



Call Center Performance Dashboard



Resolved



5000

Total Handled Calls

67.52

Avg. Response Time (Sec)

Admin Support

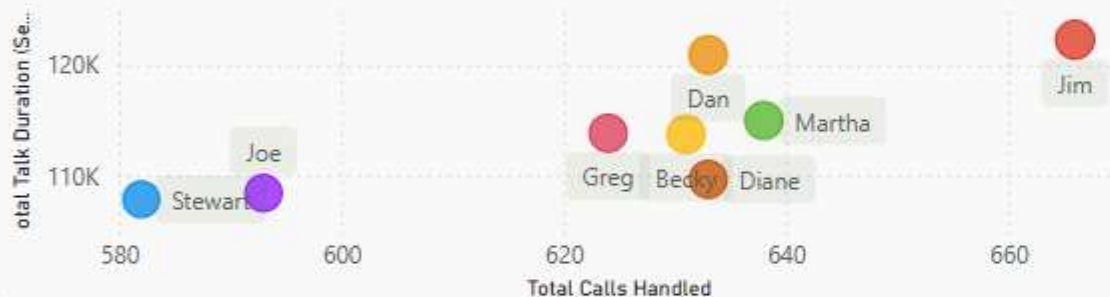
Contract related

Payment related

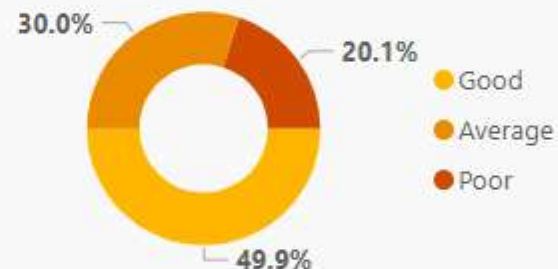
Streaming

Technical Support

Agent Performance: Calls Handled vs. Talk Time



Satisfaction Rating



Call Volume Trend by Hour



Call Response



01-01-2021

31-03-2021



Becky

Dan

Diane

Greg

Jim

Joe

Martha

Stewart



Customer Churn Analysis Dashboard

Female

Male

Month-to-month

One year

Two year

7043

Total Customers



1142

Senior Citizens

456.12K

Total Monthly Revenue



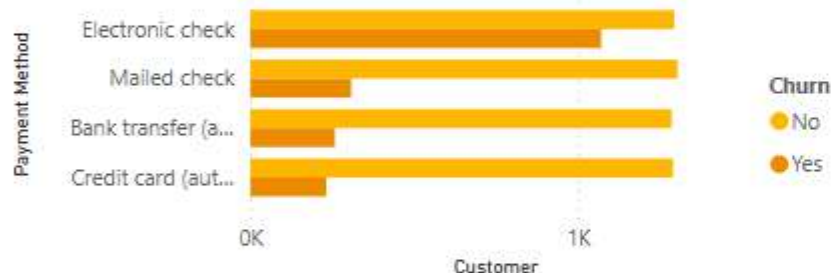
17.98

Avg Tenure Churned

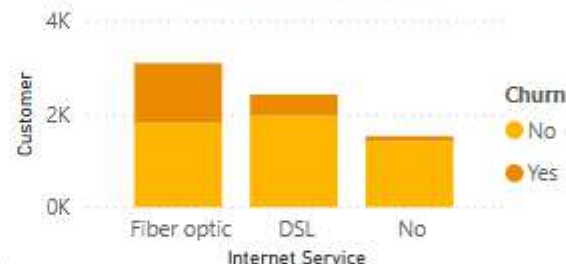
26.54

Churn Rate (%)

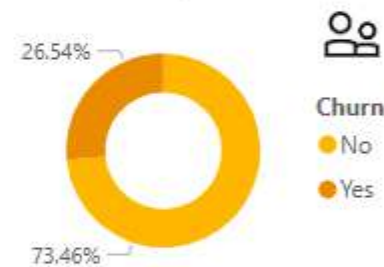
Customer Count by Payment Method and Churn Status



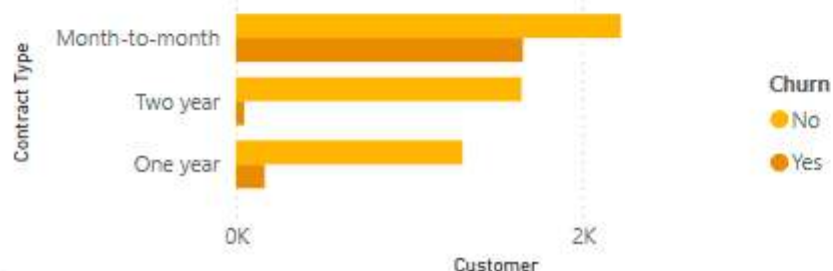
Customer Count by Internet Service Type and Churn Status



