



TRACKING DASHBOARD

|| HOURLY

Clear all slicers

7/1/2024



9/8/2024



LOB

Select all

CSC

PSC

Filter by Hour

Channel

Select all

Chat

Phone

Sele...

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22

23

GENERALL

DAILY INDEX

HOURLY

TSAT

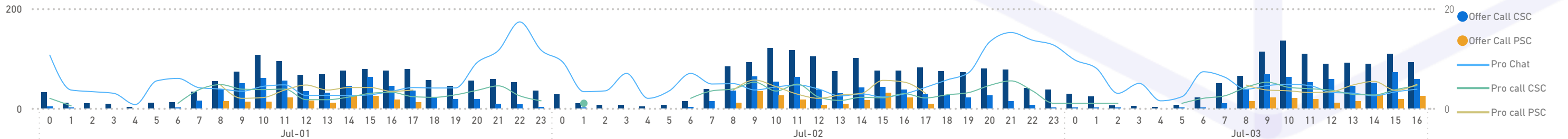
TSAT Deep

Volume Trends

Adhoc

Date	Jul-01												Jul-02												Jul-03											
LOB	CSC								PSC				CSC								PSC				CSC								PSC			
Channel	Chat				Phone				Phone				Chat				Phone				Phone				Chat				Phone				Phone			
Hours	Offer	Handle	Agent	Pro	Offer	Handle	Agent	Pro	Offer	Handle	Agent	Pro	Offer	Handle	Agent	Pro	Offer	Handle	Agent	Pro	Offer	Handle	Agent	Pro	Offer	Handle	Agent	Pro	Offer	Handle	Agent	Pro	Offer	Handle	Agent	Pro
Total	1197	1193	301	2.38	557	551	200	1.10	167	164	47	3.49	1424	1418	328	2.73	552	540	192	1.04	182	175	44	3.98	1524	1521	326	2.97	687	669	186	1.31	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





