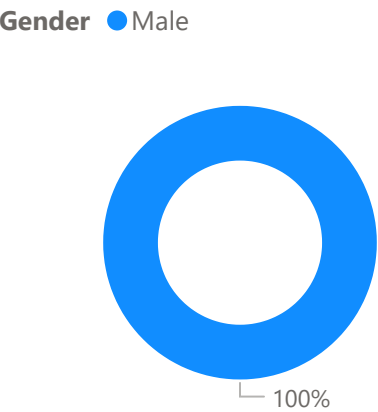


KPI 5 :- Executive Gender

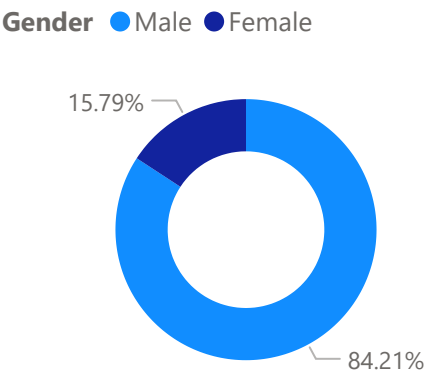
Executive Split (FY20)



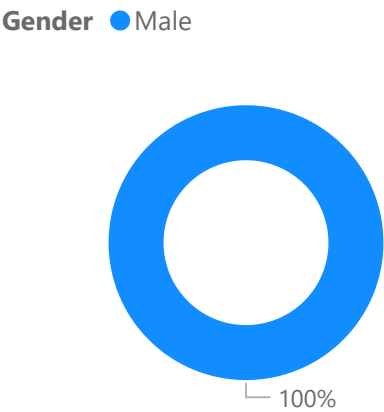
Executive Hires (FY20)



Executive Split (FY21)



Promotion to Executive (FY20)



KPI 6 :- Age Group

Employee by Age Group

