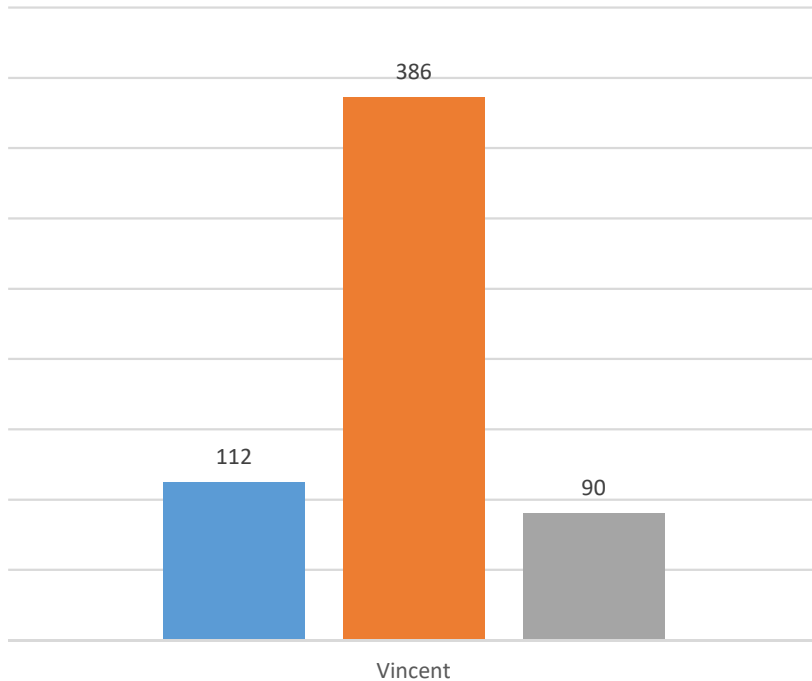


## Tele Callers Performance Dashboard

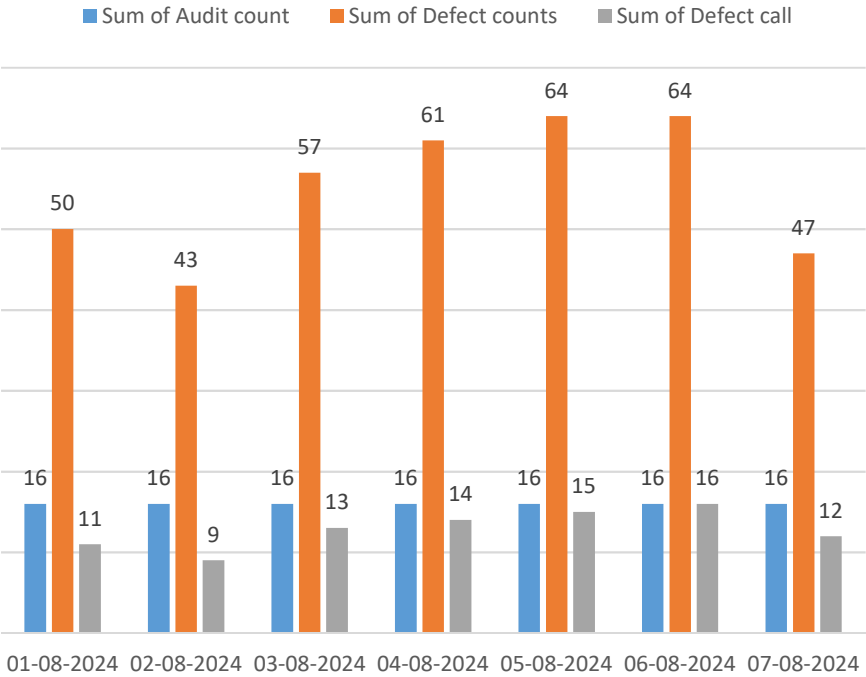


### Team leader wise performance

■ Sum of Audit count   ■ Sum of Defect counts   ■ Sum of Defect call

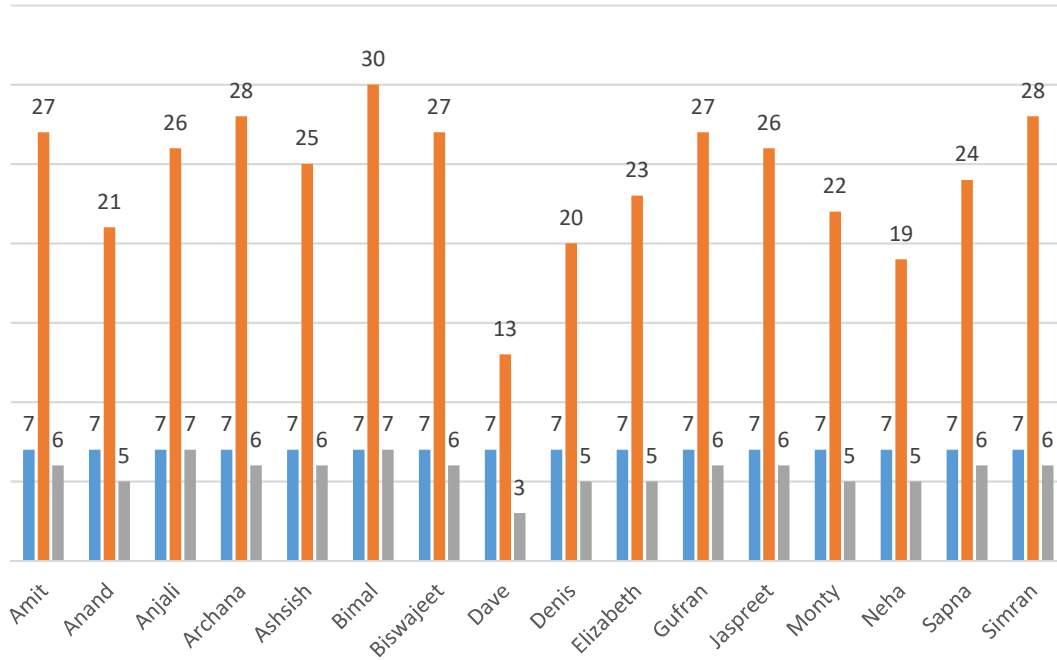


Date wise performance



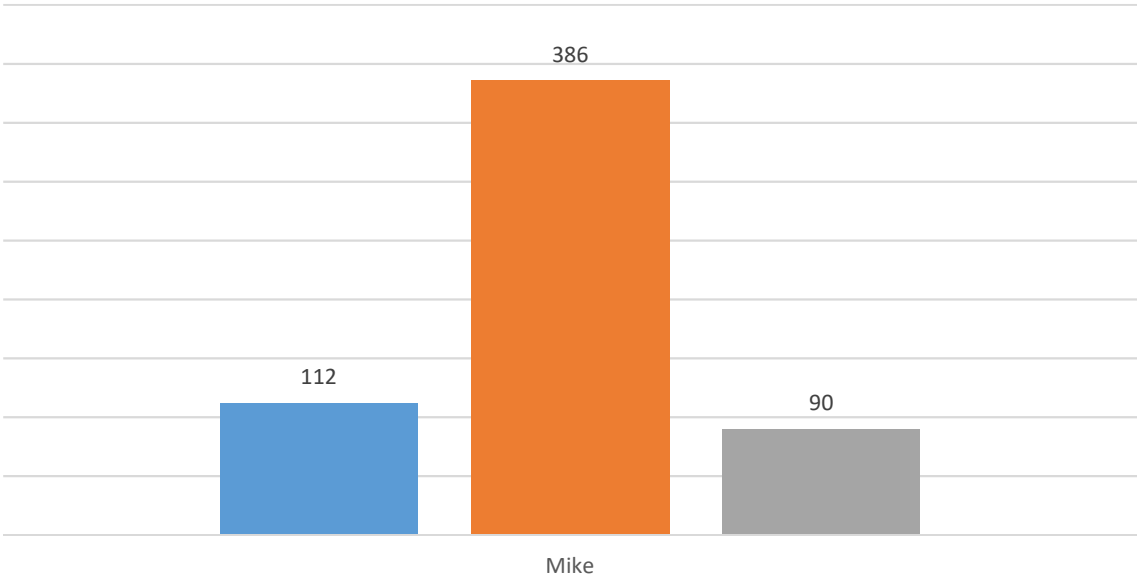
