

Call Center

Agent ▼

All ▼

Resolved ▼

N Y

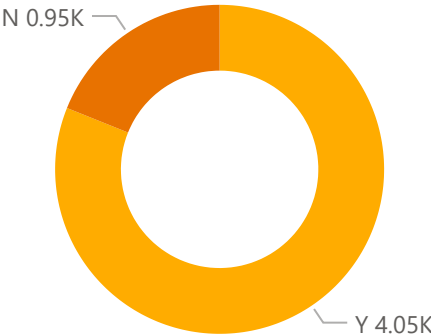
Date ▼

01-01-2021 📅 31-03-2021 📅

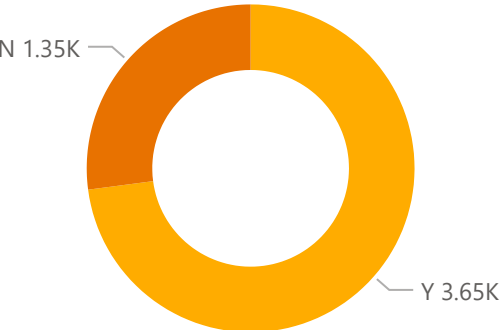
67.52

Average of Speed of answer in seconds

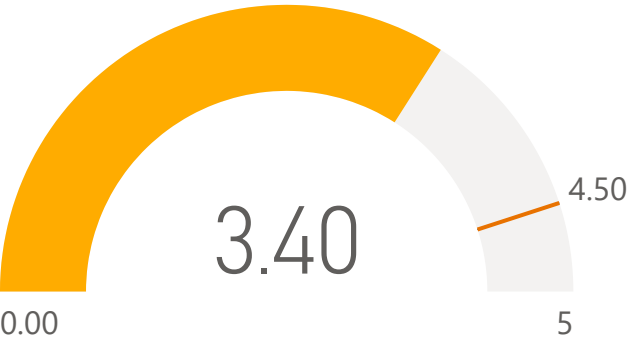
Answered



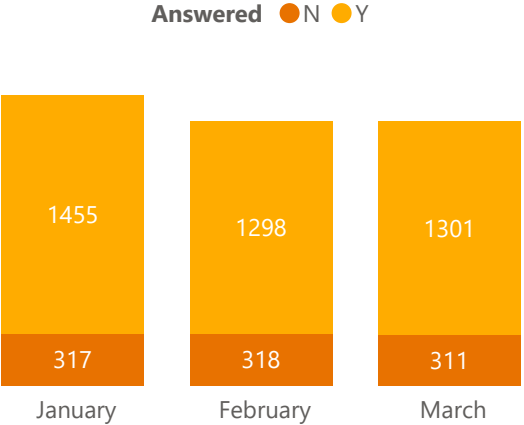
Resolved



Average Satisfaction Rating



Number Of Calls Per Month



Agent Statistics

Agent	Resolved(Y)	Answer	Avg Satisfaction Rating	Avg SOA(In Sec)
Becky	462	517	3.37	65.33
Dan	471	523	3.45	67.28
Diane	452	501	3.41	66.27
Greg	455	502	3.40	68.44
Jim	485	536	3.39	66.34
Joe	436	484	3.33	70.99
Martha	461	514	3.47	69.49
Stewart	424	477	3.40	66.18



Welcome to PhoneNow

Key Performance Indicators

1. Increase tech support optics for Fiber Optic customers and lower tech tickets per customer 0.5
2. Increase sale of 1 & 2 year contracts by 5% each
3. Yearly increase of automatic payments of 5%

