



# Welcome to PhoneNow

## Key Performance Indicators

1. Increase tech support capacity for Fiber Optic customers and lower tech tickets per customers to 0.5
2. Increase of Sales 1 and 2 years contracts by 5% each.
3. Yearly increase of automatic payments by 5%



## Churn Dashboard

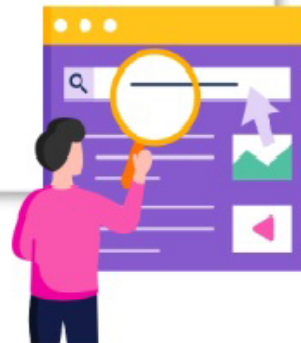


- Demographic
- Customer Accounts Information
- Services

## Customer Risk Analysis



- Internet Services
- Type of Contract
- Payment Method





# Call Centre Analysis



Agent



All



Topic



All



1/1/2021

3/31/2021

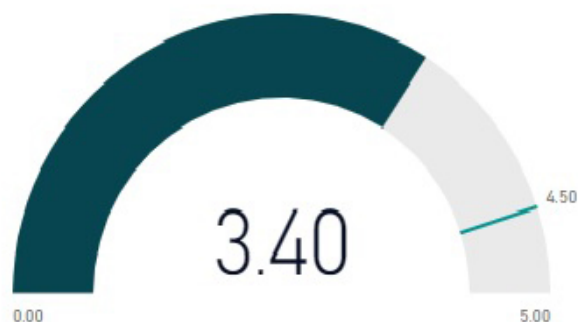


Average Speed Of Answer(In Second)

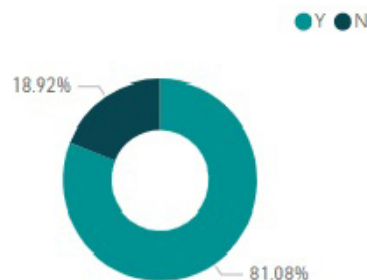
67.52



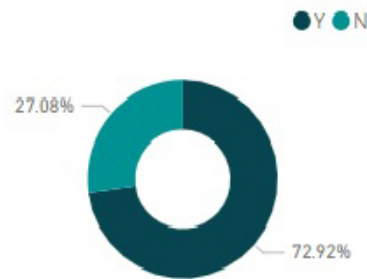
Avg. Satisfaction Rating



Answered



Resolved



Number Of Calls Per Month

Answered N Y



Agent Statistics

Agent	Answered	Resolved(Y)	Avg. Satisfaction rating	Avg SOA (In seconds)
-------	----------	-------------	--------------------------	----------------------

Becky	517	462	3.37	65.33
Dan	523	471	3.45	67.28
Diane	501	452	3.41	66.27
Greg	502	455	3.40	68.44
Jim	536	485	3.39	66.34
Joe	484	436	3.33	70.99
Martha	514	461	3.47	69.49
Stewart	477	424	3.40	66.18
Total	4054	3646	3.40	67.52



# Churn Analysis - Dashboard



1869

Customer At Risk

885

#AdminTickets

2173

#TechTickets



\$2.86M

Yearly Charges

\$139.13...

Monthly Charges



## Demographics

Male Female



25%

Senior Citizen

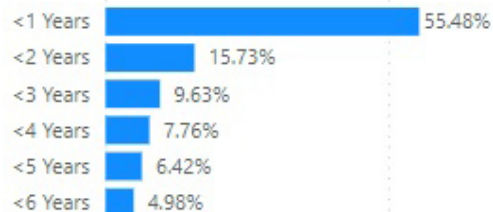
36%

Partner

17%

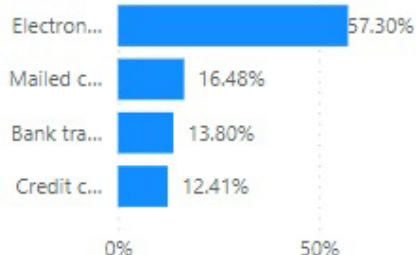
Dependents

### Subscriptions Time



## Customer Account Information

### Payment Method



### Average Charges

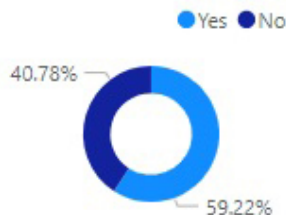
\$74.44

Monthly

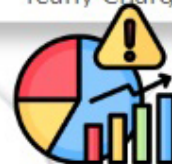
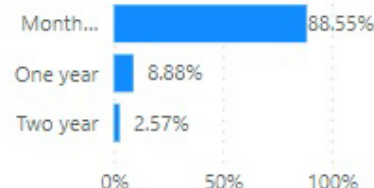
\$1,531.80

