

**GENERALL** 

**DAILY INDEX** 

HOURLY

**TSAT** 

**TSAT Deep** 

**Volume Trends** 

Adhoc

## TRACKING DASHBOARD

# || GENERAL

### Clear all slicers

7/1/2024

#### MTD - Index

### Metric table updated MTD: Jul-2024 CSC || CHAT

80.95% %TSAT Chat CSC

CSC || PHONE

%TSAT Call CSC

95.74%

14.95% %TSAT\_1\* MTD\_Chat CSC 85.59%

83.09%

4.57% %ReOpen MTD Chat CSC

1.92% %TSAT\_1\* MTD\_Call CSC 







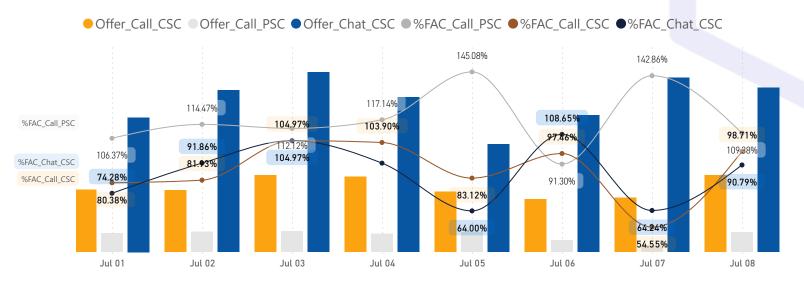








#### Volume Offer & FAC Trends L10D



CSC -Report		PSC - Rep	ort						
CSC INDEX	WK27-2	024						WK28-20	
	Jul-01	Jul-02	Jul-03	Jul-04	Jul-05	Jul-06	Jul-07	Total	Jul-08
%FAC	76.11%	88.88%	104.97%	95.46%	69.74%	105.29%	61.65%	83.54%	93.16%
%SL30 Overall	94.72%	89.76%	83.46%	90.49%	97.02%	69.99%	87.56%	87.42%	97.96%
%SL30_Call	98.6%	97.0%	95.7%	95.4%	98.7%	94.3%	93.4%	96.2%	98.0%
%SL30_Chat	92.92%	86.91%	78.10%	88.06%	96.05%	60.49%	85.75%	83.65%	97.96%
Handle Time (mins)									
AHT_Call_CSC	6.41	6.54	5.91	6.16	6.02	6.19	6.41	6.22	6.38
AHT_Chat_CSC	12.73	12.39	12.04	12.32	12.49	11.40	12.01	12.19	11.53
Productivity									
Procall_CSC	2.76	2.81	3.60	3.79	2.94	2.79	2.24	2.97	2.84
ProChat_CSC	3.96	4.32	4.67	4.37	3.15	5.71	5.18	4.41	5.02
%FCR4_hrs_CSC	82.98%	82.70%	85.21%	86.05%	77.74%	81.08%	85.96%	83.33%	82.05%
%Coverage_Call	54.63%	56.67%	53.96%	55.64%	55.85%	58.63%	50.11%	55.06%	53.06%
%Coverage_Chat	27.78%	26.41%	26.89%	30.72%	29.57%	29.30%	29.54%	28.53%	27.30%
%TSAT_CSC	88.93%	86.44%	88.79%	88.40%	87.64%	84.97%	81.35%	86.67%	85.46%
%TSAT_CSC_Call	96.83%	98.41%	95.54%	96.43%	95.83%	92.98%	93.26%	95.77%	95.54%
%TSAT_CSC_Chat	82.47%	78.53%	85.32%	83.33%	81.29%	79.65%	76.58%	81.03%	80.44%
%TSAT_1*_CSC	7.86%	11.04%	9.09%	8.56%	8.36%	10.84%	14.47%	10.04%	10.09%
%TSAT_1*_CSC_Call	0.00%	1.59%	2.68%	2.14%	0.83%	4.39%	2.25%	1.93%	1.79%
%TSAT_1*_CSC_Chat	14.29%	17.28%	12.39%	12.61%	14.19%	15.12%	19.37%	15.07%	14.22%
%ReOpen_CSC	5.13%	5.73%	4.14%	4.86%	7.19%	4.82%	4.83%	5.19%	4.60%
%ESC_ext_CSC_Creator	2.39%	2.39%	2.55%	3.09%	3.45%	2.05%	2.42%	2.62%	2.50%
E2E_CSC	7.49	7.34	6.05	7.33	10.99	6.94	6.19	7.39	9.13
E2E_non_ESC_CSC	6.92	6.50	5.12	6.94	10.24	6.19	5.89	6.74	8.23
E2E_having_ESC_CSC	29.74	45.24	41.46	24.05	32.01	28.50	22.35	32.43	43.72
BL_in_day									
#BL									
%BL>3D_CSC									



