

AUX Code Analysis and Insights Dashboard



Productive
All

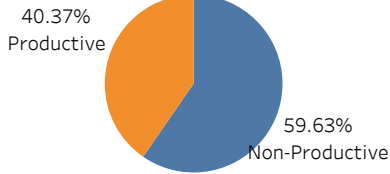
Status
All

Base
All

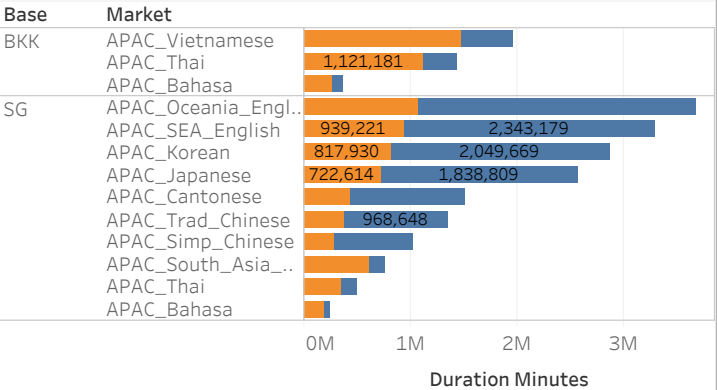
Market
All

Agent Name
All

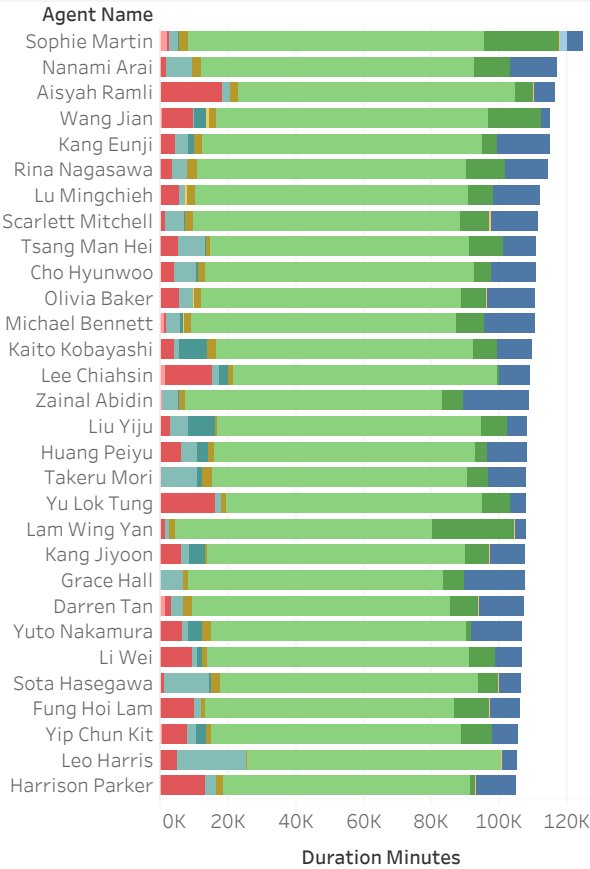
Productive vs. Non-productive



Productiveness by Market in Mins



Productiveness by Agents in Mins



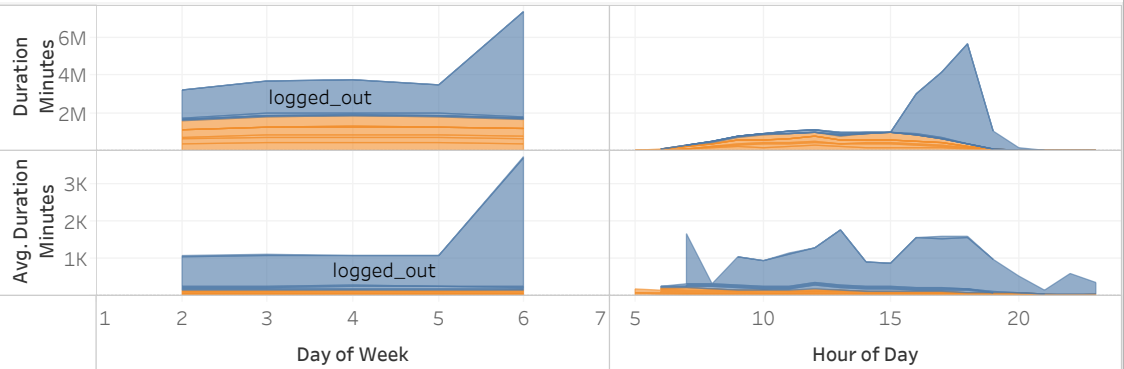
Productive
Non-Productive

Status
after_contact...
available
break
chat
email
logged_out
lunch
non_training
ob_call
outreach
pre_contact_w..
training

