

tag

↶

📊

⚙️

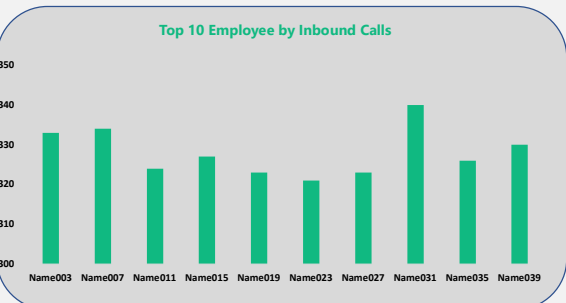
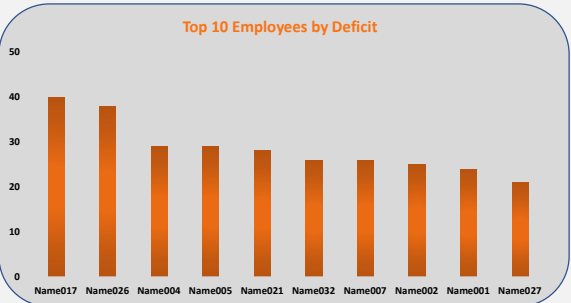
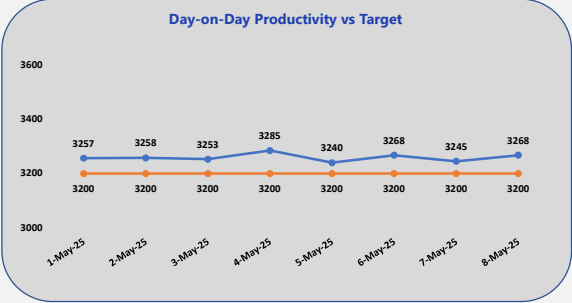
?

MTD Productivity Dashboard (May 1 - May 8, 2025)

| | |
|-------------------------|-------|
| Overall MTD KPI | 26074 |
| Total Target MTD | 25600 |
| Total Deficit MTD | -474 |
| Total Inbound Calls MTD | 10144 |

| | |
|------------------------|-----------|
| Average KPI's | 87.253125 |
| Avg Quality Call Score | 78.5375 |
| Avg Accuracy % | 0.91675 |
| Avg Floor Hours | 7.743125 |

| | |
|---------------|---------|
| Employee Name | |
| Name025 | Name026 |
| Name027 | Name028 |



