

JPD Call Centre Analysis Jul 2017 to Dec 2017

Calls / Month

7772

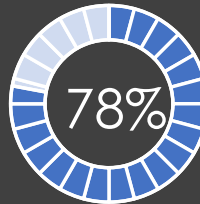
Average

ASA

55.2

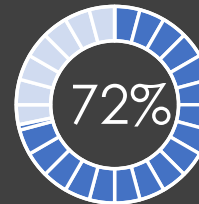
35 ▼ sec

RR



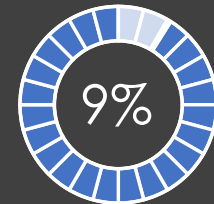
65% ▲ %

Service Level



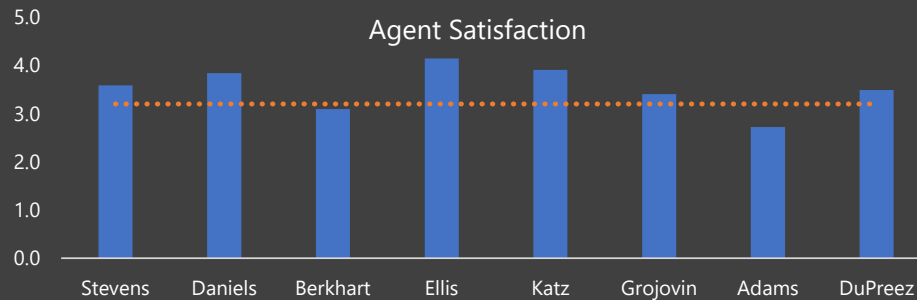
80% ▼ %

Abandon Rate



10% ▲ %

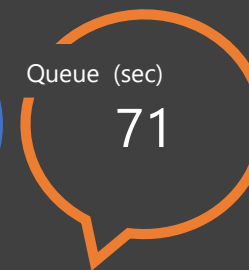
Agent Satisfaction



Agent Time on Calls

| | 1/07/17 | 2/07/17 | 3/07/17 | 4/07/17 | 5/07/17 | 6/07/17 | 7/07/17 |
|----------|---------|---------|---------|---------|---------|---------|---------|
| Adams | 19825 | 18566 | 4718 | 25822 | 19590 | 23155 | 22602 |
| Berkhart | 21831 | 17098 | 0 | 0 | 0 | 0 | 0 |
| Daniels | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| DuPreez | 0 | 13225 | 0 | 16908 | 0 | 0 | 15110 |
| Ellis | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Grojovin | 715 | 6843 | 2774 | 7843 | 6652 | 11895 | 7754 |
| Katz | 11294 | 0 | 0 | 11874 | 14771 | 11564 | 11355 |
| Stevens | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Metrics for July



Service Level