Churn Dashboard

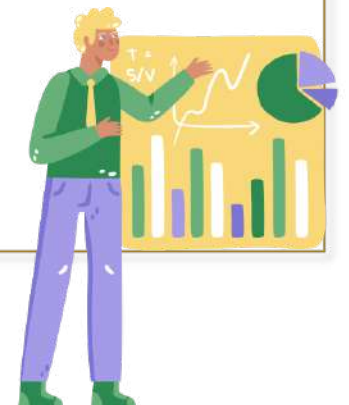


- Demographics
- Customer Account Information
- Services

Customer Risk Analysis



- Internet Service
- Type of contract
- Payment Method





Churn Dashboard

1869

Customers at Risk

2173

Sum of numTechTickets

885

of Admin Tickets



\$2.86M

Yearly Charges

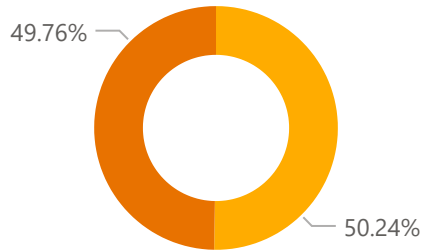
\$139.13K

Monthly Charges



Demographics

Female Male



25%

Senior Citizen

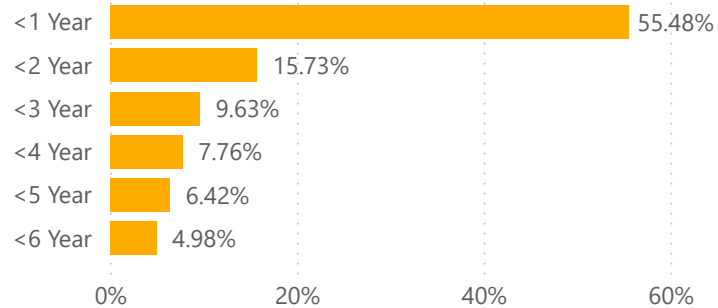
36%

Partner

17%

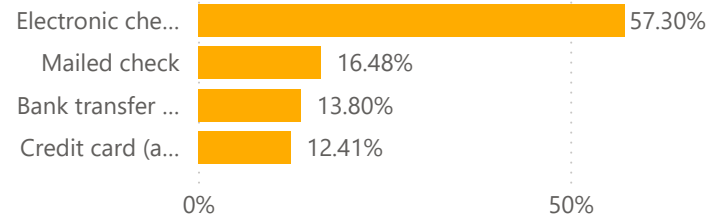
Dependents

Subscription Time

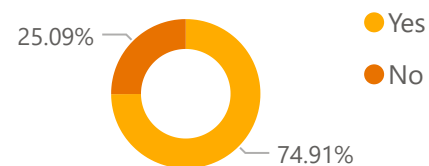


Customer Account Information

Payment Method



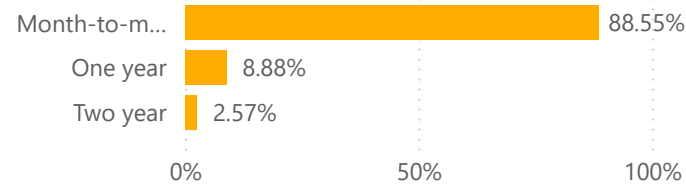
Paperless Billing



Average Charges

\$74.44
Monthly
\$1,531.80
Total

Types of Contract



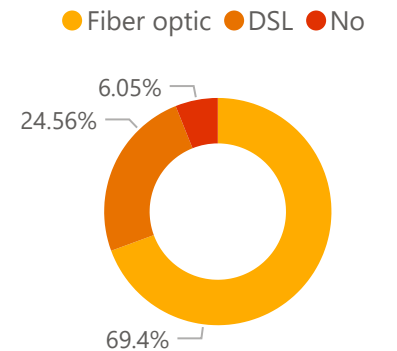
Services Customer Signed up for

91% Multiple Lines