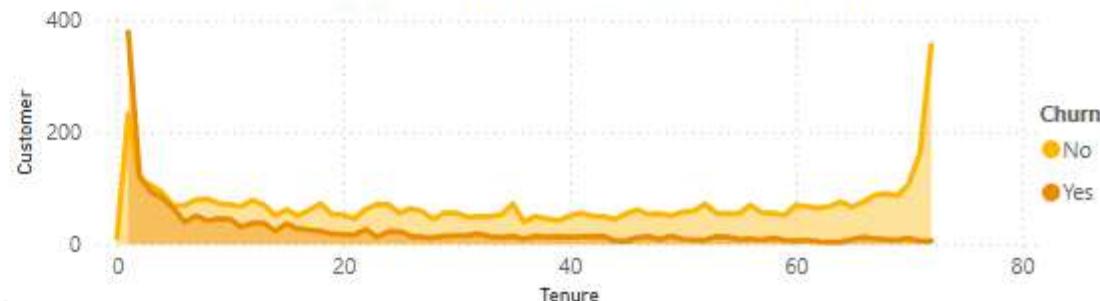
Churn by Customer ID



Customer Count by Contract Type and Churn Status



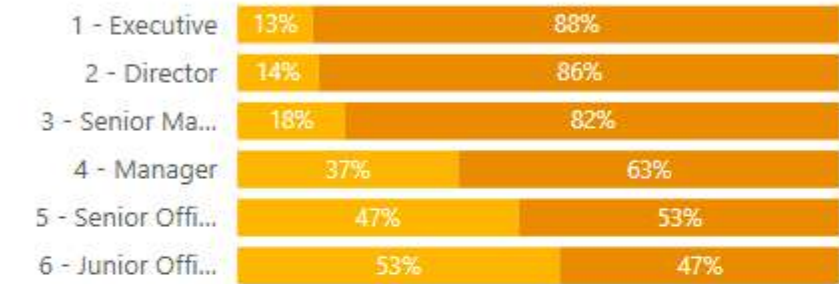
Customer Count by Tenure and Churn Status



