



Call Centre Overview

Date Range

3/29/2014



12/31/2021



Time Range

0

23

Call Month

All



Shift Type

All



ANSWER_SPEED

269.09

TALK_TIME

128.12

WRAP_TIME

80.79

Count of CALLID

5.503K

Standard deviati...

646.18M

Count of...

567.975...

Count of...

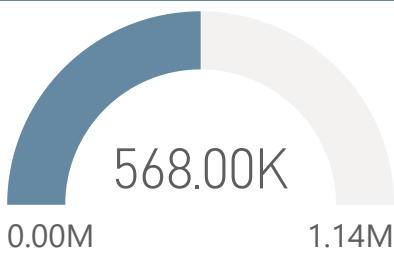
23

Count of STATION

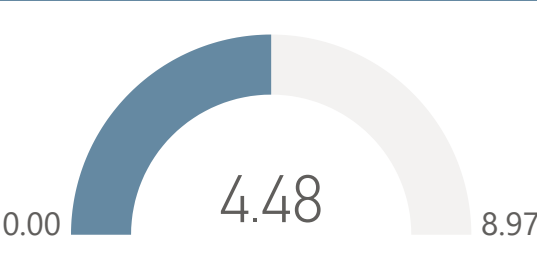
567.9...



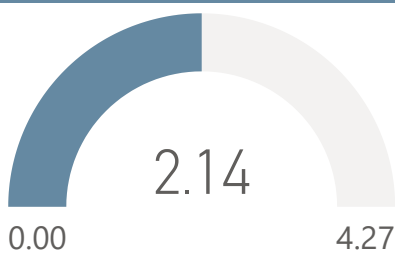
Count of CALLID



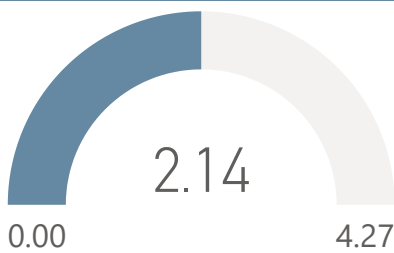
Average of ANSWER_SPEED_MINUTES



Average of TALK_TIME_MINUTES



Average of TALK_TIME_MINUTES



Call Volume

Total number of calls received

78830

Average Speed of Answer

Avg time it takes for call to be answered by ...

3.93

Average Call Duration

Average length of time each call lasted

2.26

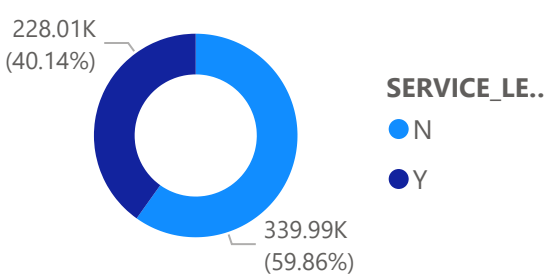
Service Level

Calls answered within specified time thresho...

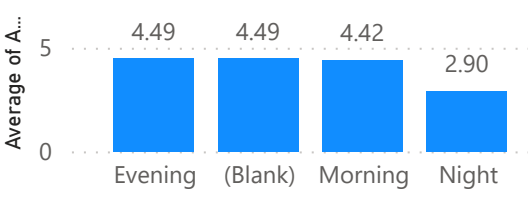
1.82



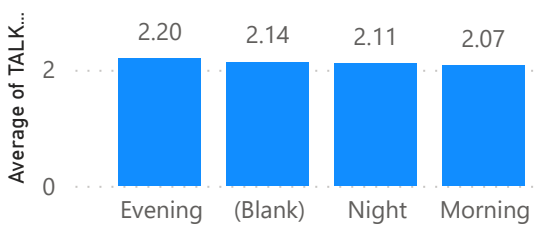
Count of CALLID by SERVICE_LEVEL



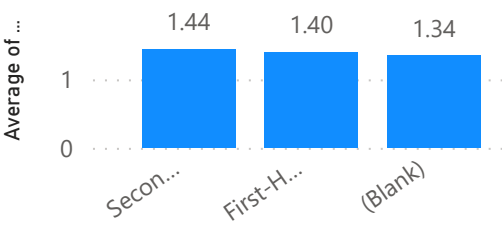
Average of ANSWER_SPEED_MINUTES by Shift Type



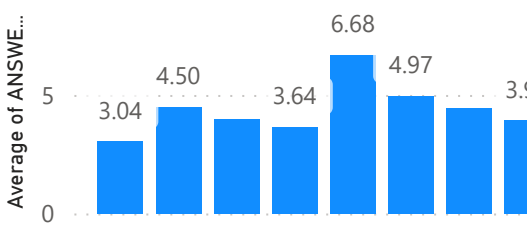
Average of TALK_TIME_MINUTES by Shift Type



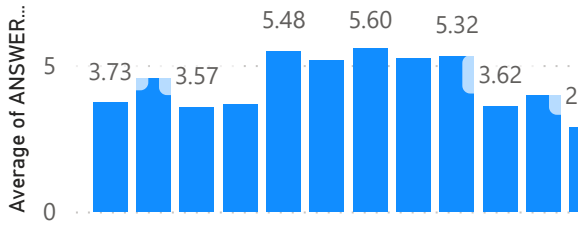
Average of WRAP_TIME_MINUTES by Shift Half



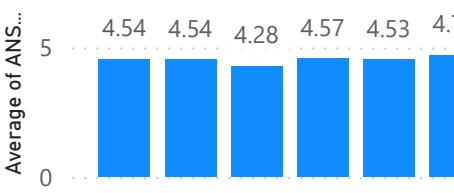
Average of ANSWER_SPEED_MINUTES by Year



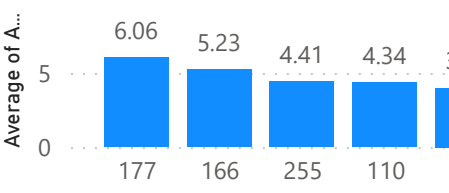
Average of ANSWER_SPEED_MINUTES by Month



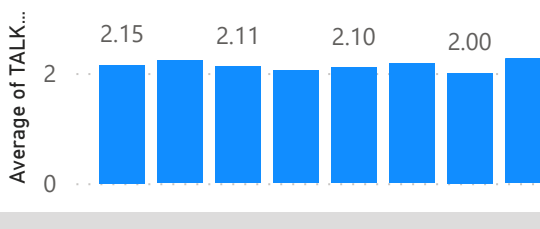
Average of ANSWER_SPEED_MINUTES by Week of Month



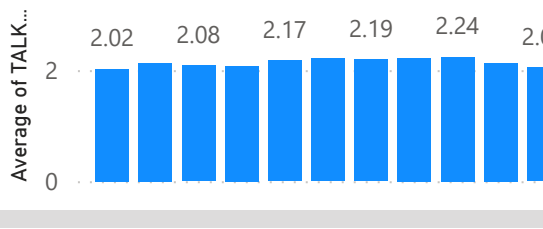
Average of ANSWER_SPEED_MINUTES by AGENTDISPID



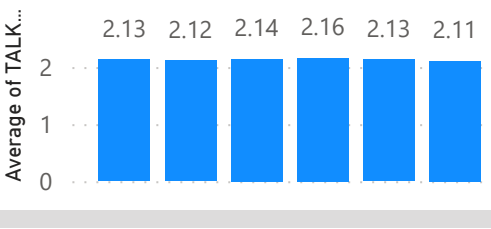
Average of TALK_TIME_MINUTES by Year



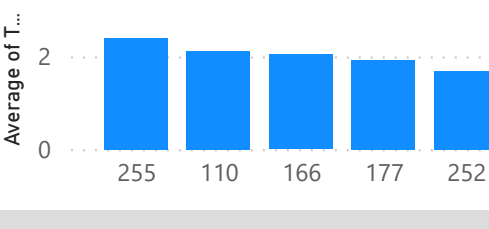
Average of TALK_TIME_MINUTES by Month



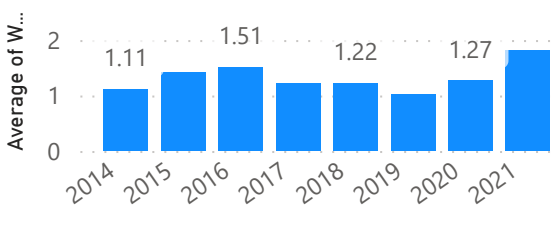
Average of TALK_TIME_MINUTES by Week of Month



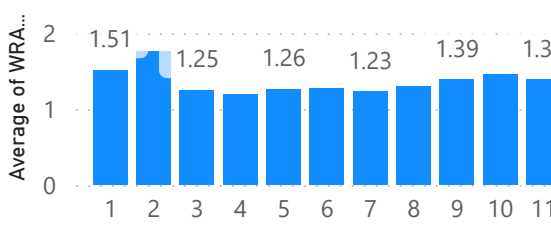
Average of TALK_TIME_MINUTES by AGENTDISPID



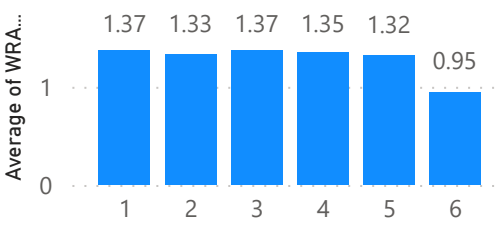
Average of WRAP_TIME_MINUTES by Year



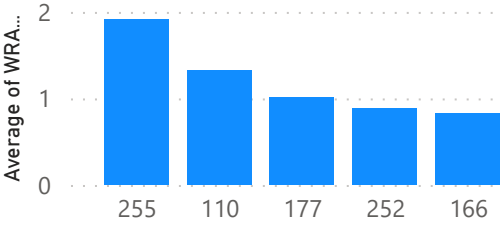
Average of WRAP_TIME_MINUTES by Month



Average of WRAP_TIME_MINUTES by Week of Month

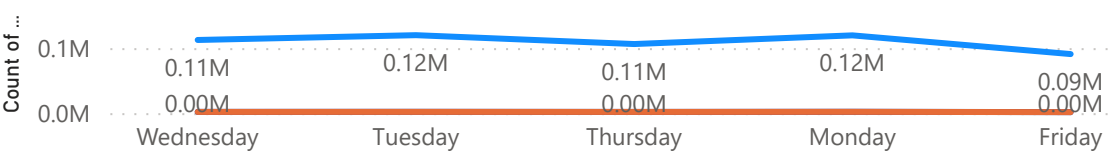


Average of WRAP_TIME_MINUTES by AGENTDISPID



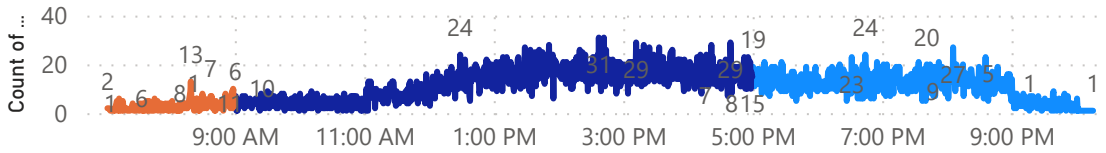
Count of CALLID by Day Name and Shift Half