## Agent wise performance

■ Sum of Audit count   ■ Sum of Defect counts   ■ Sum of Defect call



Auditor wise performance

Sum of Audit count   Sum of Defect counts   Sum of Defect call



**Week (s)**

week 12

week 13

week 14

week 15

week 16

week 17

week 18

**Emp name**

Dave

Denis

Elizabeth

Gufran

Jaspreet

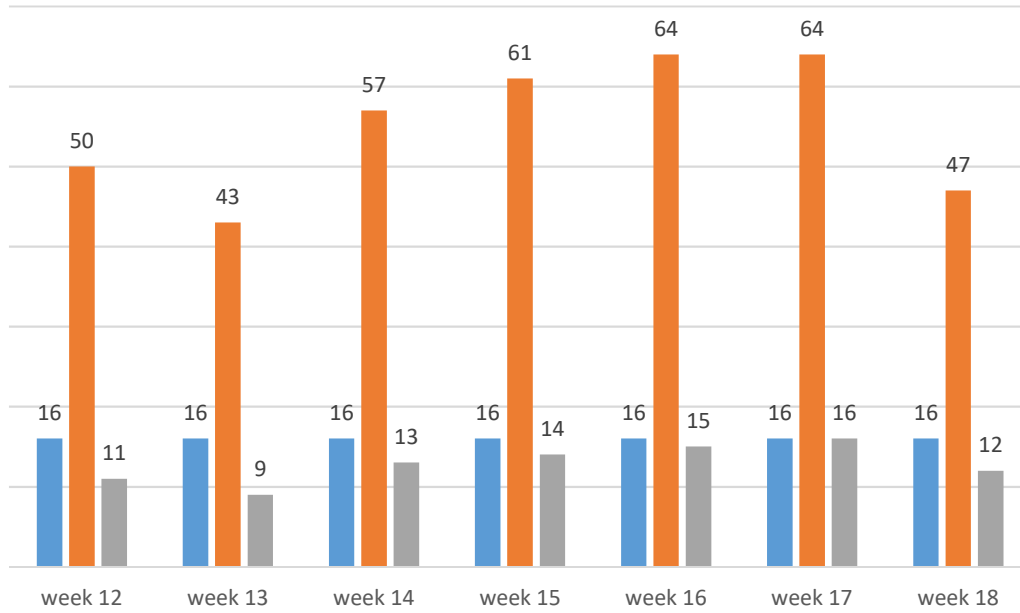
Monty

Neha