TRACKING DASHBOARD

|| HOURLY

Clear all slicers

7/1/2024

LOB | Select all CSC PSC **Filter by Hour** 

Channel Select all

Chat

Phone

10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 |

**GENERALL** 

**DAILY INDEX** 

HOURLY

**TSAT** 

**TSAT Deep** 

**Volume Trends** 

Adhoc

Date		Jul-01							Jul-02											Jul-03														
LOB	CSC						PSC				CSC						PSC					CSC							PSC					
Channel	Offer	Cha Handle		Dro	Offer	Pho		Dva	Phone Offer Handle Agent Pro				Chat Offer Handle Agent				Pro Offer Handle Agent Pro			Dra	Phone ro Offer Handle Agent Pro				Chat Offer Handle Agent Pro				Offer	Pho	Dro	Phone o Offer Handle A		
Hours	Offer	папше	Agent	Pro	Oller	Handle	Agent	Pro	Oller	nanule /				папине	Agent	Pro	Oller	папите	Agent	Pro	Offer	папше	Agent	Pro	Offer	папше	Agent	Pro	Oller	папине	Agent	Pro	Oller	nancie A
Total	1197	1193			557	551				164	47	3.49	1424	1418		2.73	552	540	192	1.04	182	175	44	3.98		1521			687	669			185	181
00:00-00:59	32	32	3	6.40	4	4	2	0.80					28	28	3	5.60			2						29	29	3	5.80	2	2	2	0.40		
01:00-01:59	11	11	3	2.20	1	1	2	0.20					10	10	3	2.00	2	2	2	0.40					24	24	3	6.00	1	1	1	0.25		
02:00-02:59	10	10	3	2.00			2						7	7	2	1.75			2						6	6	2	2.00	1	1	1	0.33		
03:00-03:59	9	9	3	2.25			1						7	7	1	3.50			1						5	5	1	2.50			1	·		
04:00-04:59	3	3	4	0.60			1						4	4	2	1.33			1						3	3	2	1.00			1			
05:00-05:59	11	11	2	3.67			1						7	7	2	2.33			1						7	7	3	1.75	1	1	1	0.25		
06:00-06:59	12	12	2	4.00	1	1	1	0.33					14	14	2	4.67	3	2	1	0.67					22	22	3	5.50	2	2	1	0.50		
07:00-07:59	33	33	8	2.75	15	15	4	1.25					39	39	8	3.25	14	14	4	1.17					50	50	8	4.17	10	10	4	0.83		
08:00-08:59	54	54	14	2.45	38	38	8	1.73	14	14	3	4.67	84	84	17	3.23	35	35	9	1.35	11	11	3	3.67	65	65	17	2.50	38	38	9	1.46	14	14
09:00-09:59	73	72	21	2.12	50	50	13	1.47	13	12	6	2.00	92	92	25	2.49	64	63	12	1.70	34	34	6	5.67	114	114	25	3.00	68	68	13	1.79	22	22
10:00-10:59	107	106	24	2.65	61	60	16	1.50	13	13	6	2.17	121	120	28	2.79	53	52	15	1.21	26	26	6	4.33	136	135	28	3.14	63	63	15	1.47	21	21
11:00-11:59	95	94	20	2.76	55	54	14	1.59	22	22	6	3.67	117	117	25	3.08	63	63	13	1.66	17	17	6	2.83	109	109	24	2.95	52	51	13	1.38	19	19
12:00-12:59	67	67	26	1.49	34	33	19	0.73	15	14	3	4.67	104	104	27	2.36	38	38	17	0.86	7	6	3	2.00	89	89	28	2.02	59	58	16	1.32	11	10
13:00-13:59	68	68	26	1.55	31	31	18	0.70	11	11	3	3.67	74	74	30	1.51	30	30	19	0.61	9	8	3	2.67	91	91	30	1.98	45	45	16	0.98	14	14
14:00-14:59	76	76	30	1.52	45	45	20	0.90	25	25	6	4.17	101	101	35	1.87	42	42	19	0.78	16	15	5	3.00	89	88	35	1.63	51	51	19	0.94	27	27
15:00-15:59	79	79	29	1.58	63	63	21	1.26	25	25	6	4.17	75	75	33	1.42	43	42	20	0.79	31	28	5	5.60	109	109	33	2.10	72	71	19	1.37	19	18
16:00-16:59	75	75	22	2.08	45	45	14	1.25	17	17	5	3.40	75	75	26	1.92	38	38	13	0.97	22	21	4	5.25	92	92	24	2.49	59	59	13	1.59	25	24
17:00-17:59	79	79	19	2.32	35	35	15	1.03	12	11	3	3.67	82	80	19	2.50	29	27	13	0.84	9	9	3	3.00	91	91	18	2.84	35	33	14	1.03	13	12
18:00-18:59	57	57	14	2.38	22	22	10	0.92				-	74	74	13	3.22	27	27	10	1.17				,	68	68	12	3.24	36	36	9	1.71		
19:00-19:59	45	45	11	2.50	19	19	7	1.06					72	71	10	4.18	22	22	7	1.29					54	53	10	3.12	30	30	7	1.76		
20:00-20:59	55	55	6	5.00	18	18	5	1.64					80	80	6	7.27	26	23	5	2.09					79	79	6	7.18	32	29	5	2.64		
21:00-21:59	59	58	5	8.29	9	9	2	1.29					78	76	5	10.86	14	11	2	1.57					70	70	5	10.00	23	13	2	1.86		
22:00-22:59	52	52	3	10.40	8	5	2	1.00					41	41	3	8.20	7	7	2	1.40					69	69	3	13.80	6	6	2	1.20		
23:00-23:59	35	35	3	7.00	3	3	2	0.60					38	38	3	7.60	2	2	2	0.40					53	53	3	10.60	1	1	2	0.20		

Volume Offer & PRO by Hour





LOB | Select all

Channel | Select all

CSC

Chat

GENERALL

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Adhoc

## TRACKING DASHBOARD || TSAT DEEP

PSC

Phone

Team\_Lead Select all Hà Hằng Long
TSAT\_status Select all TSAT Not Spam TSAT Spam