Total

### Paperless Billing



### Type of Contract



## Services

### Multiple Lines

91%

Phone Service

44%

Streaming Movies

44%

Streaming TV

29%

Device Protection

28%

Online Backup

16%

Online Security

17%

Tech Support

50.03%

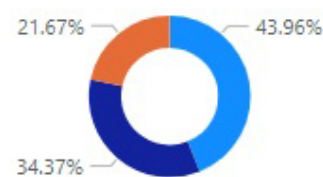
Yes

49.97%

No



Fiber optic DSL No





# Customer Risk Analysis



## Risk Of Churn

- ☐ No
- ☐ Yes



## Risk Of Churn

- ☐ DSL
- ☐ Fiber optic
- ☐ No



## Months Subscribed

0

72



## Contract Type

- ☐ Month-to-month
- ☐ One year
- ☐ Two year

7043

Total Customer

26.54%

Churn % Rate

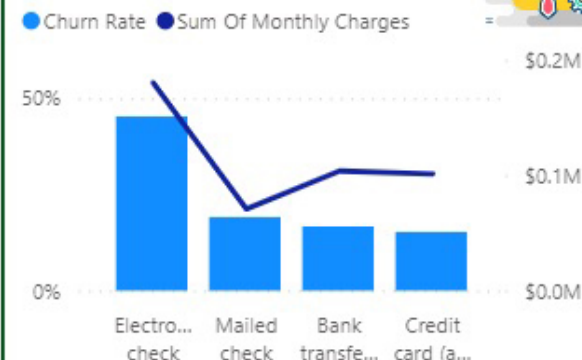
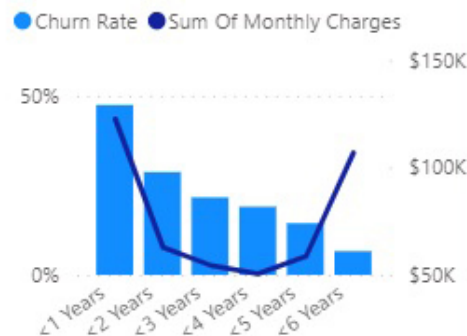
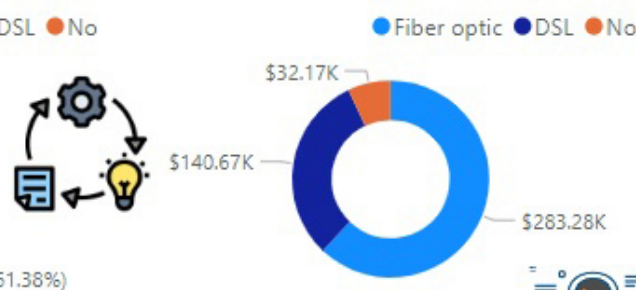
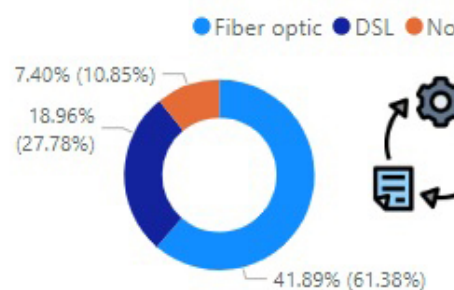
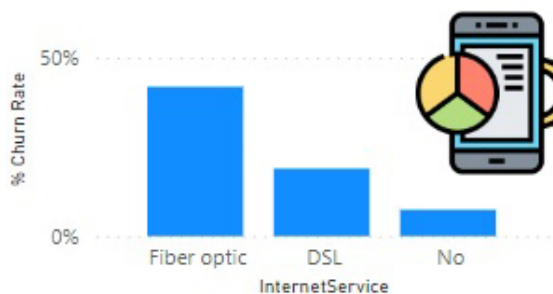


