



Churn Dashboard



This dashboard has a filter with churn = "yes"



1869

Customers at risk

2173

of Tech Tickets

885

of Admin Tickets

\$2.86M

Yearly Charges

\$139.13K

Monthly Charges



Demographics

Female Male



25%

Senior-Citizen

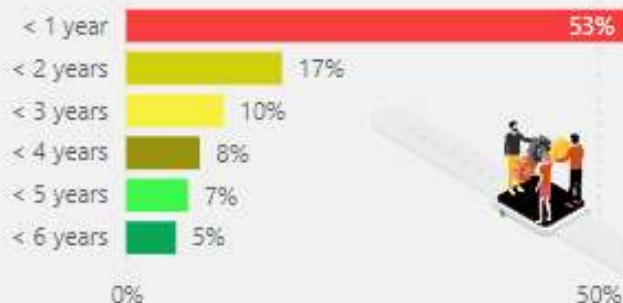
36%

Partner

17%

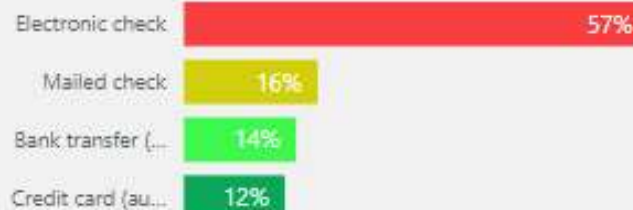
Dependents

Subscription time



Customer account information

Payment method



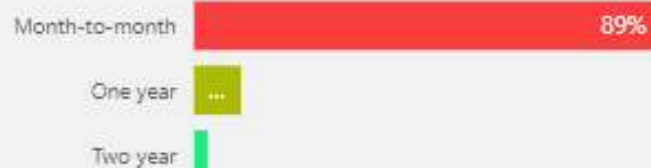
Paperless billing



Average charges

\$74.44
Monthly
\$1,531.80
Total

Type of contract



Services customers signed up for

91%

Phone Service

Multiple Lines?

49.97%

no

50.03%

yes

44%

Streaming TV

44%

Streaming Movies

29%

Device protection

28%

Online Backup

17%

Tech Support

16%

Online Security



Fiber optic DSL No





Customer Risk Analysis



Risk of churn

- ☐ No
- ☐ Yes

Internet service

- ☐ DSL
- ☐ Fiber optic
- ☐ No

Months subscribed



Contract type

- ☐ Month-to-month
- ☐ One year
- ☐ Two year



7043

Total customers

26.54%

churn rate %



\$16.06M

Yearly Charges

2955

Tech Tickets

3632

Admin Tickets

Churn by type of internet service



of customers by internet service



Sum of monthly charges



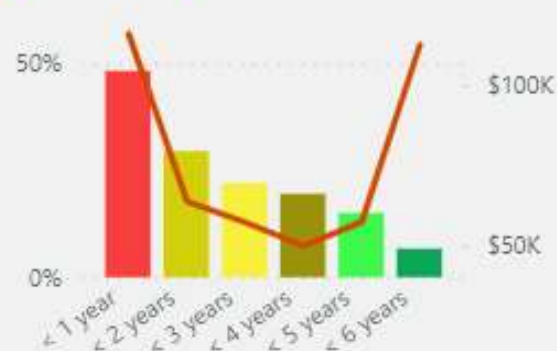
Type of contract

Churn rate Customers



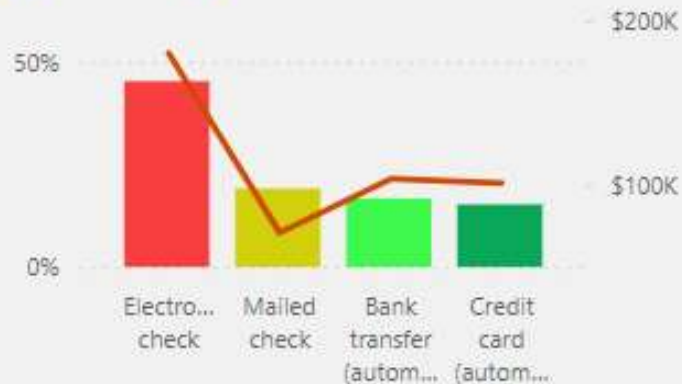
Years of contract

churn rate % Sum of MonthlyCharges



Churn by payment method

churn rate % Sum of MonthlyCharges





Call Center



Agent

All

Topic

All

1/1/2021

3/31/2021



Average satisfaction



Answered



Resolved



Average speed of answer (s)



Number of calls per month

N Y



Agent statistics

Agent Calls Answered # of resolved Adv of Satfn rating Adv of ans in seconds

Agent	Calls Answered	# of resolved	Adv of Satfn rating	Adv of ans in seconds
Martha	514	461	3.38	69.20
Dan	523	471	3.37	67.41
Stewart	477	424	3.33	66.51
Greg	502	455	3.33	68.36
Diane	501	452	3.32	66.63
Jim	536	485	3.32	66.67
Becky	517	462	3.30	65.81
Joe	484	436	3.27	70.44

Department

All

Job Level

All

Age group

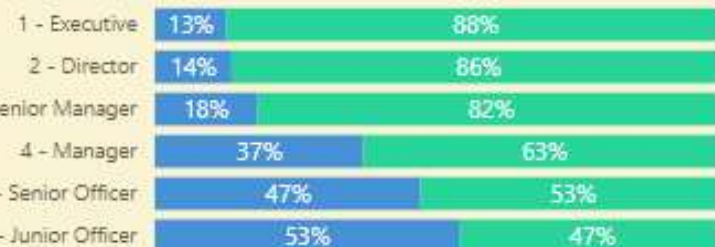
All

Region group

All

KPI 1 - Hiring (FY20)

Gender ● Female ● Male



59%

% of hires men.