Shift Half (Blank) First-Half Second-Half



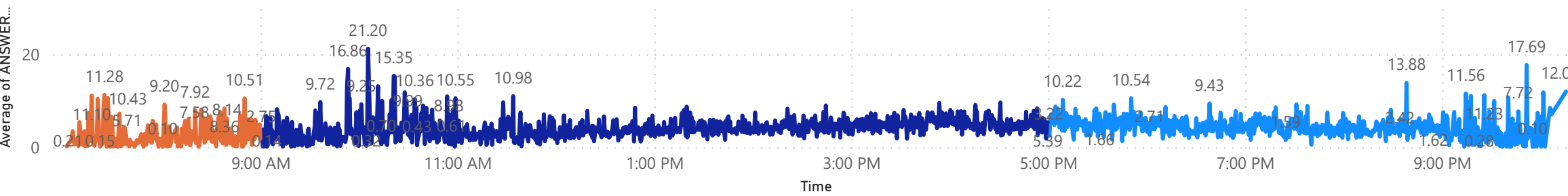
Count of CALLID by Time and Shift Type

Shift Type Evening Morning Night



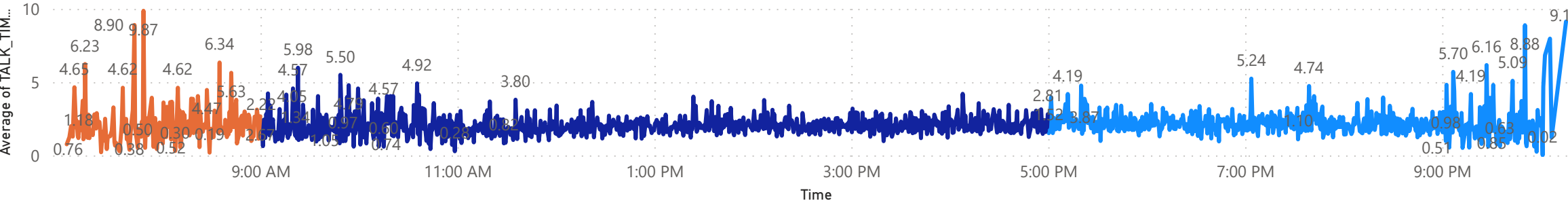
Average of ANSWER_SPEED_MINUTES by Time and Shift Type

Shift Type Evening Morning Night



Average of TALK_TIME_MINUTES by Time and Shift Type

Shift Type Evening Morning Night





Call Centre
Station

Date
Range

3/29/2014



12/31/2021

Call
Station

4333



Agent
PID

All



Service
Level

All



ANSWER_SPEED

215.62

TALK_TIME

149.25

WRAP_TIME

115.14

Count of CALLID

4.373K

Count of...

1

Count of DNIS

6

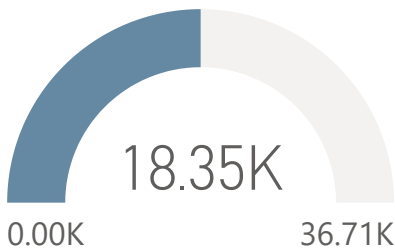
Count of...

8

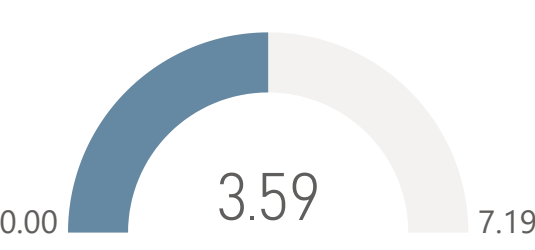
Count of STATION

18.35...

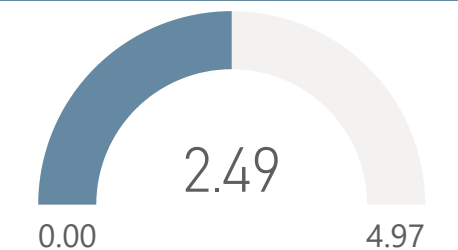
Count of CALLID



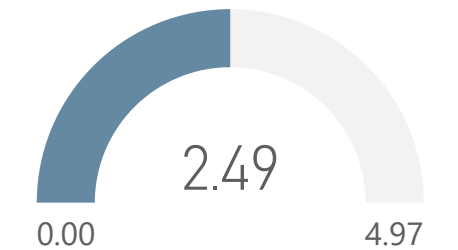
Average of ANSWER_SPEED_MINUTES



Average of TALK_TIME_MINUTES



Average of TALK_TIME_MINUTES



Call Volume

Total number of calls received

62

Average Speed of Answer

Avg time it takes for call to be answered by ...

9.44

Average Call Duration

Average length of time each call lasted

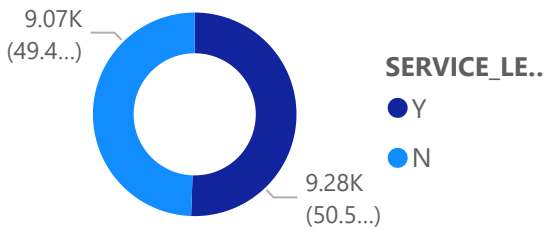
2.40

Service Level

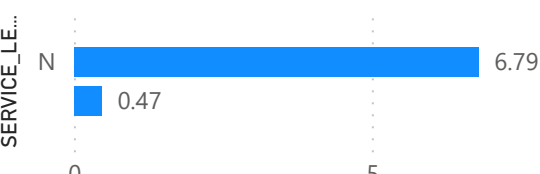
Calls answered within specified time thresho...

1.91

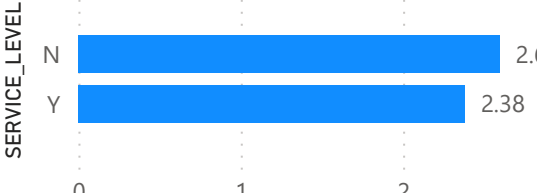
Count of CALLID by SERVICE_LEVEL



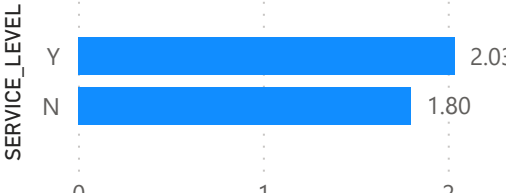
Average of
ANSWER_SPEED_MINUTES by
SERVICE_LEVEL



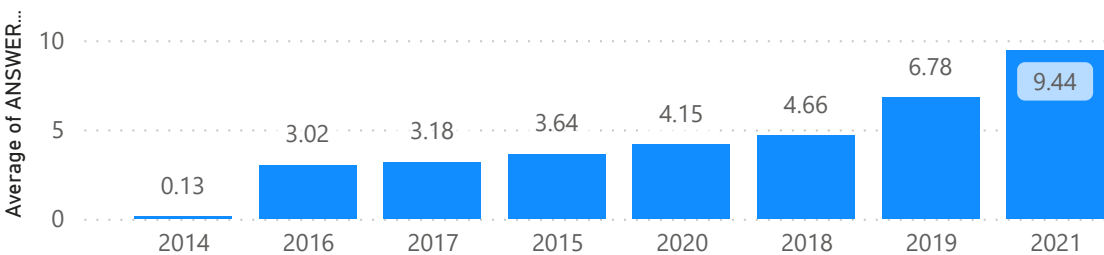
Average of TALK_TIME_MINUTES by
SERVICE_LEVEL



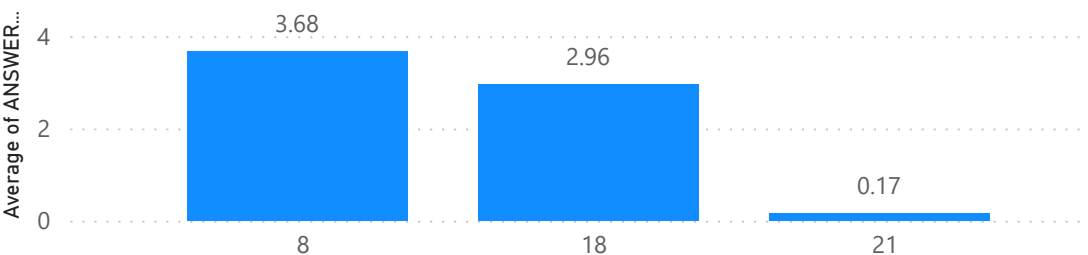
Average of WRAP_TIME_MINUTES
by SERVICE_LEVEL



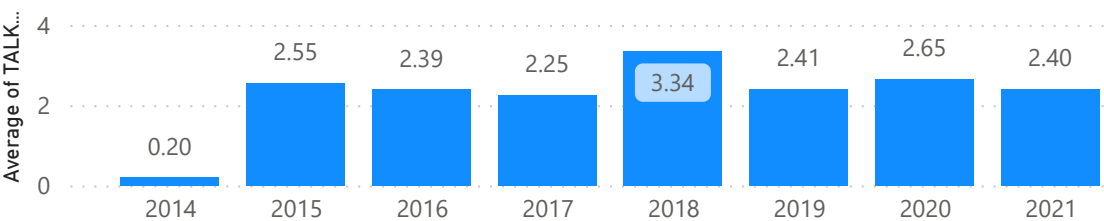
Average of ANSWER_SPEED_MINUTES by Year



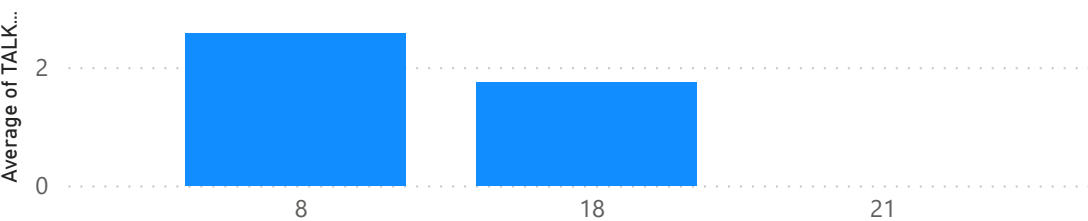
Average of ANSWER_SPEED_MINUTES by CALLACTIONID



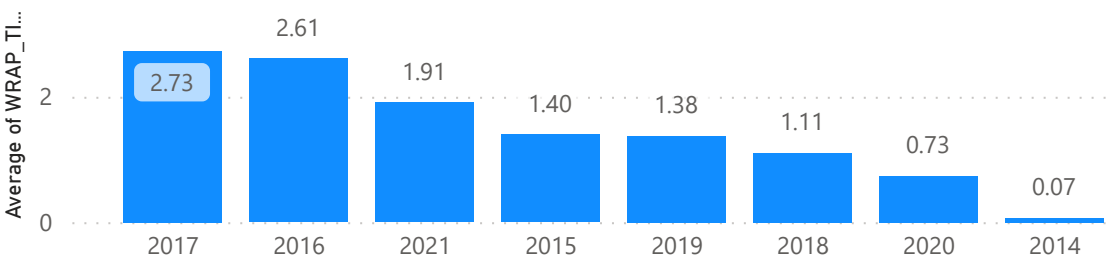
Average of TALK_TIME_MINUTES by Year



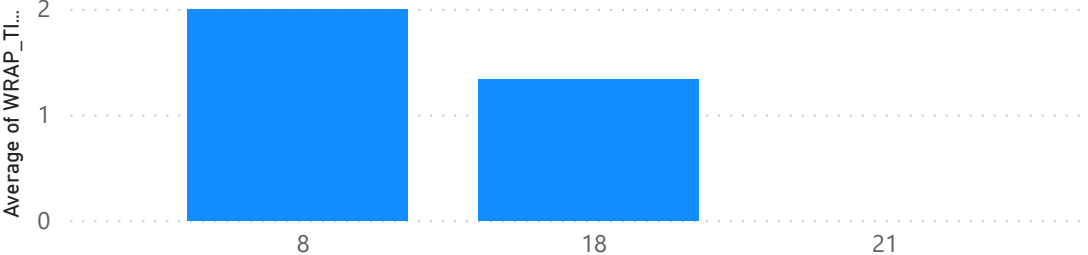
Average of TALK_TIME_MINUTES by CALLACTIONID