Phone Service → 49.97% 50.03%
No Yes

44% Streaming TV
44% Streaming Movies
29% Device Protection



28% Online Backup
17% Tech Support
16% Online Security





Customer Risk Analysis



Risk of Churn

- ☐ No
- ☐ Yes



Internet Services

- ☐ DSL
- ☐ Fiber optic
- ☐ No



Months Subscribed

0 72



Contract Type

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

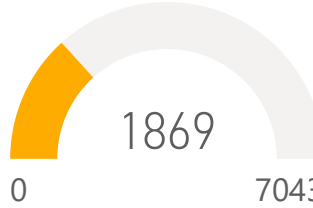


7043

Total Customer

27%

Churn Rate %



\$16.06M

Yearly Charges

3632
Admin Tickets
2955
Tech Tickets



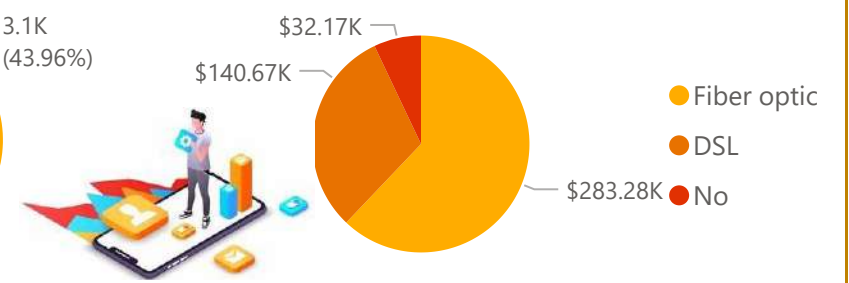
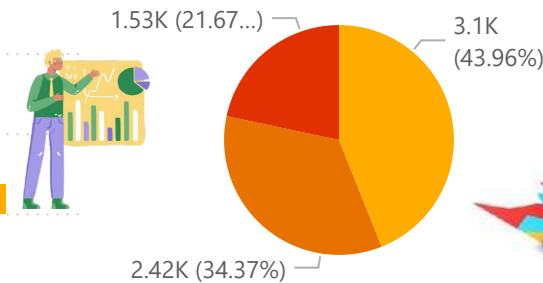
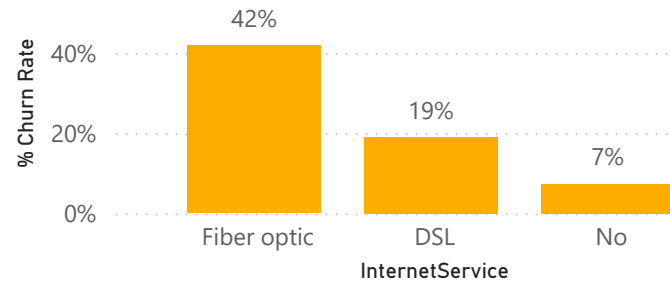
Churn By Type of Internet Services



Count of Customers by Internet Services



Sum of Monthly Charges



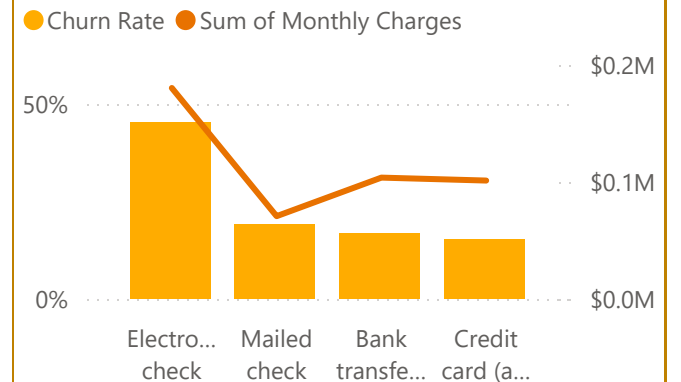
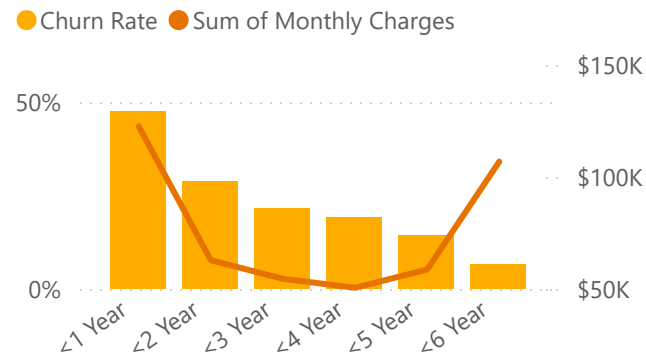
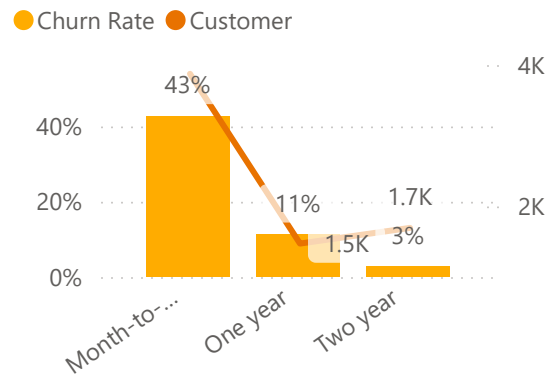
Type of Contract



