This dashboard presents a 6-month analysis of call centre performance for Company DEF. Here's a breakdown of the key information and metrics displayed:

1. Overall Statistics:

- 712K Entered Calls

- 653K Answered Calls

- 59K Abandoned Calls

- AHT (Average Handling Time): 433.01 (likely in seconds)

- FCR (First Call Resolution): 83.89%

- SVL (Service Level): 69.88%

2. Entered Calls vs Answered Calls by Month:

This graph shows the volume of entered and answered calls from May to October. The highest volume appears to be in July and August, with a slight decline in the following months.

3. Service Level by Month:

This chart displays the percentage of calls answered within a target time. There's significant variation, with a low point of 46.36% in July and a recovery to 75.12% by October.

4. Abandoned Calls by Month:

This graph shows the number of calls where customers hung up before speaking to an agent. July had a notable spike with 26K abandoned calls, which then decreased in subsequent months.

5. FCR (First Call Resolution) by Month:

This metric represents the percentage of calls resolved on the first contact. It ranges from 83.52% to 84.22%, showing relatively consistent performance with a slight upward trend in recent months.

The dashboard is divided into sections for "Skill" and "Postpaid," suggesting different categories of calls or customer segments. It provides a comprehensive overview of call centre operations, allowing managers to track performance, identify trends, and spot areas for improvement across various key performance indicators.