Average of WRAP_TIME_MINUTES by Year

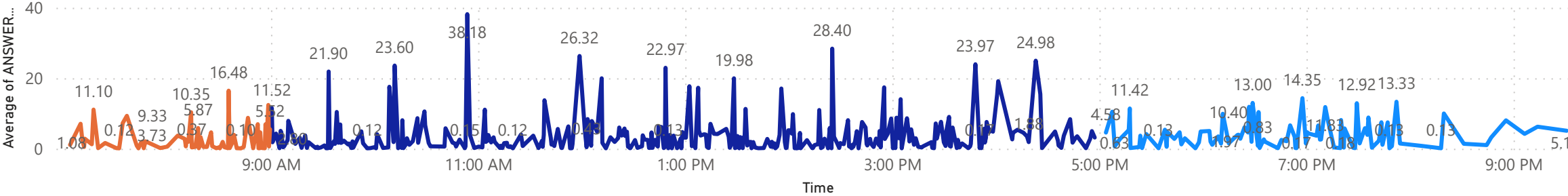


Average of WRAP_TIME_MINUTES by CALLACTIONID



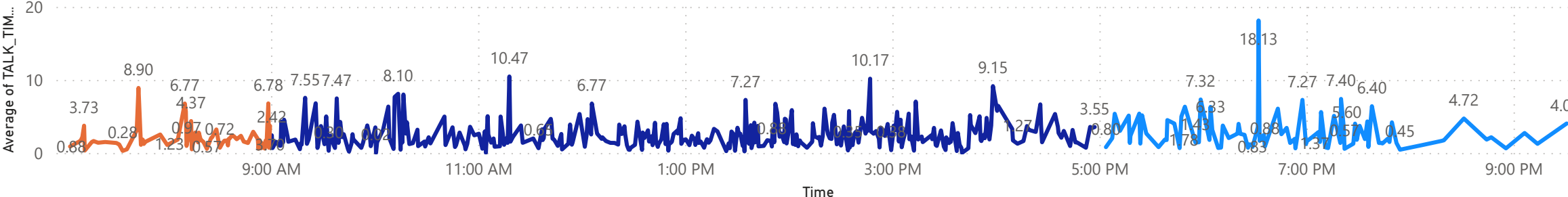
Average of ANSWER_SPEED_MINUTES by Time and Shift Type

Shift Type ● Evening ● Morning ● Night



Average of TALK_TIME_MINUTES by Time and Shift Type

Shift Type ● Evening ● Morning ● Night





Call Centre
Agent

Date
Range

3/29/2014
12/31/2021

Call
Type

Regular
Call

Virtual
Call

Agent
PID

110

Service
Level

All



ANSWER_SPEED

260.24

TALK_TIME

127.14

WRAP_TIME

79.18

Count of CALLID

5.5K

Count of...

1

Count of DNIS

13

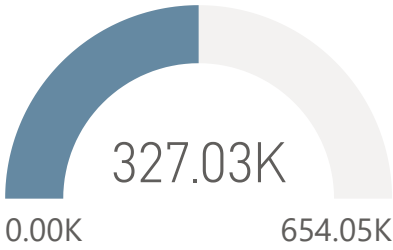
Count of...

8

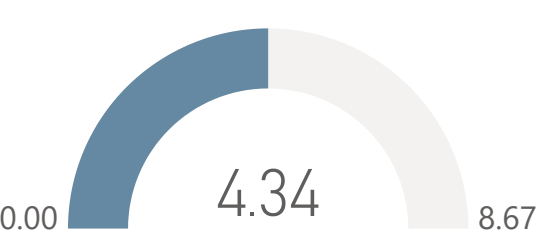
Count of STATION

327.0...

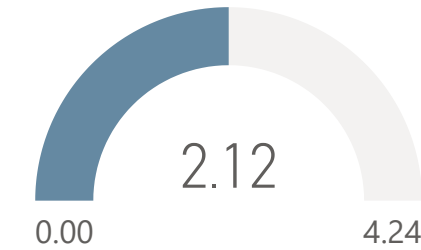
Count of CALLID



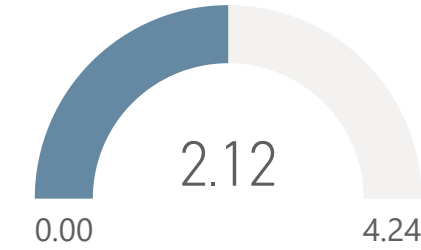
Average of ANSWER_SPEED_MINUTES



Average of TALK_TIME_MINUTES



Average of TALK_TIME_MINUTES



Call Volume

Total number of calls received

13683

Average Speed of Answer

Avg time it takes for call to be answered by ...

3.33

Average Call Duration

Average length of time each call lasted

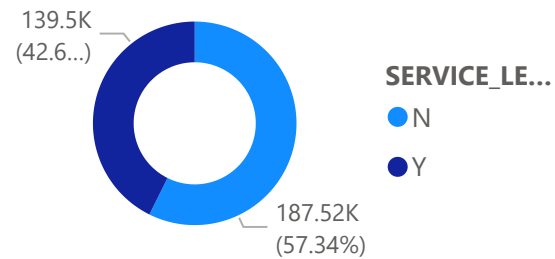
1.87

Service Level

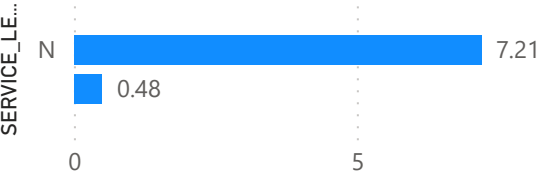
Calls answered within specified time thresho...

1.38

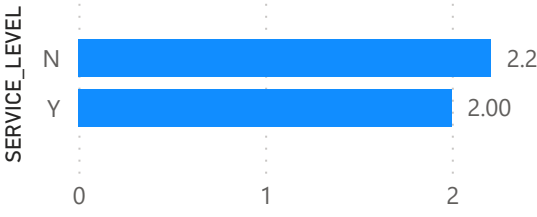
Count of CALLID by SERVICE_LEVEL



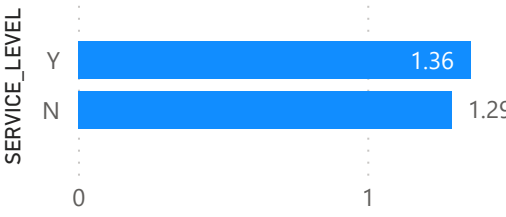
Average of ANSWER_SPEED_MINUTES by SERVICE_LEVEL



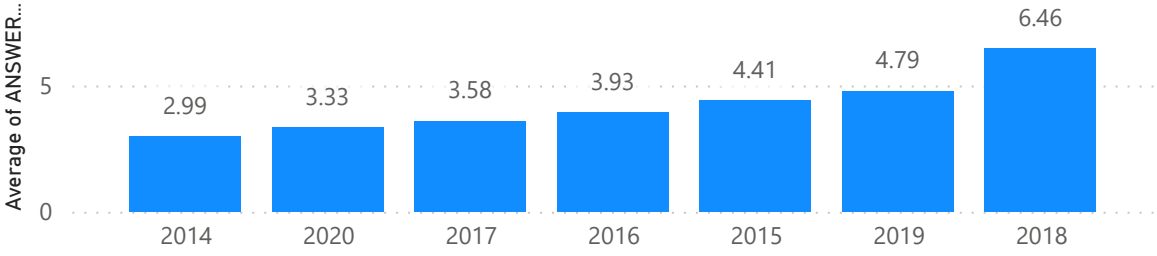
Average of TALK_TIME_MINUTES by SERVICE_LEVEL



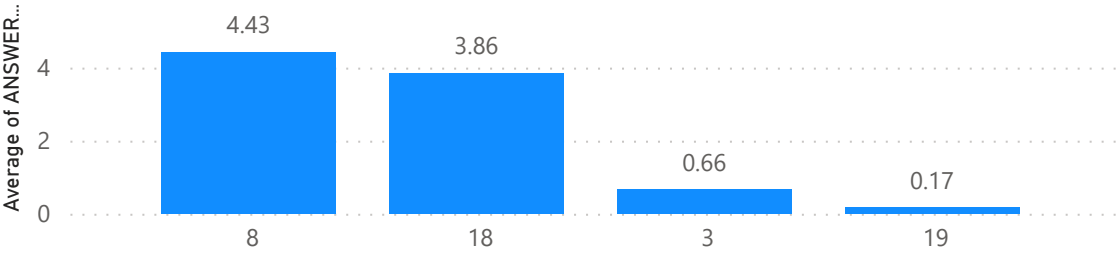
Average of WRAP_TIME_MINUTES by SERVICE_LEVEL



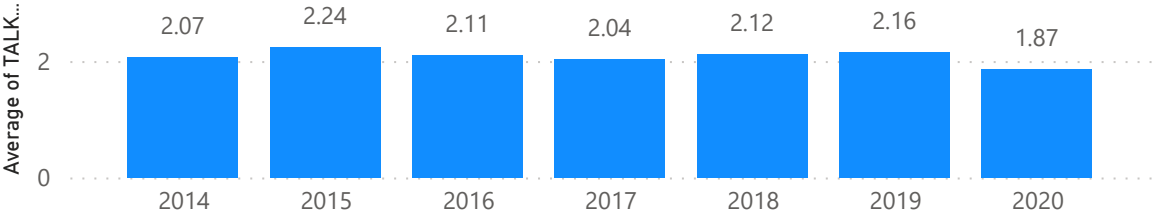
Average of ANSWER_SPEED_MINUTES by Year



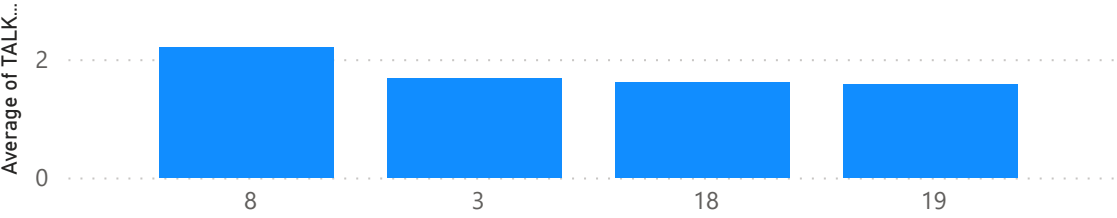
Average of ANSWER_SPEED_MINUTES by CALLACTIONID