41%

% of hires women.

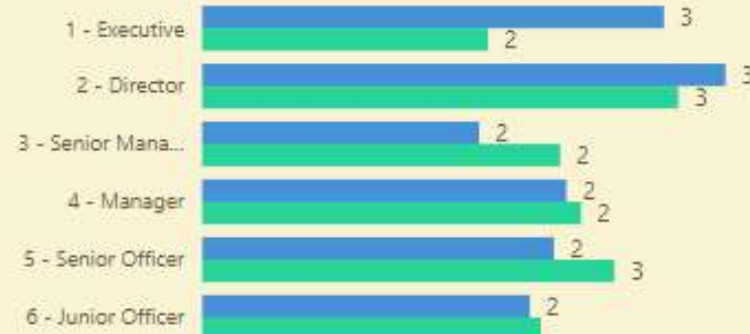
KPI 2 - Hiring (This Year-2021)

Gender ● Female ● Male ● % of hires women.



Avg. Time in Grade of employees promoted in FY21 (in years)

Gender ● Female ● Male



Average of Time in Job Level @01.07.2020

KPI 3 - Turnover Rate (FY20 leavers)

Left This FY? ● Yes ● No



Left this FY? ● No ● Yes



Department

All

Job Level

All

Age group

All

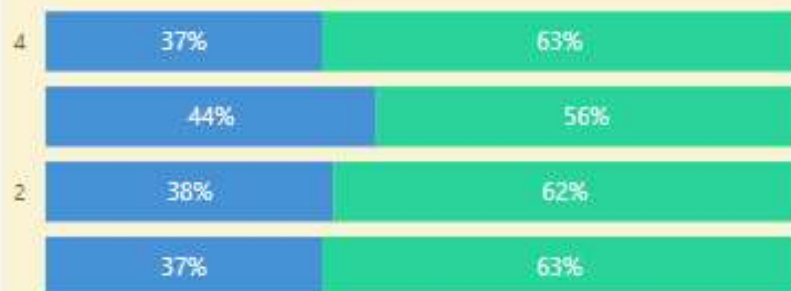
Region group

All



KPI 4 - Performance Rating

Gender ● Female ● Male



2.49

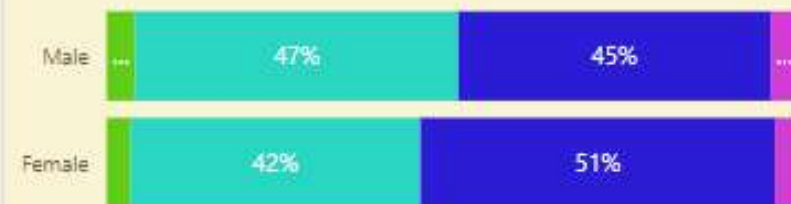
Avg Rating Men

2.55

Avg Rating Women

1=Excellent, 2=Great, 3=Sufficient, 4=Bad

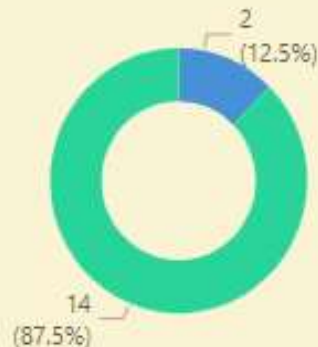
FY20 Performa... ● 1 ● 2 ● 3 ● 4



KPI 5 - Executive Gender Balance

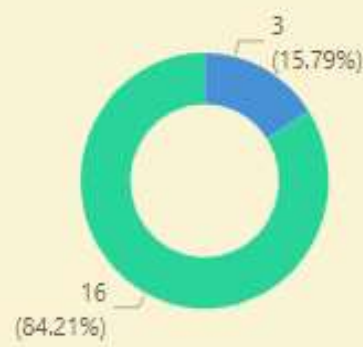
Executive split(FY20)

Gender ● Female ● Male



Executive Split(FY21)

Gender ● Female ● Male



Executive split(FY20)

Gender ● Male

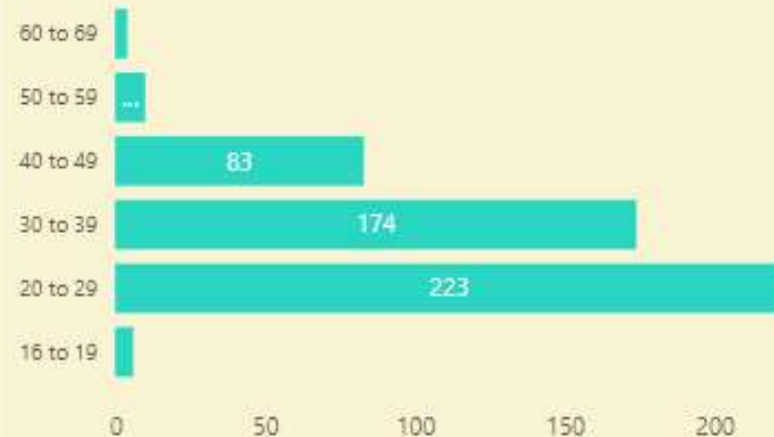


Executive Split(FY21)

Gender ● Male



KPI 6 - Age Group



Age group ● 16 to 19 ● 20 to 29 ● 30 to 39 ● 40 to 49 ● 50 to 59