Years of Contract



Churn by Payment Method





Diversity & Inclusion

Department

All

Job Level

All

Age group

All

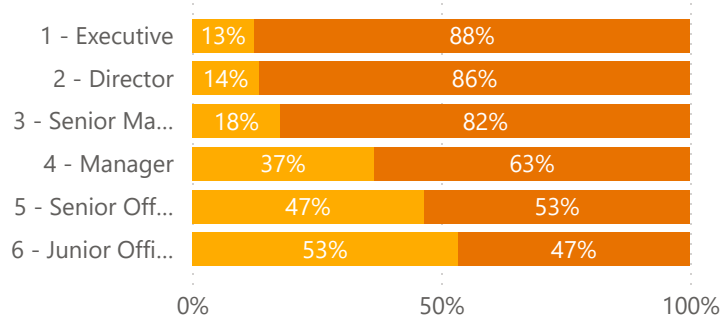
Region Group

All



KP1 - Hiring

Female Male



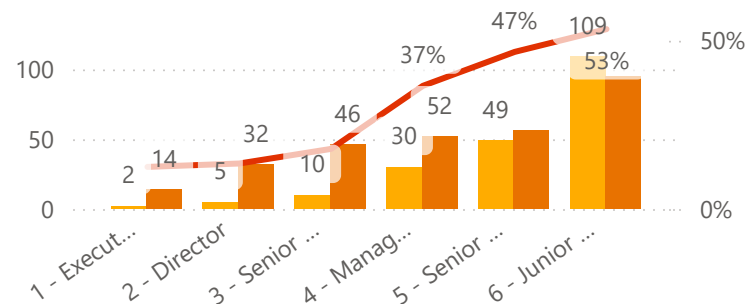
41%

of Hires were female

59%

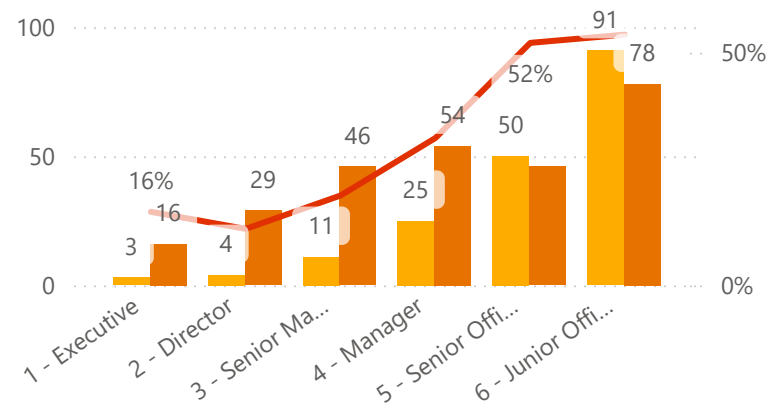
of Hires were male

Female Male % Female

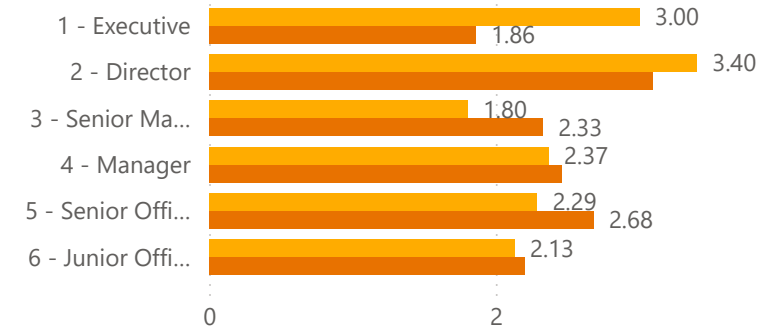


KP2 - Promotions (this year)