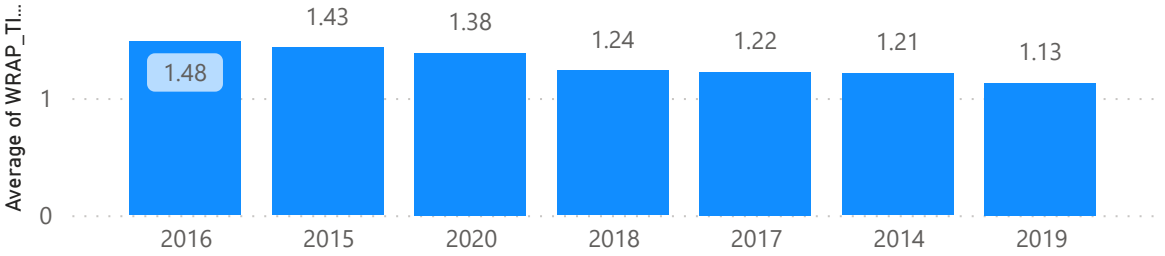
Average of TALK_TIME_MINUTES by Year



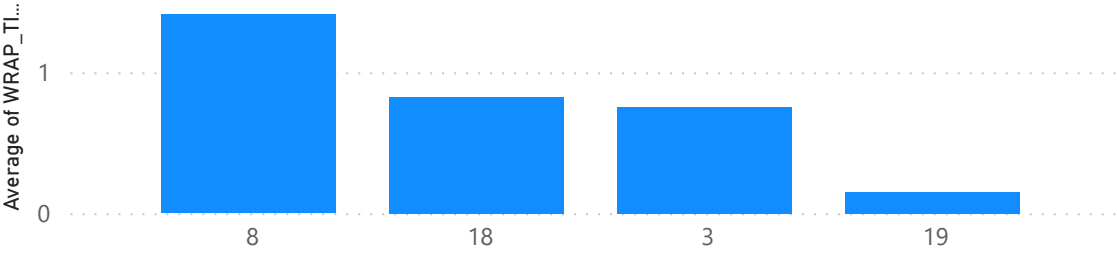
Average of TALK_TIME_MINUTES by CALLACTIONID



Average of WRAP_TIME_MINUTES by Year

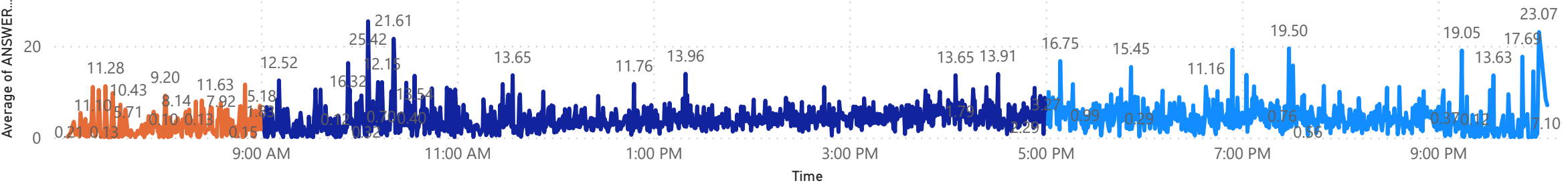


Average of WRAP_TIME_MINUTES by CALLACTIONID



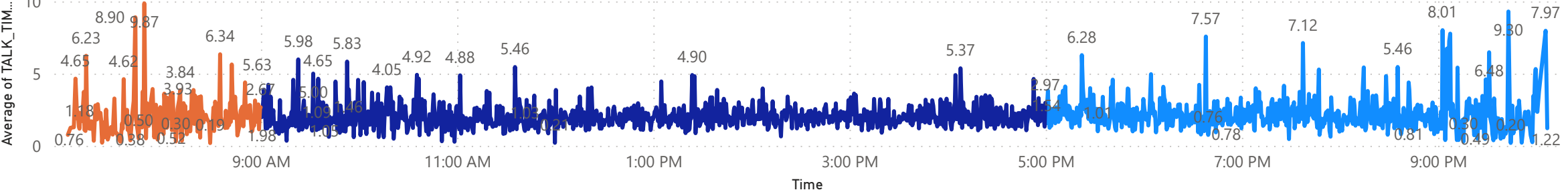
Average of ANSWER_SPEED_MINUTES by Time and Shift Type

Shift Type Evening Morning Night



Average of TALK_TIME_MINUTES by Time and Shift Type

Shift Type Evening Morning Night





Call Centre
Response

Date
Range

3/29/2014



12/31/2021

Call
Station

All



Call
Action

8

Service
Level

All



ANSWER_SPEED

273.82

TALK_TIME

132.66

WRAP_TIME

84.75

Count of CALLID

5.5K

Count of...

1

Count of DNIS

14

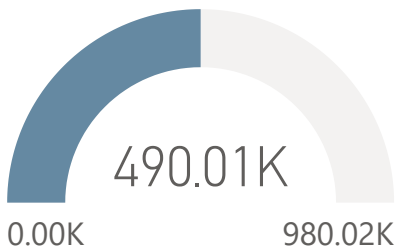
Count of...

8

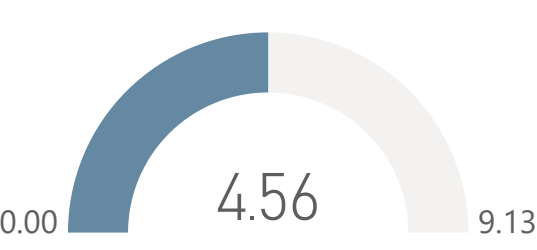
Count of STATION

490.0...

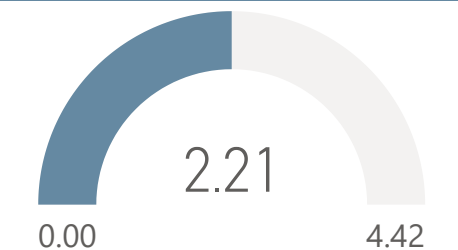
Count of CALLID



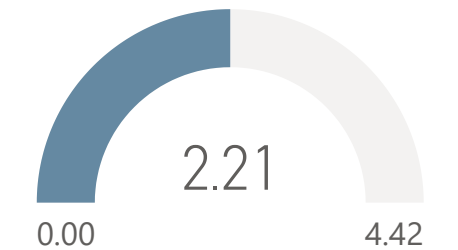
Average of ANSWER_SPEED_MINUTES



Average of TALK_TIME_MINUTES



Average of TALK_TIME_MINUTES



Call Volume

Total number of calls received

66177

Average Speed of Answer

Avg time it takes for call to be answered by ...

4.00

Average Call Duration

Average length of time each call lasted

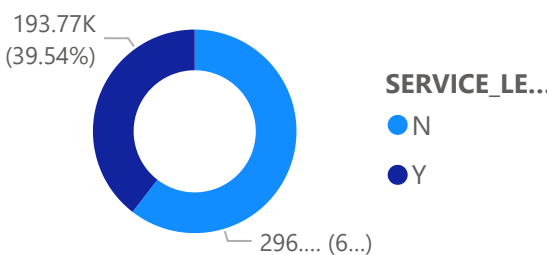
2.37

Service Level

Calls answered within specified time thresho...

1.91

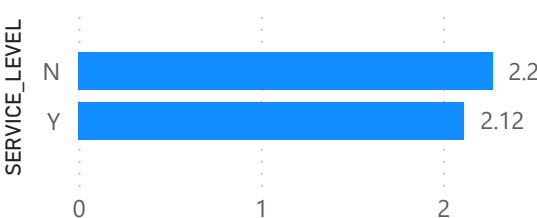
Count of CALLID by SERVICE_LEVEL



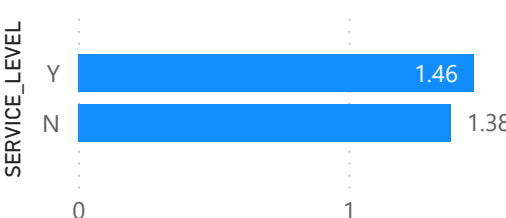
Average of ANSWER_SPEED_MINUTES by SERVICE_LEVEL



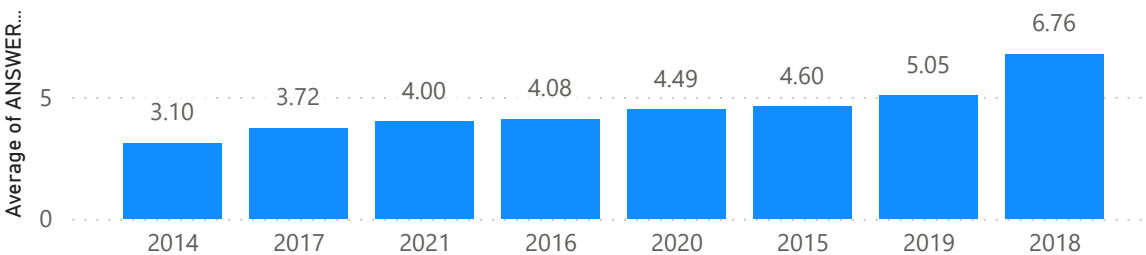
Average of TALK_TIME_MINUTES by SERVICE_LEVEL



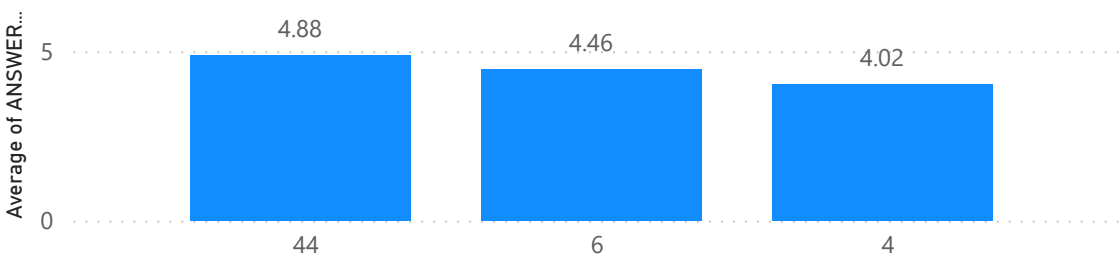
Average of WRAP_TIME_MINUTES by SERVICE_LEVEL



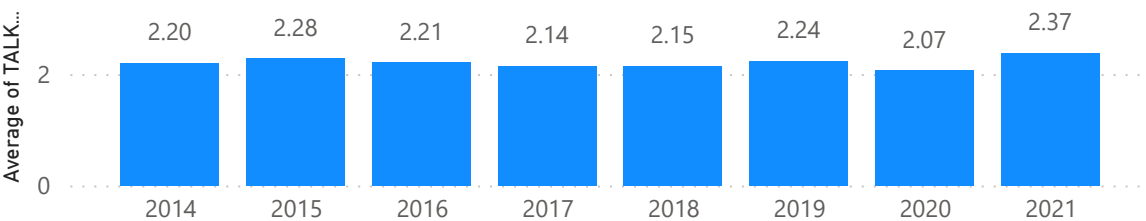
Average of ANSWER_SPEED_MINUTES by Year



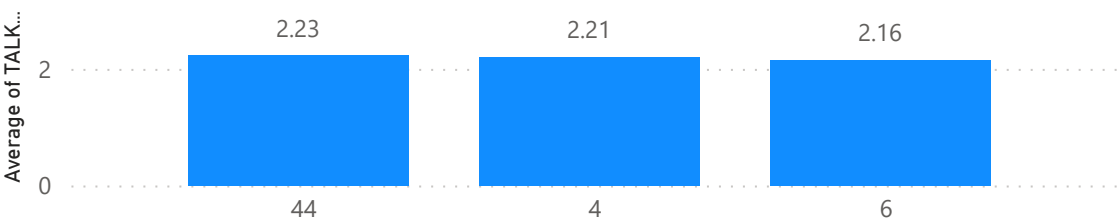
Average of ANSWER_SPEED_MINUTES by CALLACTIONREASONID