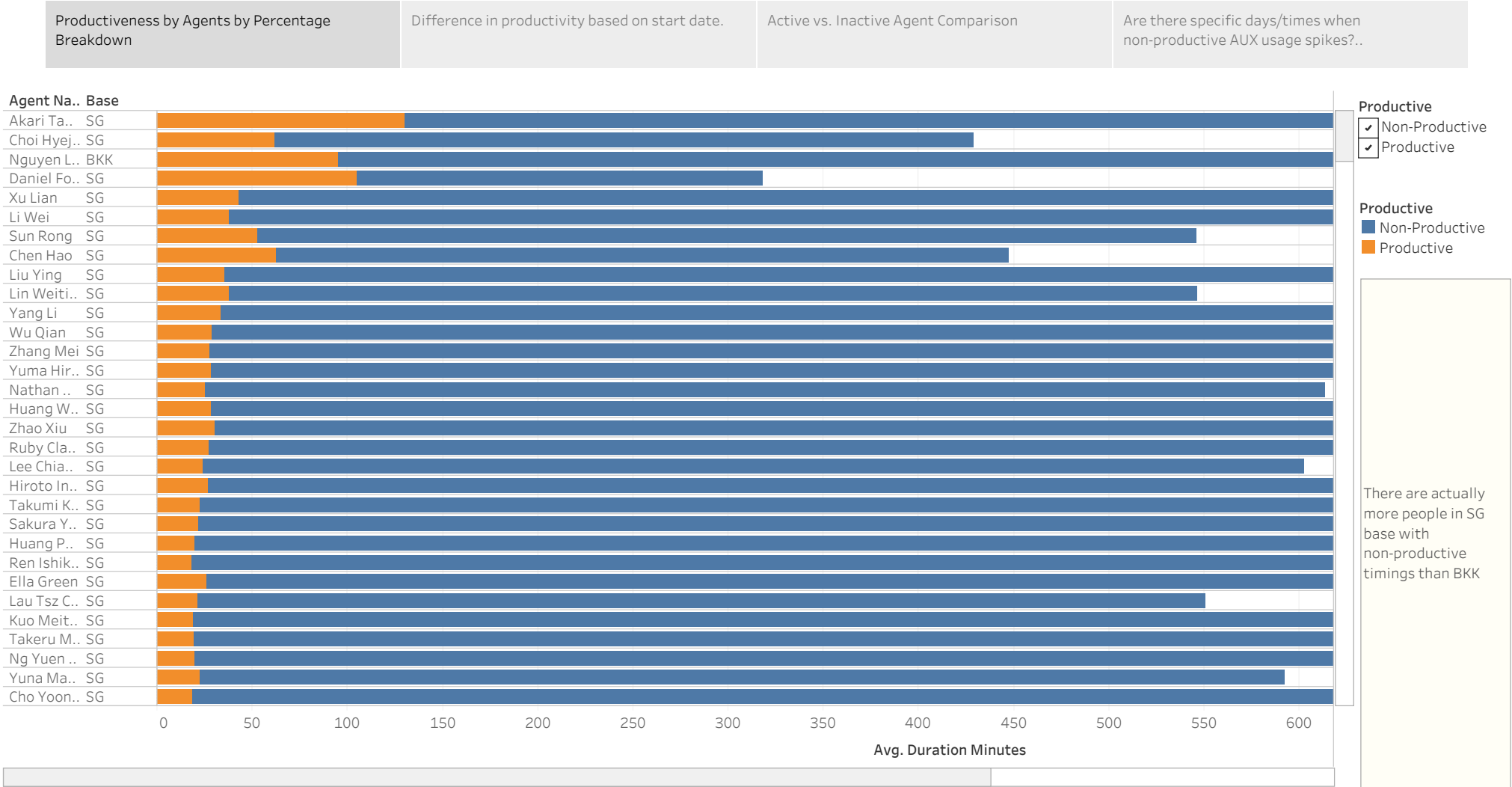
Seeing that the highest factor of "un-productivity" is actually being logged_out. To really capture the full picture of productivity, perhaps we may require the agents to be mindful of really logging out when work is finished. And maybe give a warning for people who have a high duration of being logged_out if their productivity is not as expected.