Female Male % Female

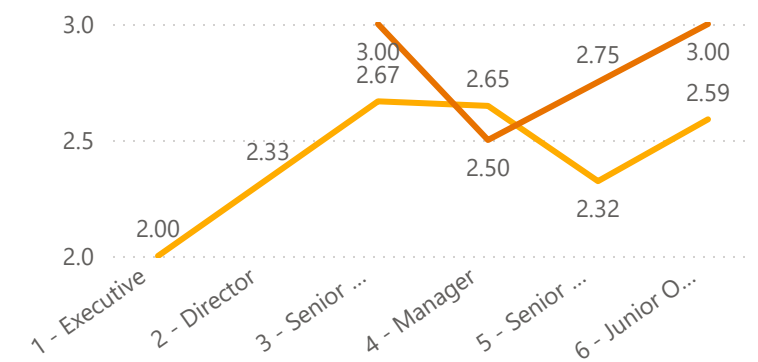


Female Male

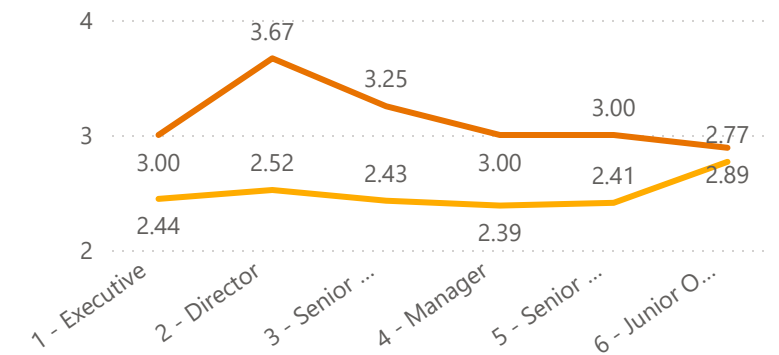


KP3 - Turnover Rate (FY20 leavers)

FY20 leaver? No Yes



FY20 leaver? No Yes





Diversity & Inclusion

Department

All

Job Level

All

Age group

All

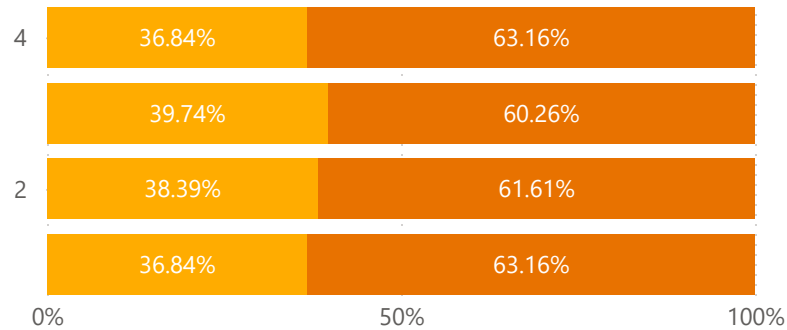
Region Group

All



KP4 - Performance Rating

Gender ● Female ● Male



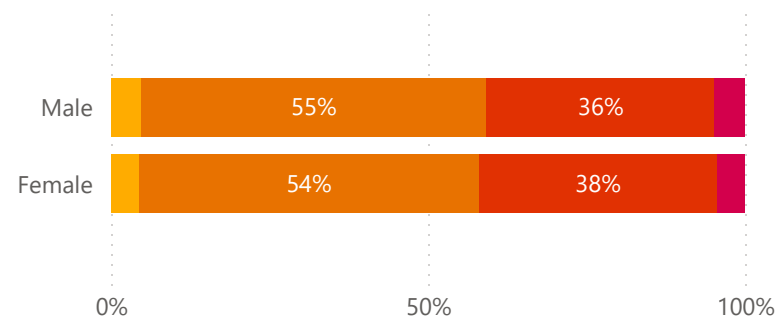
2.42

Avg Rating Women

2.41

Avg Rating Men

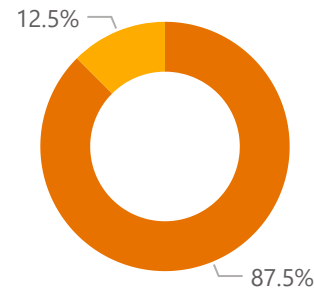
FY20 Performance Rating ● 1 ● 2 ● 3 ● 4



KP5 - Executive Gender

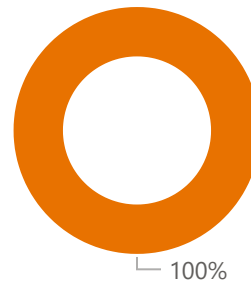
Executive Split (FY20)

Gender ● Male ● Female



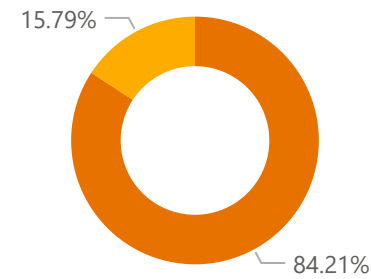
Executive Hires (FY20)