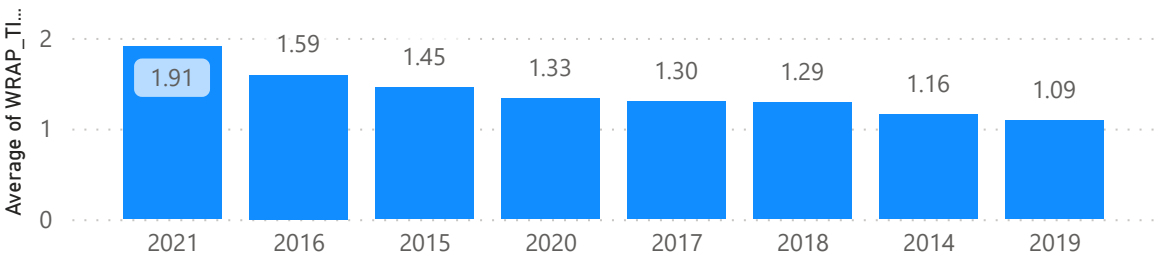
Average of TALK_TIME_MINUTES by Year



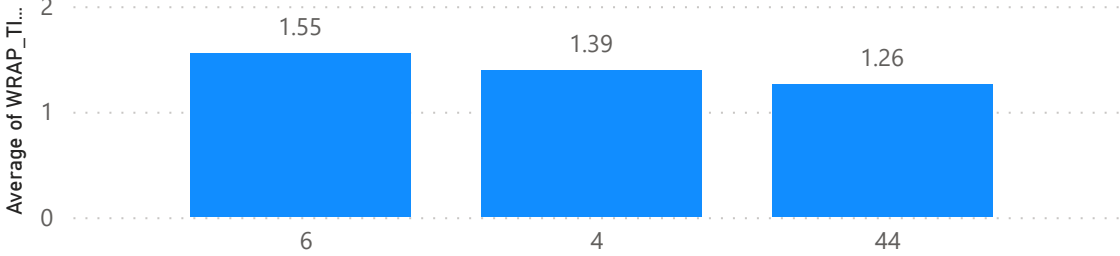
Average of TALK_TIME_MINUTES by CALLACTIONREASONID



Average of WRAP_TIME_MINUTES by Year

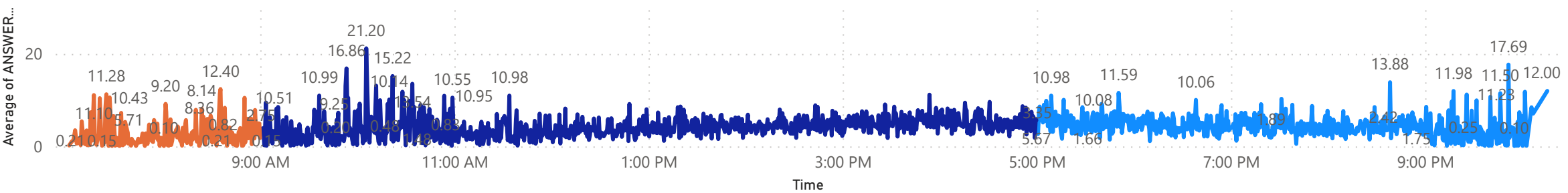


Average of WRAP_TIME_MINUTES by CALLACTIONREASONID



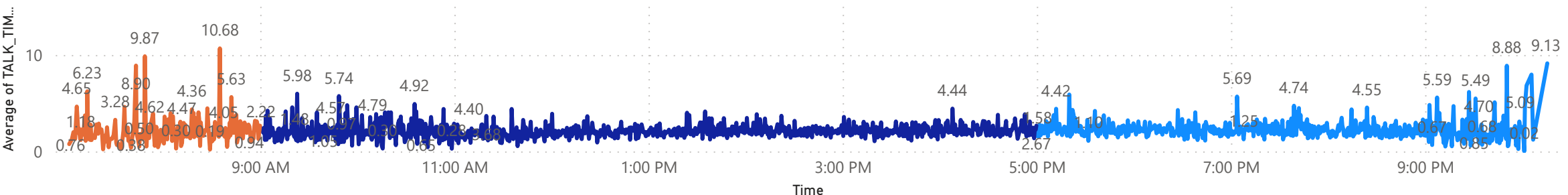
Average of ANSWER_SPEED_MINUTES by Time and Shift Type

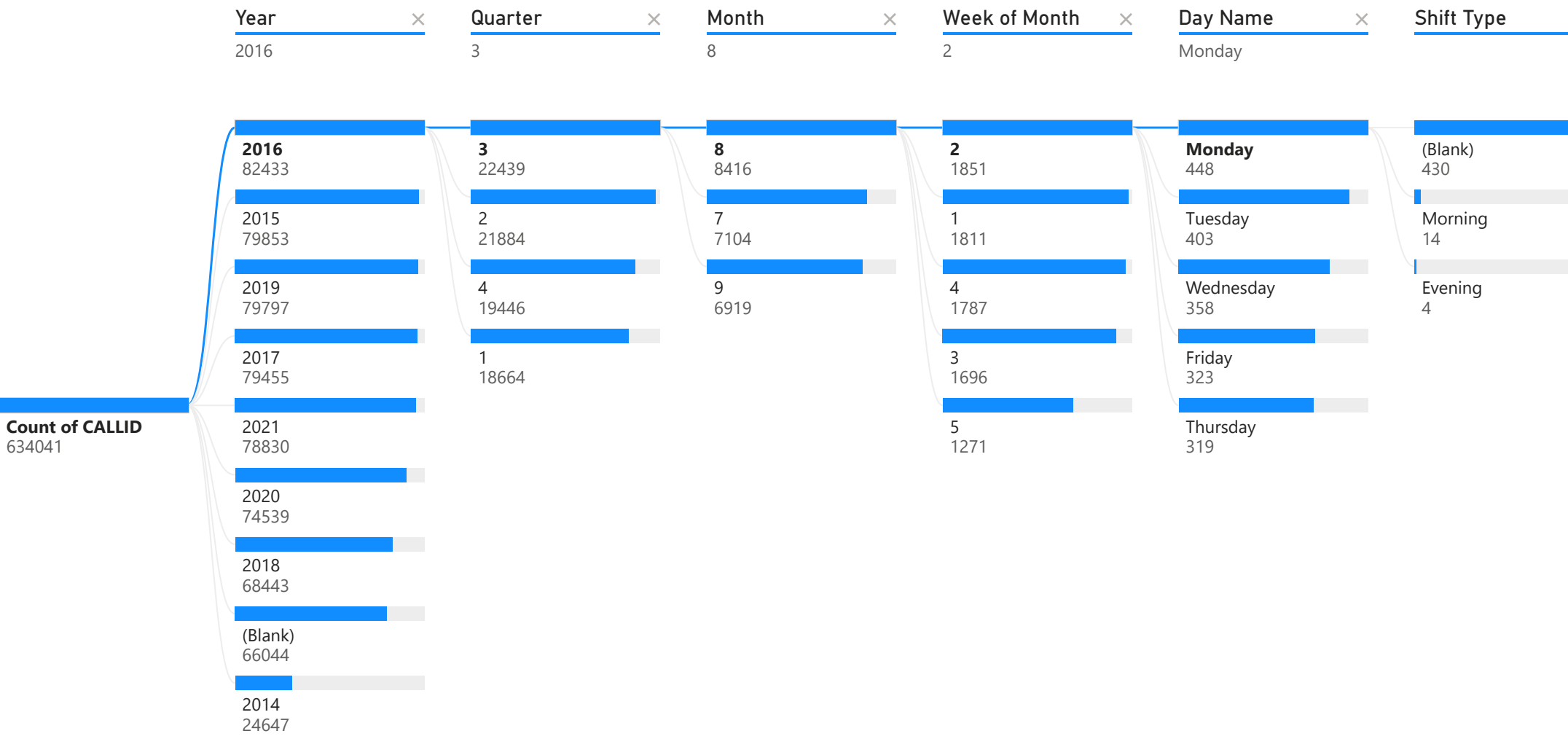
Shift Type Evening Morning Night



Average of TALK_TIME_MINUTES by Time and Shift Type

Shift Type Evening Morning Night





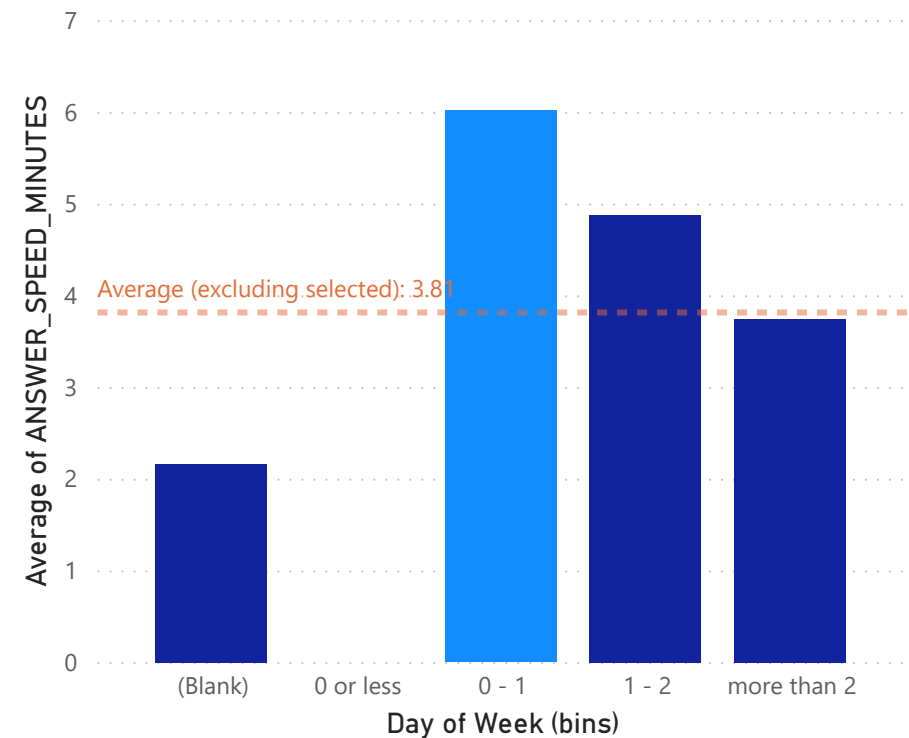
Key influencers Top segments



What influences ANSWER_SPEED_MINUTES to Increase ?

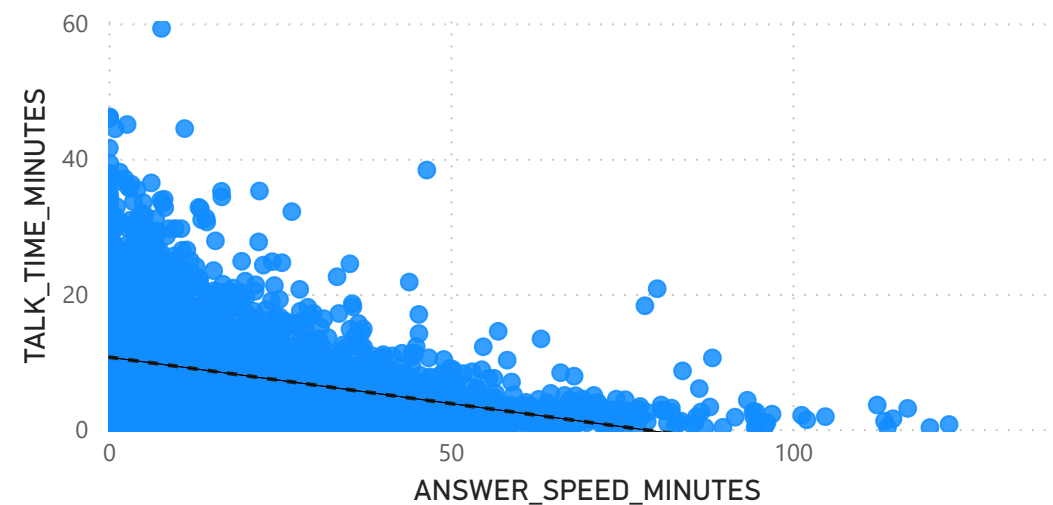


← ANSWER_SPEED_MINUTES is more likely to increase when Day of Week is 0 - 1 than otherwise (on average).