TRACKING DASHBOARD

TSAT DEEP

Clear all slicers

7/1/2024

7/25/2024

LOB Select all CSC PSC Team_Lead Select all Hà Hằng Long

Channel Select all Chat Phone TSAT_status Select all TSAT Not Spam TSAT Spam

WEEK

All

MONTH

All

GENERALL

DAILY INDEX

HOURLY

TSAT

TSAT Deep

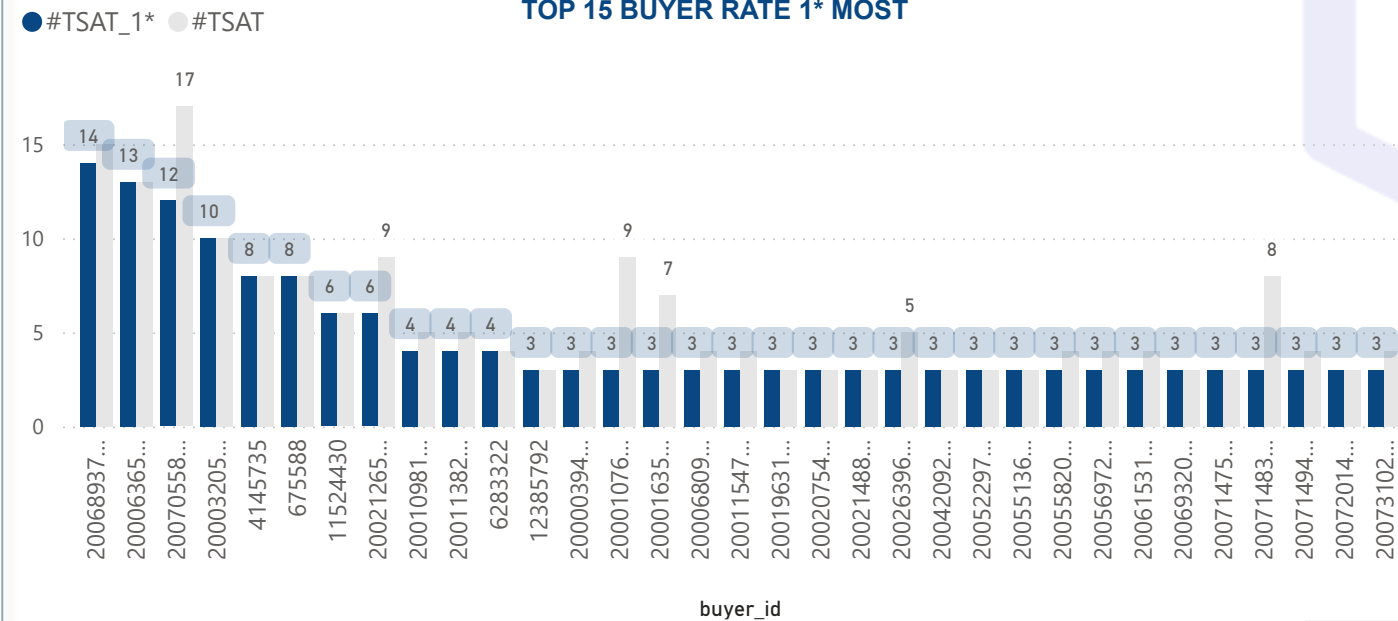
Volume Trends

Adhoc

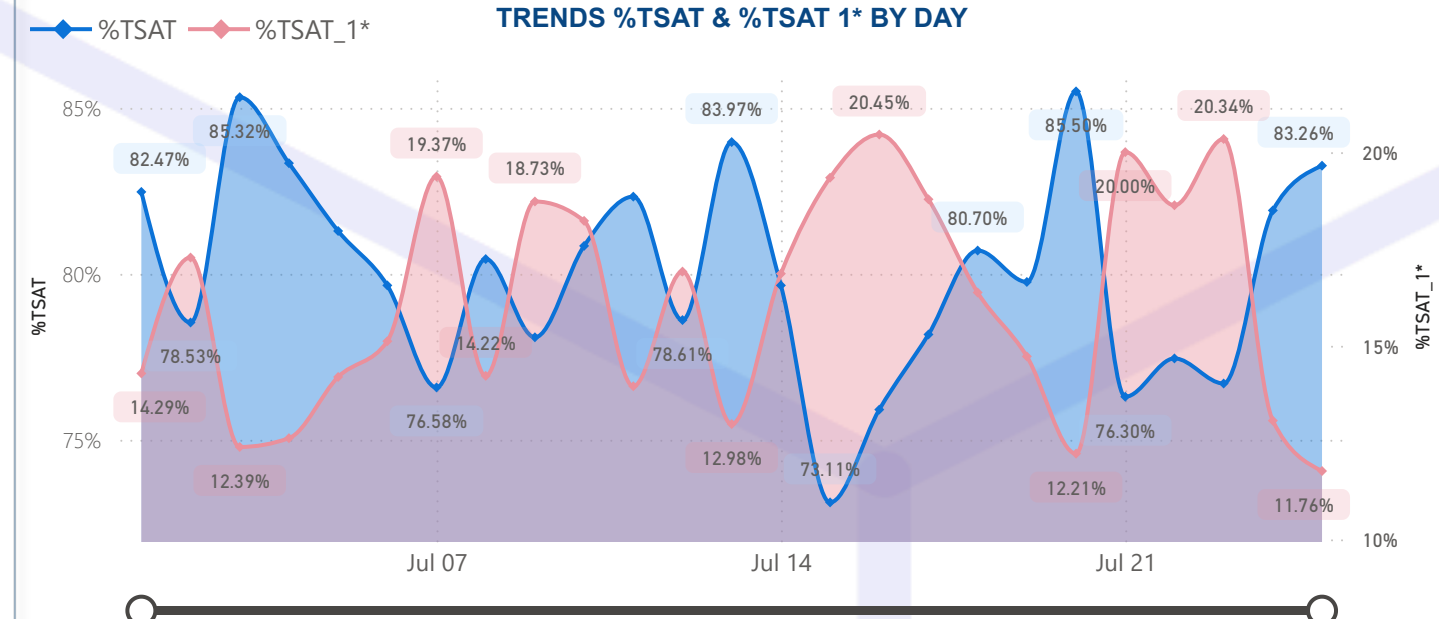
TOP 10 CONTACT REASON 2 RATE 1* MOST

TOP 10 CR2 RATED 1*	#TSAT_1*	%CT_TSAT_1*	%TSAT_1*	#TSAT	%CT_TSAT	%TSAT
Promotion Information at Checkout	141	16.17%	18.55%	760	8.58%	76.71%
Delivery tracking (WIMO)	119	13.65%	13.39%	889	10.03%	82.45%
Refund Processing & Issuance	74	8.49%	8.23%	899	10.15%	89.77%
Spam	67	7.68%	36.81%	182	2.05%	54.95%
Report Issue with Product Received	60	6.88%	10.64%	564	6.37%	87.41%
Dispute - Return to Warehouse	43	4.93%	7.93%	538	6.07%	88.66%
Requesting to Return	41	4.70%	10.73%	382	4.31%	87.96%
Requesting Cancellation	28	3.21%	6.23%	445	5.02%	91.24%
LazCash	21	2.41%	15.22%	138	1.56%	80.43%
Cancelled by Courier	18	2.06%	26.87%	67	0.76%	70.15%
Cancelled by Lazada	18	2.06%	24.32%	74	0.84%	66.22%
Total	684	78.44%	12.56%	5448	61.50%	83.98%

TOP 15 BUYER RATE 1* MOST



TRENDS %TSAT & %TSAT 1* BY DAY



AMOUNT TSAT SPAM BY DAY