Diversity & Inclusion

KPI 1 - Hiring

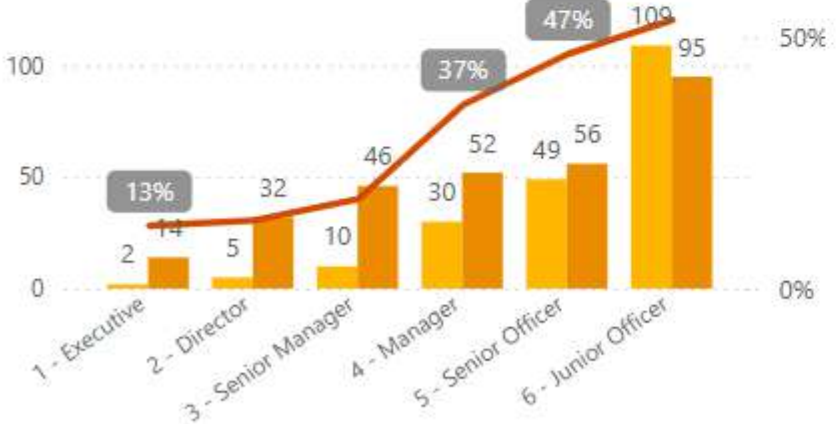
Gender ● Female ● Male



41%
of hires were female

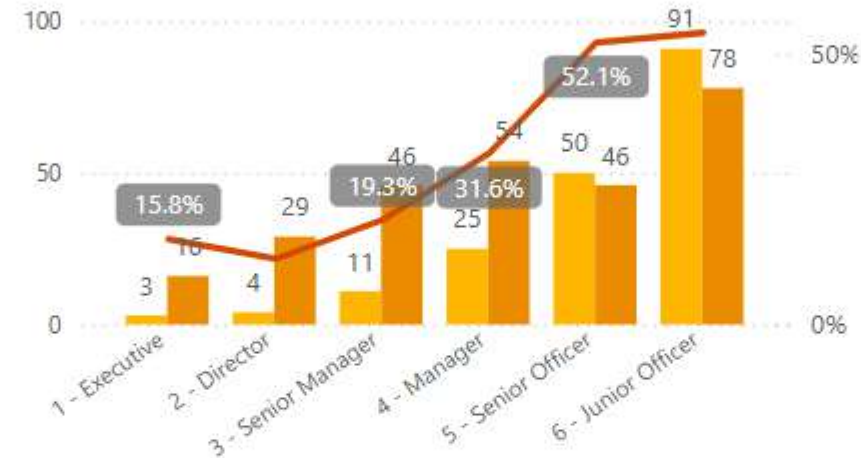
59%
of hires were male

Gender ● Female ● Male ● % of hires women

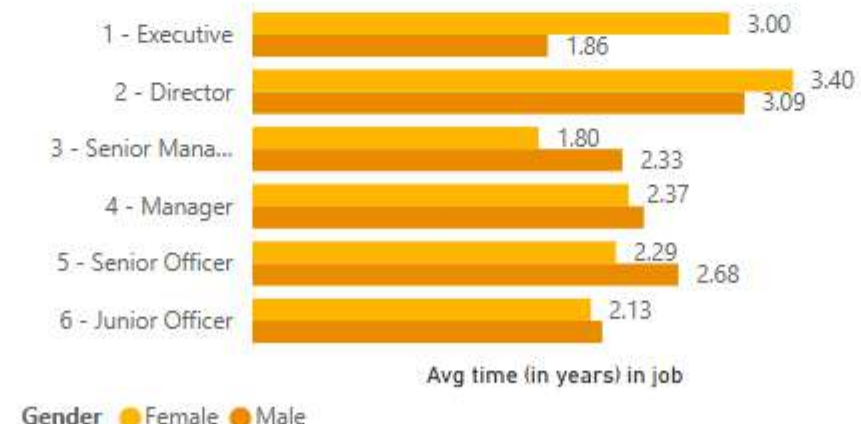


KPI 2 - Promotions (this year)

Gender ● Female ● Male ● % Promotees who were women



Avg. Time in Grade of employees promoted in FY21 (in years)

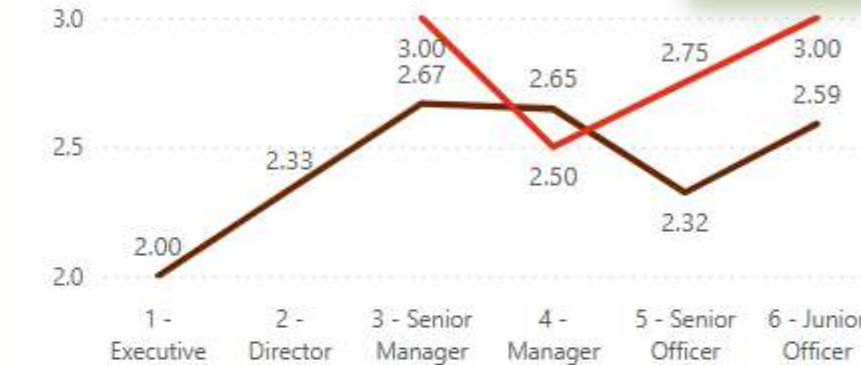


Gender ● Female ● Male

KPI 3 - Turnover Rate (FY20 leavers)

Average Performance Rating of Leavers vs non-Leavers (WOMEN)

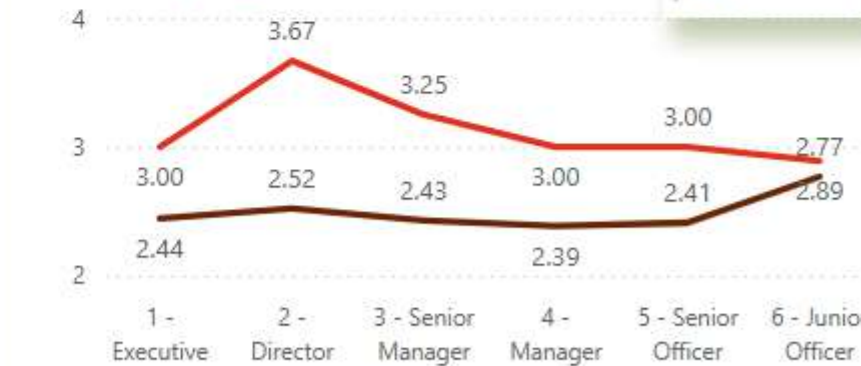
Left this FY? ● No ● Yes



Female
11%

Average Performance Rating of Leavers vs non-Leavers (MEN)