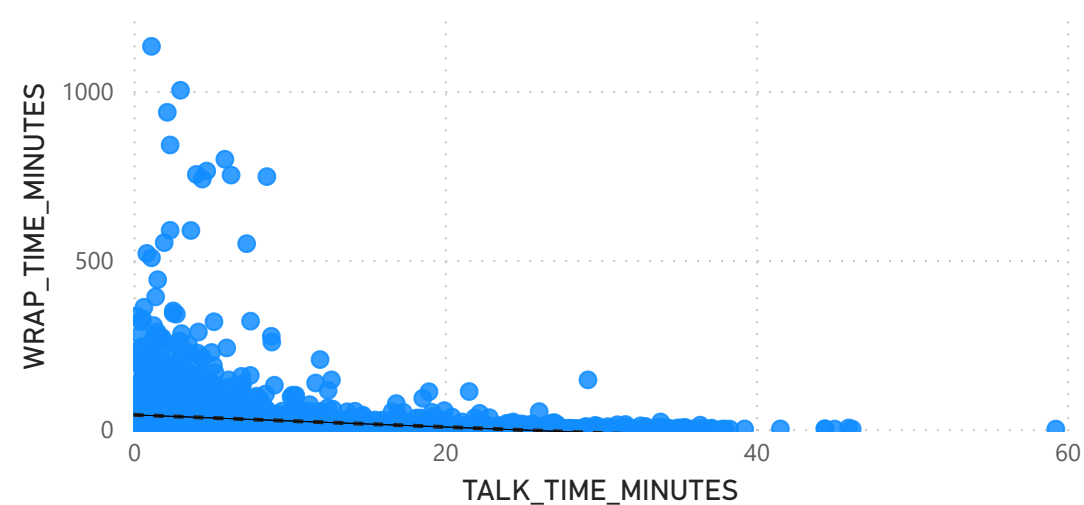


☐ Only show values that are influencers

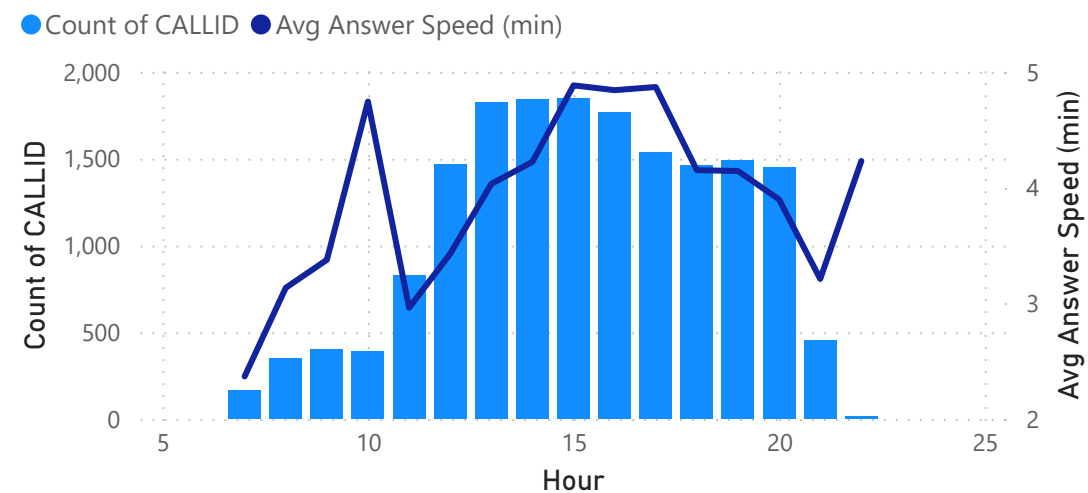
ANSWER_SPEED_MINUTES and TALK_TIME_MINUTES



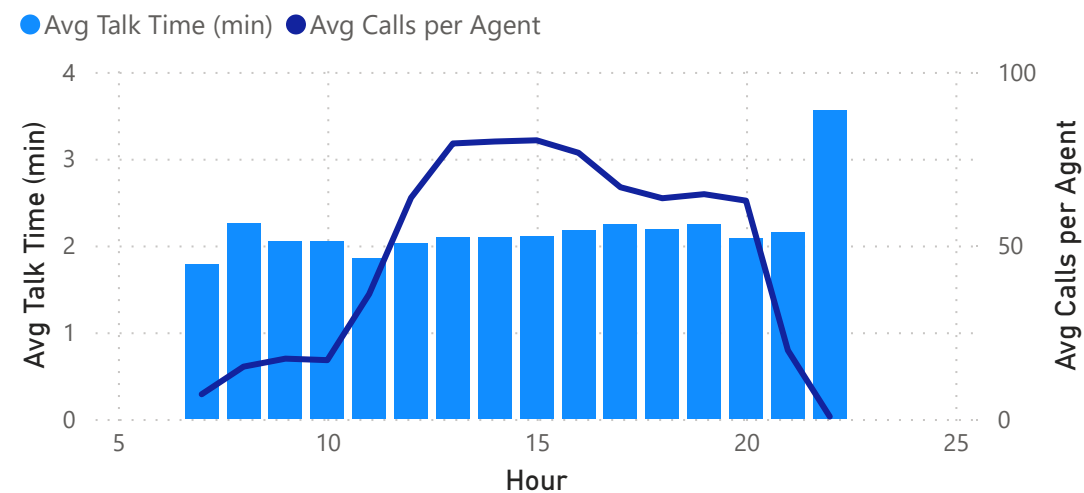
TALK_TIME_MINUTES and WRAP_TIME_MINUTES



Count of CALLID and Avg Answer Speed (min) by Hour



Avg Talk Time (min) and Avg Calls per Agent by Hour





Preparing Q&A



Call Centre Overview

Date Range

3/29/2014



12/31/2021



Time Range

0

23

Call Month

All



Shift Type

All



ANSWER_SPEED

239.36

TALK_TIME

126.89

WRAP_TIME

90.82

Count of CALLID

5.499K

Standard deviati...

696.79M

Count of...

82.431K

Count of...

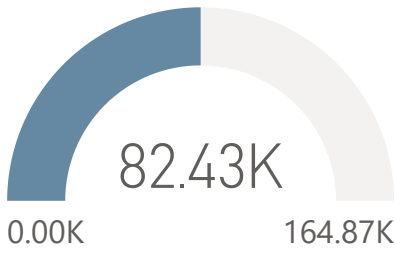
23

Count of STATION

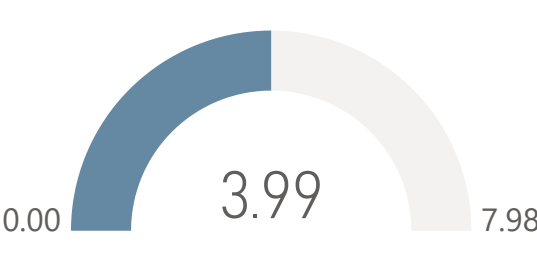
82.43...



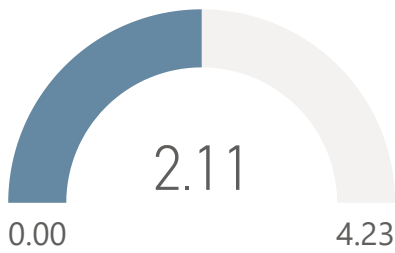
Count of CALLID



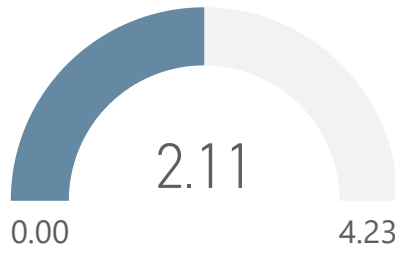
Average of ANSWER_SPEED_MINUTES



Average of TALK_TIME_MINUTES



Average of TALK_TIME_MINUTES



Call Volume

Total number of calls received

82433

Average Speed of Answer

Avg time it takes for call to be answered by ...

3.99

Average Call Duration

Average length of time each call lasted

2.11

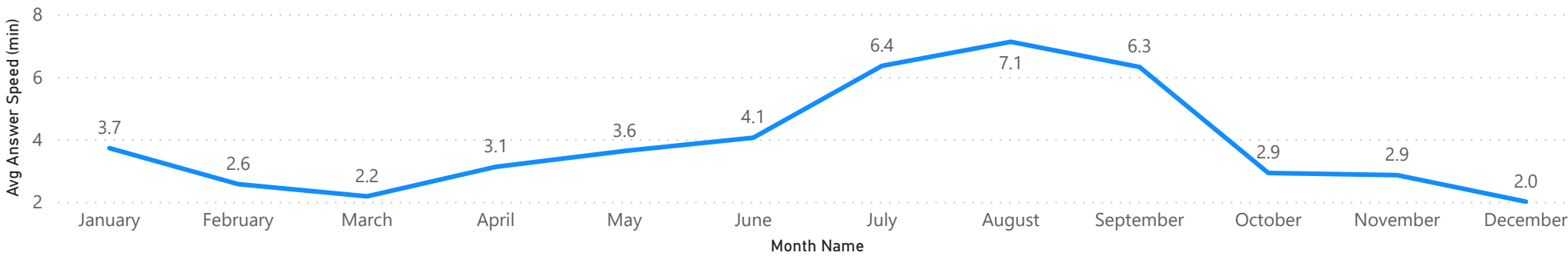
Service Level

Calls answered within specified time thresho...

1.51



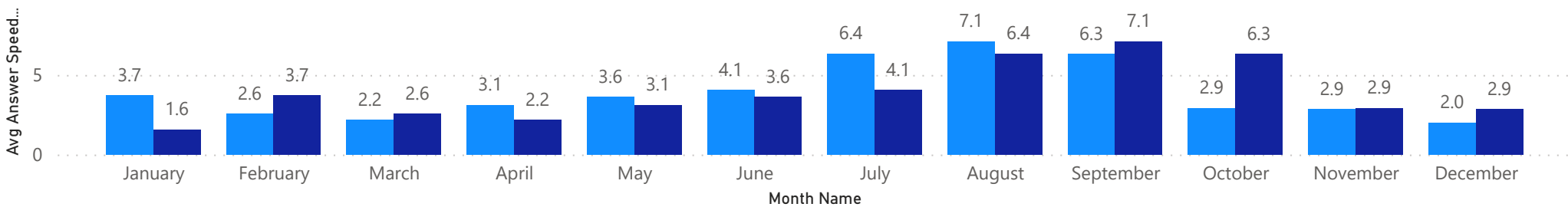
Avg Answer Speed (min) by Month Name



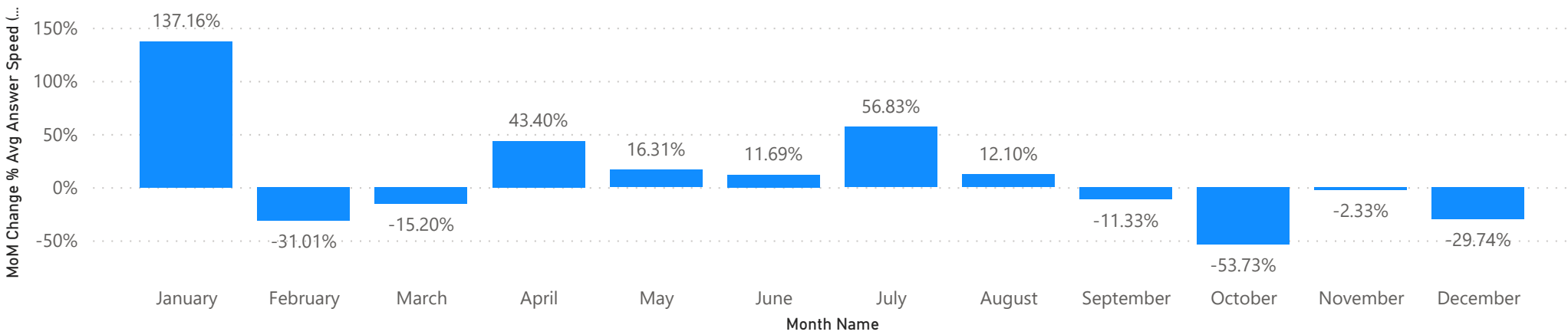
Month Name	Avg Answer Speed (min)	PM Avg Answer Speed (min)	MoM Avg Answer Speed (min)	Variance	MoM Change % Avg Answer Speed (min)
January	3.72	1.57		2.15	137.16%
February	2.56	3.72		-1.15	-31.01%
March	2.17	2.56		-0.39	-15.20%
April	3.12	2.17		0.94	43.40%
May	3.63	3.12		0.51	16.31%
June	4.05	3.63		0.42	11.69%
July	6.35	4.05		2.30	56.83%
August	7.12	6.35		0.77	12.10%
September	6.31	7.12		-0.81	-11.33%
October	2.92	6.31		-3.39	-53.73%
November	2.85	2.92		-0.07	-2.33%
December	2.00	2.85		-0.85	-29.74%
Total	3.99	3.95		0.04	1.07%

