

OFFICER PERFORMANCE REPORT

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OFFICER INFORMATION

Name:	Sarah Wangechi	Loan Type:	Credit Cards
Email:	sarah.wangechi@ncbagroup.com	Employee ID:	EMPee18af
Phone:	254712345682	Join Date:	29/01/2026

PERFORMANCE SUMMARY

78.3%

Collection Rate
Target: 85%

64.0%

Call Conversion
Target: 70%

8.5/10

Efficiency Score
Target: 9/10

KEY PERFORMANCE METRICS

Total Collections	KES 323,500	Monthly Collections	KES 125,000
Weekly Collections	KES 32,500	Today's Collections	KES 8,500
Assigned Customers	2	Active Customers	1
Overdue Customers	1	Calls Today	8
Calls This Week	32	Avg Call Duration	4:32
Completed Assignments	3	Pending Collections	KES 0
Overdue Amount	KES 20,000		

RECENT ACTIVITY LOG

Showing 3 most recent activities

13 Feb, 12:53	TRANSACTION_VIEW	Officer viewed personal transactions (0 of 0)	
13 Feb, 11:53	PROMISE_VIEW	Viewed promise list (11 of 11 promises)	
13 Feb, 10:53	CUSTOMER_VIEW	Viewed assigned customers (2 customers)	
13 Feb, 09:53	PAYMENT	Payment received from John Doe	KES 5,000