Left this FY? ● No ● Yes



Male
9%

Diversity & Inclusion



Department
All

Job Level
All

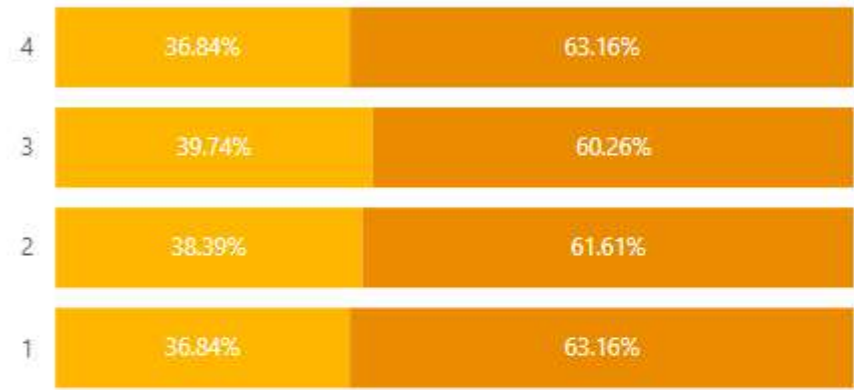
Age group
All

Region group
All

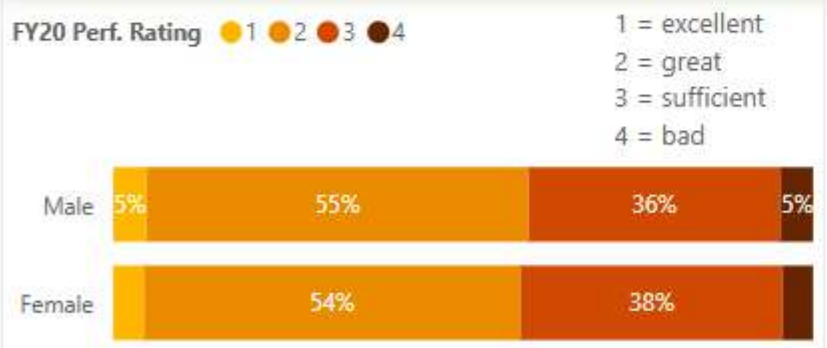


KPI 4 - Performance Rating

Gender ● Female ● Male



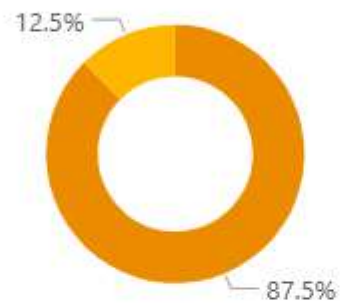
2.42 Avg Rating Women
2.41 Avg Rating Men



KPI 5 - Executive Gender Balance

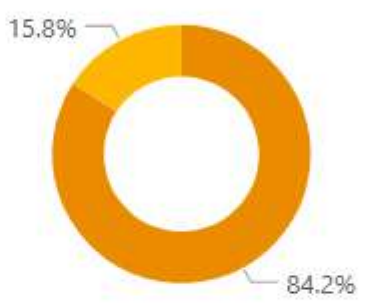
Executive split (FY20)

Gender ● Male ● Female



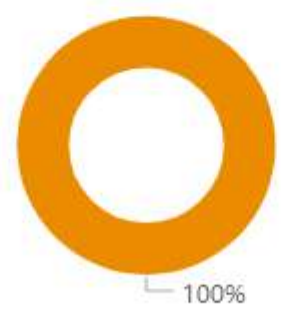
Executive split (FY21)

Gender ● Male ● Female



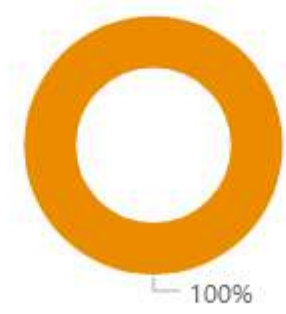
Executive Hires (FY20)

Gender ● Male



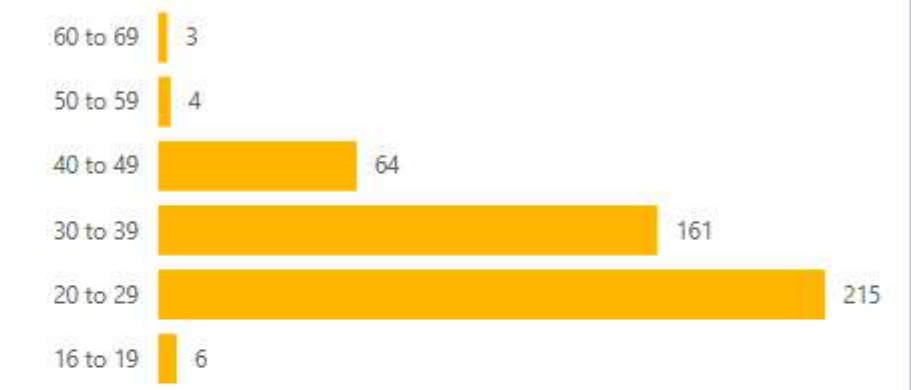
Promotion to Executive (FY20)

Gender ● Male



KPI 6 - Age group

Employees by Age group (end FY20)



Age group ● 16 to 19 ● 20 to 29 ● 30 to 39 ● 40 to 49 ● 50 to 59 ● 60 to 69

