

PROBLEM STATEMENT

DASHBOARD 1 : HOME

KPI'S Requirement

- 1.Total Number of Calls:** We need to track and display the total number of calls received by our call center over a specified period.
- 2.Total Call Duration in Hours:** It is crucial to understand the total amount of time our call center staff spends on calls in hours, which can help us in resource allocation and capacity planning.
- 3.Total Call Duration in Minutes:** Similar to the total call duration in hours, this KPI provides the total call time but in minutes, offering a more granular view of call durations.
- 4.Average Call Duration in Minutes:** To assess the efficiency of our agents, we need to calculate and display the average call duration in minutes. This metric can help identify trends in call handling.
- 5.Response Time Percentage:** Response time is a critical factor in customer satisfaction. This KPI should display the percentage of calls answered within a predefined time frame, helping us gauge our ability to provide prompt service.