\$16.06M

Yearly Charges

3632  
Admin Tickets

2955  
Tech Tickets







# Diversity & Inclusion



Department

All

Job Level

All

41%  
%Female

59%  
%Male



Age group

All

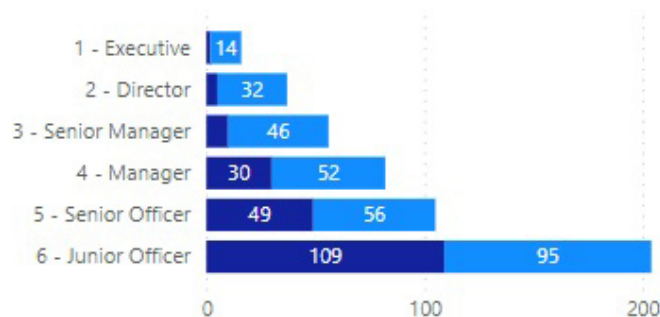
Regions

All



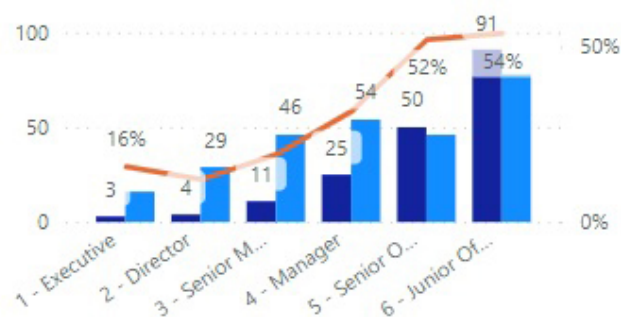
## KPI 1-Hiring

Gender ● Female ● Male



## KPI 2-Promotions(This Year)

Gender ● Female ● Male ● %Female



## KPI 3-Turnover Rate(FY20 Leaver)

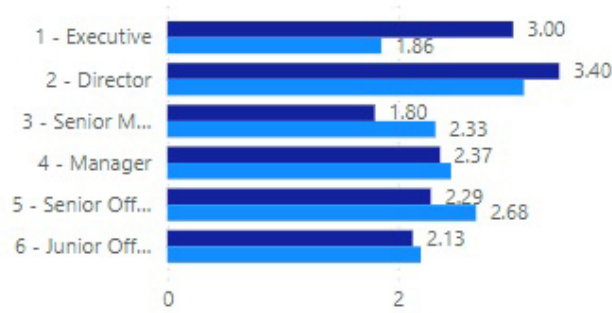
FY20 Leaver? ● No ● Yes



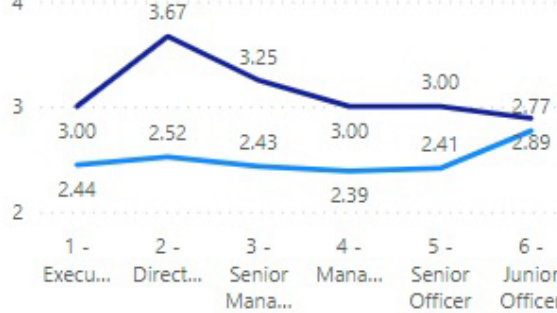
Gender ● Female ● Male ● %Female



Gender ● Female ● Male



FY20 Leaver? ● No ● Yes





# Diversity & Inclusion



Department

All

Job Level

All

2.42

#Avg Female R...

2.41

# Avg Men Rating

Age group

All

Regions

All



## KPI 4-Performance Rating

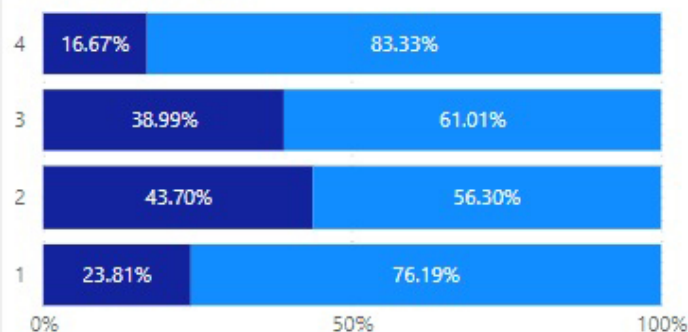


## KPI 5-Executive Grade Balance

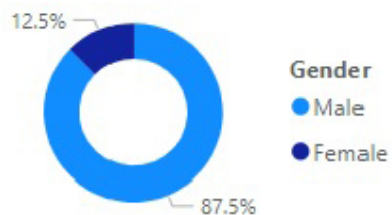


## KPI 6-Age Group

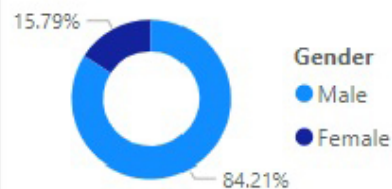
Gender ● Female ● Male



### Executive Split(Fy20)



### Executive Split(Fy21)

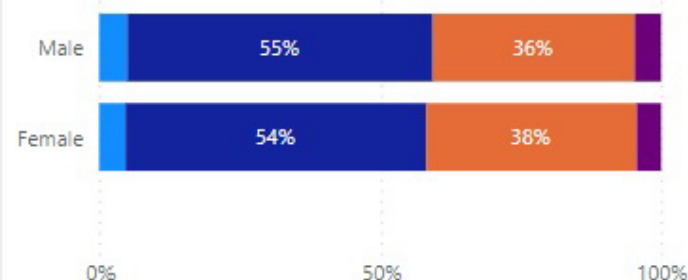


### Employees By Age Group(FY20)



FY20 Perfor... ● 1 ● 2 ● 3 ● 4

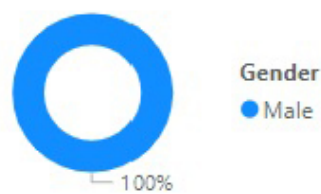
1=Excellent  
2=Good  
3=Sufficient  
4=Bad



### Executive Hires(Fy20)



### Promotion To Executive(FY20)



Age group ● 16 to 19 ● 20 to 29 ● 30 to 39