Time-of-Day Trends

Week starts on a Sunday, so 1 is Sunday and 7 is Saturday

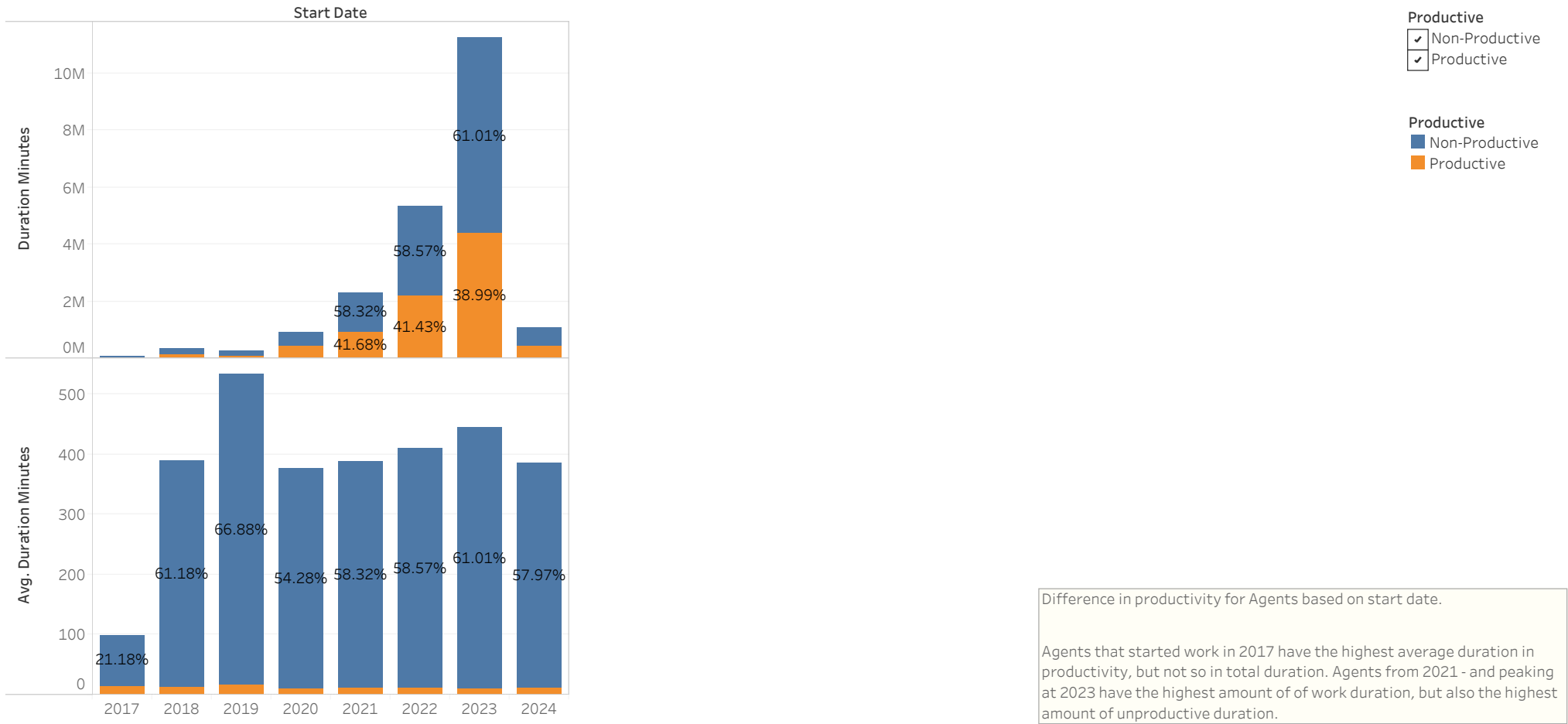


Deeper Analysis

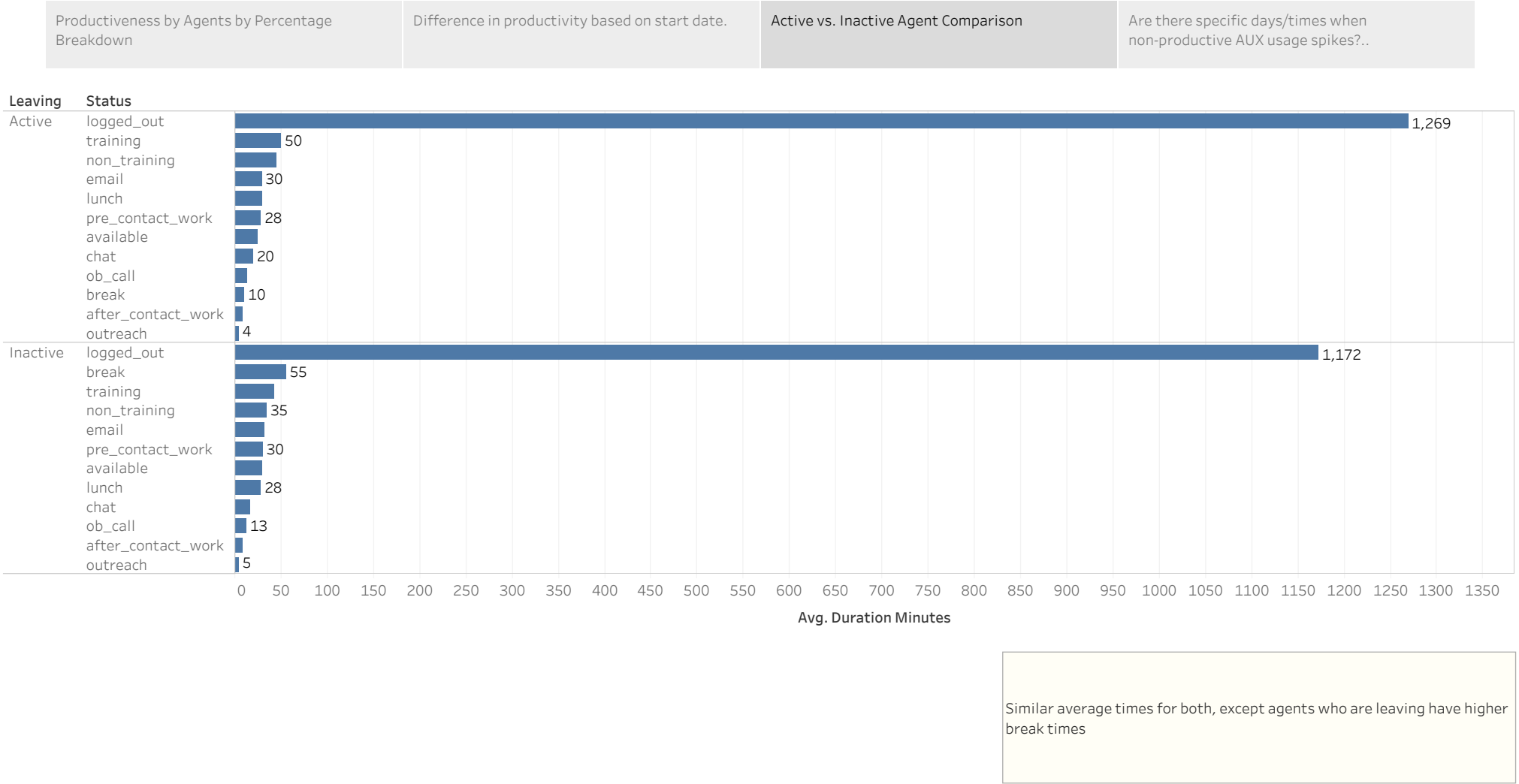


Deeper Analysis

Productiveness by Agents by Percentage Breakdown	Difference in productivity based on start date.	Active vs. Inactive Agent Comparison	Are there specific days/times when non-productive AUX usage spikes?..
--	---	--------------------------------------	---



Deeper Analysis



Deeper Analysis

Productiveness by Agents by Percentage Breakdown	Difference in productivity based on start date.	Active vs. Inactive Agent Comparison	Are there specific days/times when non-productive AUX usage spikes?..
--	---	--------------------------------------	---