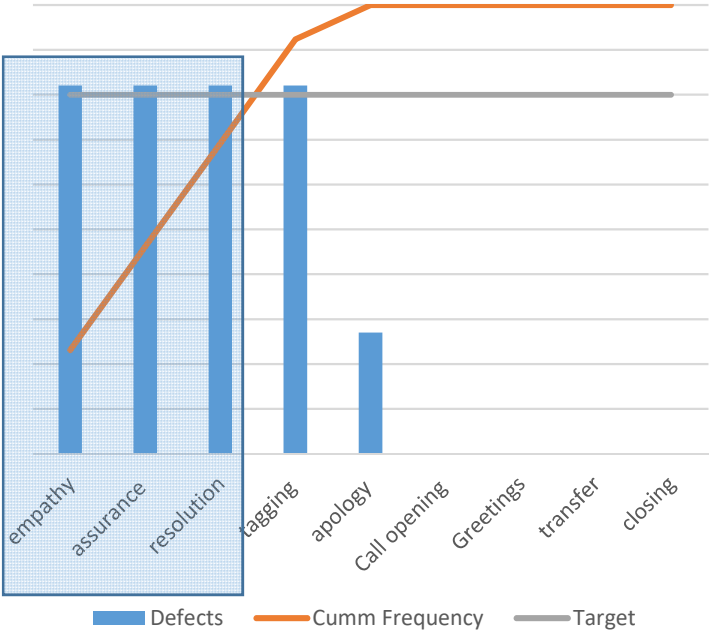
Sapna

## Week wise performance

■ Sum of Audit count   ■ Sum of Defect counts   ■ Sum of Defect call



Pareto Chart Analysis



**SIGNIFACNT PARAMETERS NEEDS TO  
FOCUS**

- 1. Resolution**
- 2.Symathy**
- 3.Assurance**

**PLAN OF ACTION**

- 1. FEEDBACK MEETINGS**
- 2. FLYER ACTIONS**
- 3. PERFORMANCE  
IMPROVEMEN INITIATIONS**