Avg Answer Speed (min) and PM Avg Answer Speed (min) by Month Name

Avg Answer Speed (min) PM Avg Answer Speed (min)



MoM Change % Avg Answer Speed (min) by Month Name





Call Centre Overview

Date Range

3/29/2014



12/31/2021



Time Range

0

23

Call Month

All



Shift Type

All



ANSWER_SPEED

269.09

TALK_TIME

128.12

WRAP_TIME

80.79

Count of CALLID

5.503K

Standard deviati...

646.18M

Count of...

567.975...

Count of...

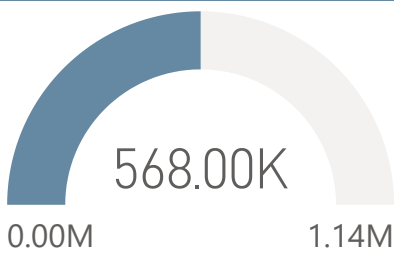
23

Count of STATION

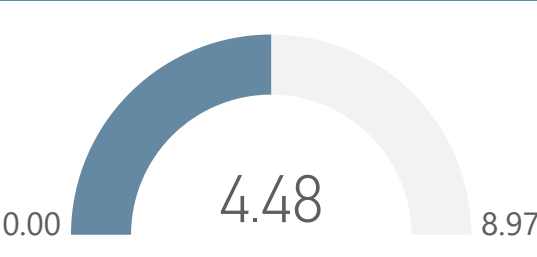
567.9...



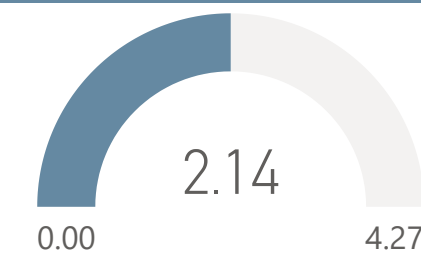
Count of CALLID



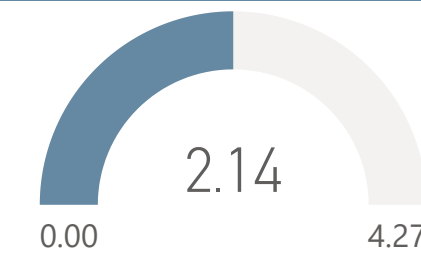
Average of ANSWER_SPEED_MINUTES



Average of TALK_TIME_MINUTES



Average of TALK_TIME_MINUTES



Call Volume

Total number of calls received

78830

Average Speed of Answer

Avg time it takes for call to be answered by ...

3.93

Average Call Duration

Average length of time each call lasted

2.26

Service Level

Calls answered within specified time thresho...

1.82



2014

2015

2016

2017

2018

2019

2020

2021

1

2

3

4

5

6

7

8

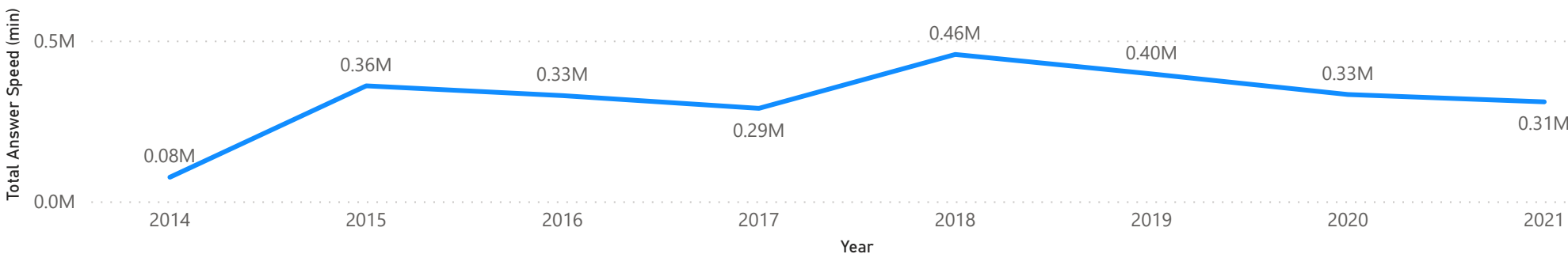
9

10

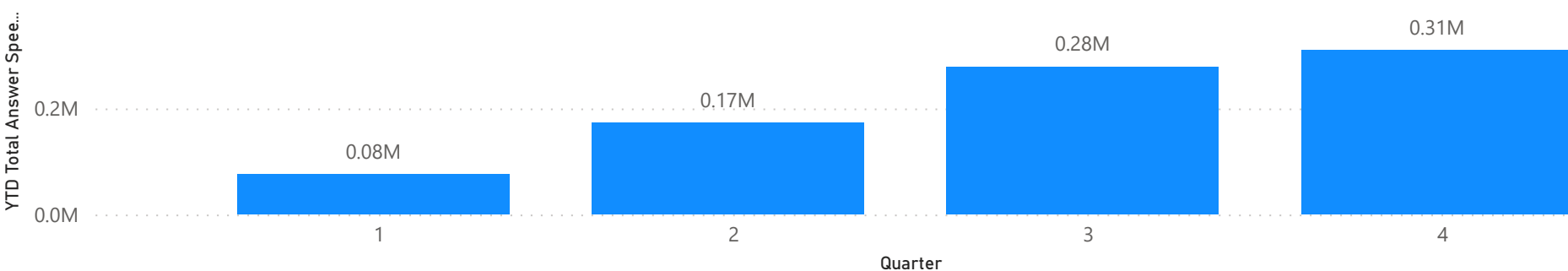
11

12

Total Answer Speed (min) by Year

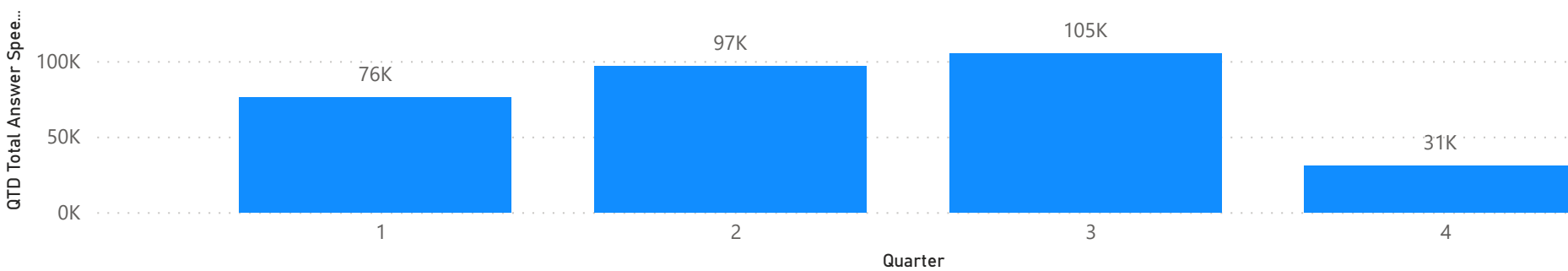


YTD Total Answer Speed (min) by Quarter

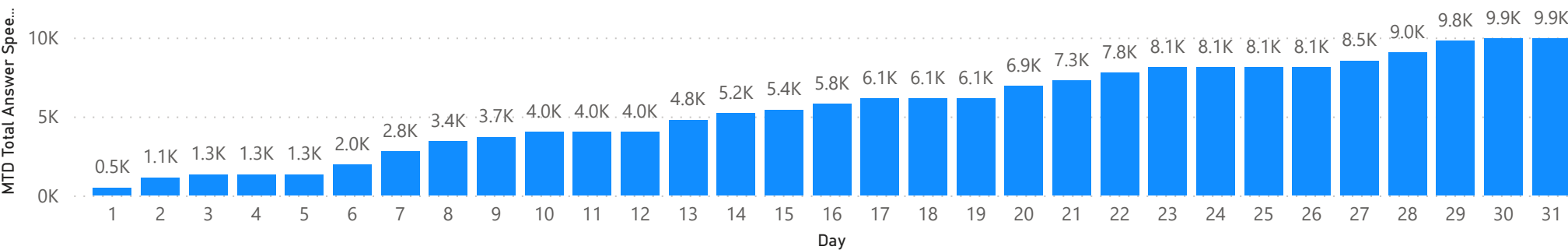


Year	Total Answer Speed (min)	YTD Total Answer Speed (min)	QTD Total Answer Speed (min)	MTD Total Answer Speed (min)
2014	75,036.55	75,036.55	42,292.48	16,668.72
2015	359,227.83	359,227.83	36,593.25	10,133.07
2016	328,859.15	328,859.15	50,756.60	12,276.95
2017	289,286.73	289,286.73	42,408.48	11,447.68
2018	456,878.20	456,878.20	123,079.28	18,853.95
2019	396,367.53	396,367.53	73,572.92	25,106.00
2020	332,251.55	332,251.55	82,815.73	23,399.67
2021	309,447.20	309,447.20	30,942.23	9,943.73
Total	2,547,354.75	309,447.20	30,942.23	9,943.73