| Employee Name | Daily Productivity | Daily Target. | Deficit | Quality File Score | Quality Call Score | Accuracy % | Inbound Calls Taken | Floor Hours | Swipe-In Time |
|---------------|--------------------|---------------|---------|--------------------|--------------------|------------|---------------------|-------------|---------------|
| Name017 | 600 | 640 | 40 | 85.25 | 79.875 | 89.13% | 236 | 7.9875 | 9 |
| Name026 | 602 | 640 | 38 | 85.375 | 79.25 | 90.38% | 270 | 7.825 | 9 |
| Name004 | 611 | 640 | 29 | 85.75 | 68.75 | 90.63% | 186 | 6.775 | 9.25 |
| Name005 | 611 | 640 | 29 | 84.25 | 80.125 | 89.75% | 240 | 8 | 9 |
| Name021 | 612 | 640 | 28 | 93.5 | 79.25 | 95.75% | 236 | 8.0125 | 9.25 |
| Name032 | 614 | 640 | 26 | 85.125 | 69 | 89.50% | 183 | 6.8125 | 9 |
| Name007 | 614 | 640 | 26 | 85.875 | 83.875 | 89.63% | 334 | 8.3625 | 9 |
| Name002 | 615 | 640 | 25 | 84.5 | 81 | 88.63% | 257 | 7.7625 | 9 |
| Name001 | 616 | 640 | 24 | 84 | 79.25 | 91.13% | 232 | 7.9375 | 9.25 |
| Name027 | 619 | 640 | 21 | 93 | 86.625 | 95.13% | 323 | 8.35 | 9.25 |
| Name020 | 621 | 640 | 19 | 83.375 | 69.25 | 90.38% | 182 | 6.7125 | 8 |
| Name014 | 622 | 640 | 18 | 85.375 | 80.375 | 90.38% | 267 | 7.7625 | 9.25 |
| Name036 | 625 | 640 | 15 | 91.5 | 70.125 | 95.38% | 188 | 6.7625 | 9 |
| Name033 | 625 | 640 | 15 | 92 | 79.25 | 94.75% | 234 | 7.95 | 9.25 |
| Name011 | 627 | 640 | 13 | 83.5 | 85.125 | 89.13% | 324 | 8.3875 | 9 |
| Name008 | 628 | 640 | 12 | 84.25 | 69.375 | 89.50% | 184 | 6.825 | 9.25 |
| Name023 | 631 | 640 | 9 | 85 | 84.625 | 91.25% | 321 | 8.4375 | 9.25 |
| Name039 | 631 | 640 | 9 | 92.5 | 85.25 | 95.13% | 330 | 8.4375 | 9 |
| Name030 | 634 | 640 | 6 | 92 | 80.875 | 93.88% | 260 | 7.75 | 9 |
| Name029 | 636 | 640 | 4 | 85.875 | 81.125 | 90.50% | 238 | 8.0375 | 9.25 |
| Name024 | 636 | 640 | 4 | 91.125 | 69.875 | 95.50% | 189 | 6.85 | 9 |
| Name038 | 640 | 640 | 0 | 84.75 | 79.875 | 89.25% | 261 | 7.85 | 9.25 |
| Name010 | 646 | 640 | -6 | 86.125 | 80.375 | 89.25% | 263 | 7.8375 | 9.25 |
| Name019 | 652 | 640 | -12 | 86.125 | 83.625 | 89.88% | 323 | 8.35 | 9 |
| Name013 | 653 | 640 | -13 | 84.75 | 79.375 | 90.13% | 236 | 7.8625 | 9 |
| Name015 | 654 | 640 | -14 | 92.375 | 84.625 | 94.88% | 327 | 8.4125 | 9 |
| Name018 | 659 | 640 | -19 | 92.25 | 79.375 | 94.75% | 272 | 7.8625 | 9.25 |
| Name035 | 660 | 640 | -20 | 84.25 | 85.75 | 91.00% | 326 | 8.425 | 9.25 |
| Name040 | 679 | 640 | -39 | 84.625 | 70.5 | 90.63% | 177 | 6.8 | 9.25 |
| Name016 | 681 | 640 | -41 | 84.75 | 68.875 | 90.13% | 189 | 6.8125 | 9.25 |
| Name012 | 686 | 640 | -46 | 92.125 | 67.875 | 95.50% | 179 | 6.8125 | 9.25 |
| Name025 | 697 | 640 | -57 | 85 | 80.25 | 89.38% | 239 | 7.9875 | 9.25 |
| Name009 | 697 | 640 | -57 | 91.5 | 80.25 | 95.75% | 241 | 8.05 | 9 |
| Name034 | 704 | 640 | -64 | 84.875 | 79.625 | 89.00% | 258 | 7.7 | 9 |
| Name037 | 705 | 640 | -65 | 85 | 79.75 | 90.75% | 246 | 8.025 | 8 |
| Name022 | 717 | 640 | -77 | 85.75 | 79.625 | 90.00% | 270 | 7.775 | 9 |
| Name031 | 726 | 640 | -86 | 84 | 85.125 | 90.13% | 340 | 8.45 | 9.25 |
| Name003 | 728 | 640 | -88 | 91.25 | 85.125 | 94.75% | 333 | 8.425 | 8 |
| Name028 | 730 | 640 | -90 | 85.625 | 69.125 | 91.00% | 187 | 6.8 | 9 |
| Name006 | 730 | 640 | -90 | 91.875 | 80.125 | 95.50% | 263 | 7.75 | 9.25 |
| Grand Total | 26074 | 25600 | -474 | 87.253125 | 78.5375 | 91.68% | 10144 | 7.743125 | 9.04375 |