QTD Total Answer Speed (min) by Quarter

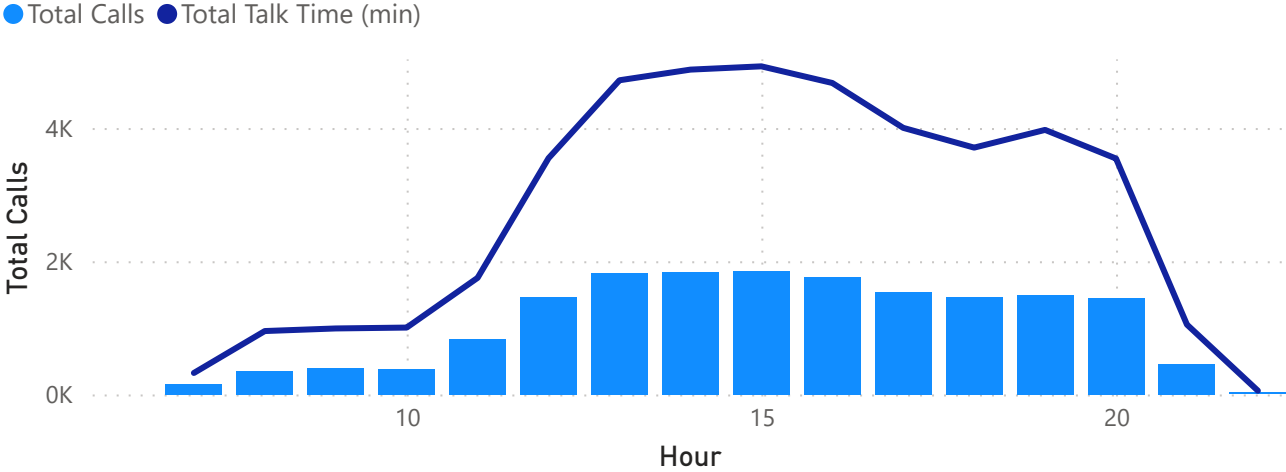


MTD Total Answer Speed (min) by Day

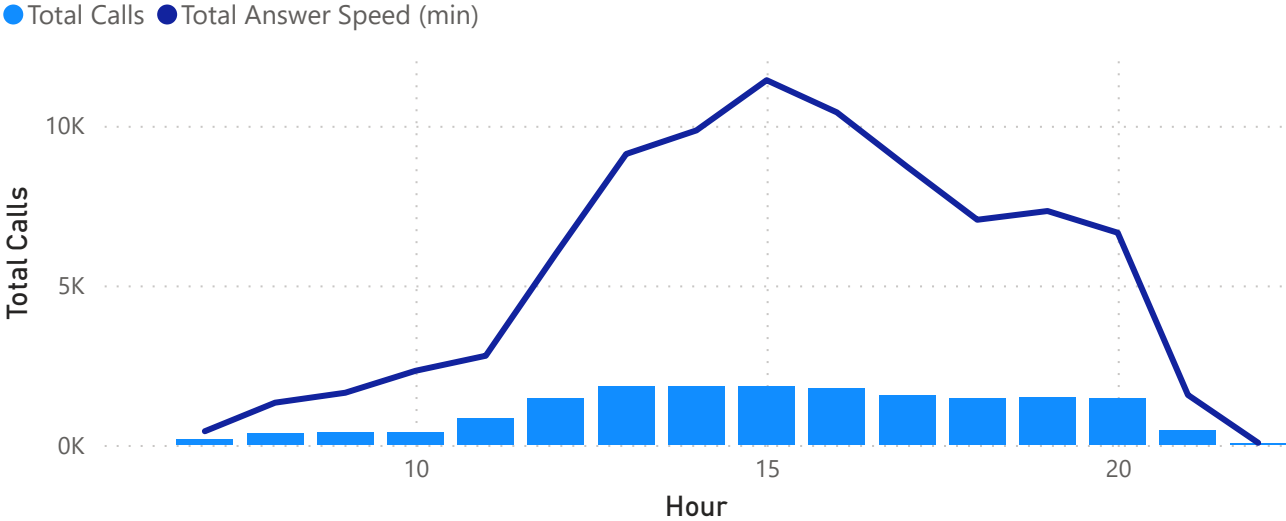


Hour	Total Calls	Total Talk Time (min)	Avg Calls per Hour	Avg Answer Speed (
	5503	1,311,135.28		
7	164	323.08	164	
8	347	952.38	347	
9	400	991.37	400	
10	390	1,004.47	390	
11	828	1,751.17	828	
12	1466	3,547.40	1466	
13	1826	4,717.05	1826	
14	1839	4,876.85	1839	
15	1847	4,926.07	1847	
16	1764	4,676.30	1764	
17	1536	4,002.72	1536	
18	1463	3,705.88	1463	
19	1490	3,971.98	1490	
20	1447	3,542.00	1447	
21	455	1,049.15	455	
22	16	56.80	16	
Total	5503	1,355,229.95	229	

Total Calls and Total Talk Time (min) by Hour



Total Calls and Total Answer Speed (min) by Hour





Call Centre
Overview

Date
Range

3/29/2014



12/31/2021



Time
Range

0

23

Call
Month

All



Shift
Type

All



ANSWER_SPEED

269.09

TALK_TIME

128.12

WRAP_TIME

80.79

Total Calls

6K

Calls per Agent

239

Calls per station

212

Calls per Year

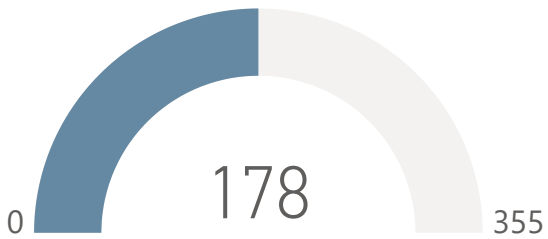
688

Calls per Day

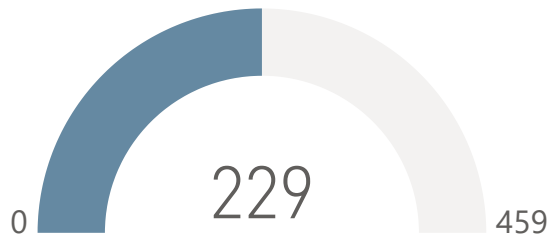
178



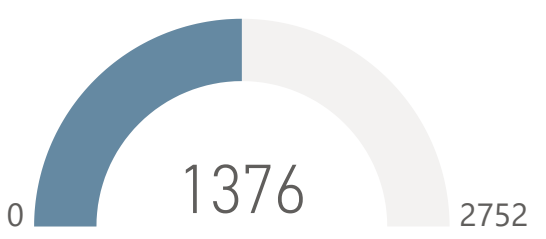
Avg Calls per Day



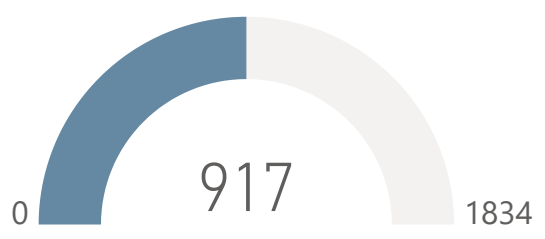
Avg Calls per Hour



Avg Calls per Qtr



Avg Calls per Week of Month



Call Volume

Total number of calls received

5491

Average Speed of Answer

Avg time it takes for call to be answered by ...

2.89

Average Call Duration

Average length of time each call lasted

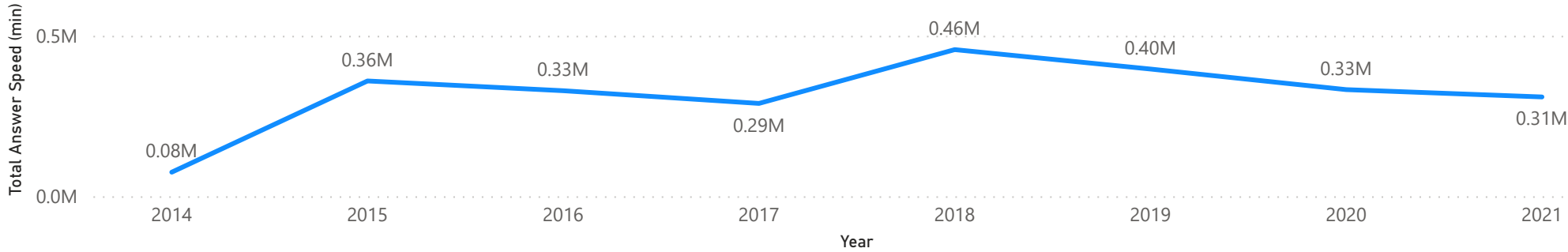
2.00

Service Level

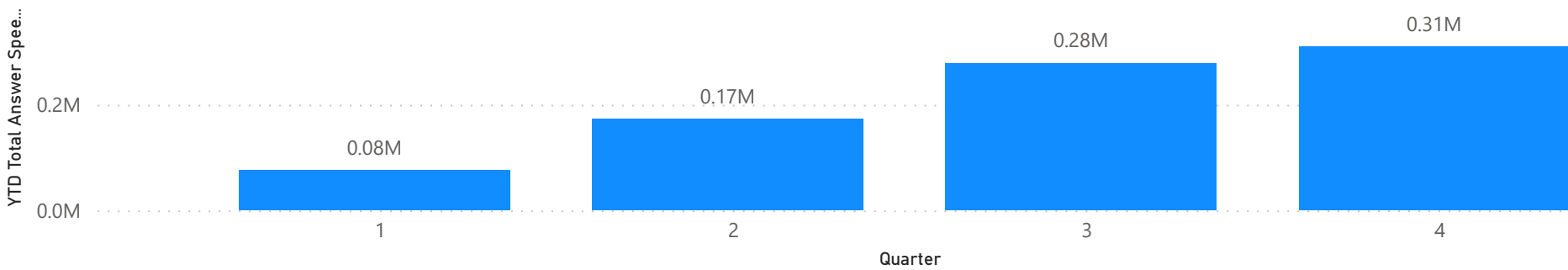
Calls answered within specified time thresho...

1.82

Total Answer Speed (min) by Year

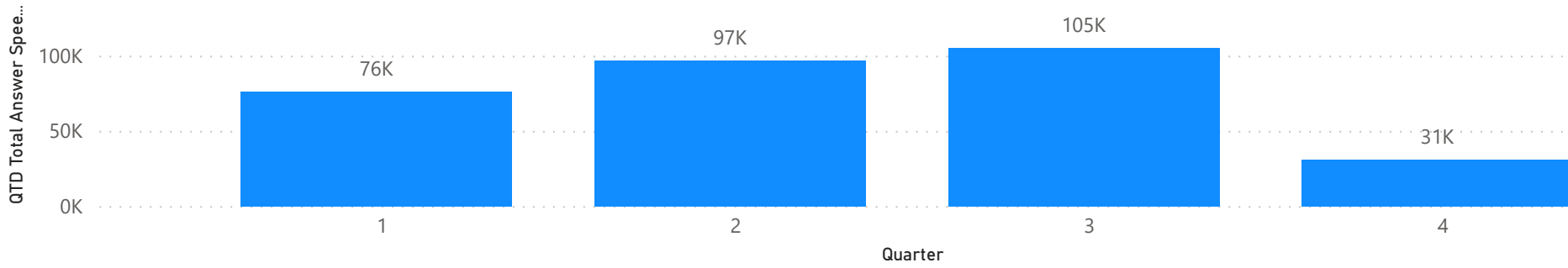


YTD Total Answer Speed (min) by Quarter



Year	Total Answer Speed (min)	YTD Total Answer Speed (min)	QTD Total Answer Speed (min)	MTD Total Answer Speed (min)
2014	75,036.55	75,036.55	42,292.48	16,668.72
2015	359,227.83	359,227.83	36,593.25	10,133.07
2016	328,859.15	328,859.15	50,756.60	12,276.95
2017	289,286.73	289,286.73	42,408.48	11,447.68
2018	456,878.20	456,878.20	123,079.28	18,853.95
2019	396,367.53	396,367.53	73,572.92	25,106.00
2020	332,251.55	332,251.55	82,815.73	23,399.67
2021	309,447.20	309,447.20	30,942.23	9,943.73
Total	2,547,354.75	309,447.20	30,942.23	9,943.73

QTD Total Answer Speed (min) by Quarter



MTD Total Answer Speed (min) by Day