Gender ● Male



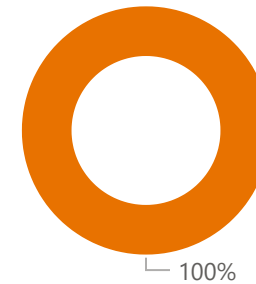
Executive Split (FY21)

Gender ● Male ● Female



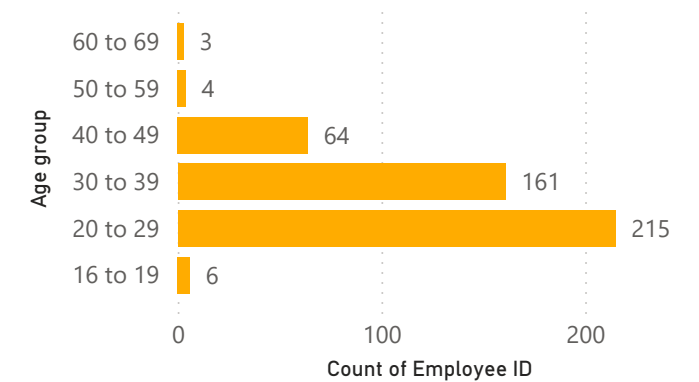
Promotion to Executive (FY20)

Gender ● Male

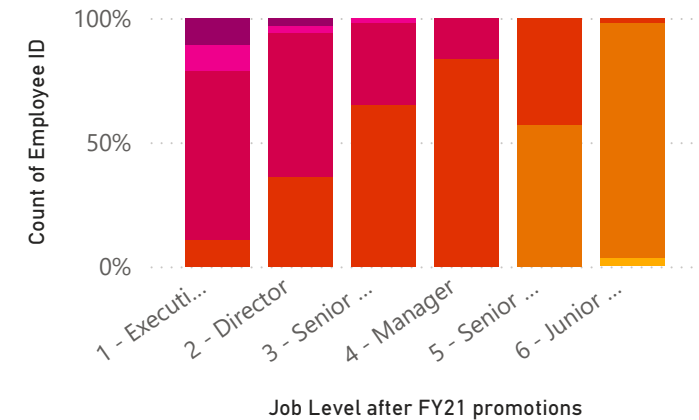


KP6 - Age Group

Employees by Age Group (End FY20)



Age group ● 16 to 19 ● 20 to 29 ● 30 to 39 ● 40 to 49





Diversity & Inclusion



500

Total Employee



295

male



205

Female



47

#Leaver



87

Promoted FY20

Department

All

Job Level

All

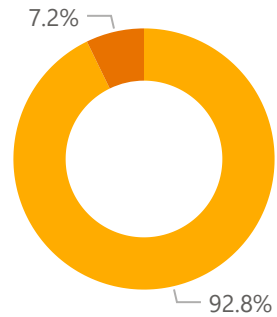
Age group

All

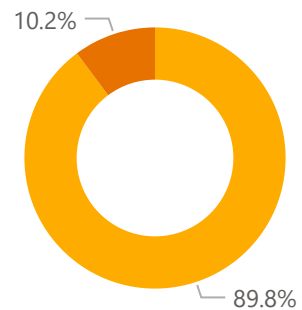
Region Group

All

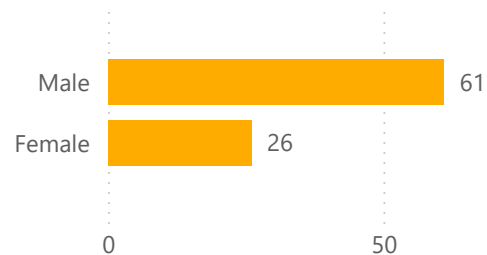
Promotion in FY20



Promotion in FY21



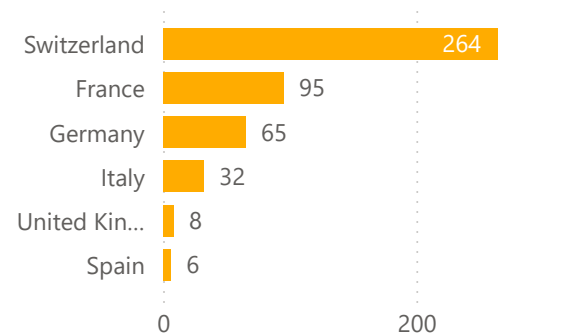
Total Promotion by Gender



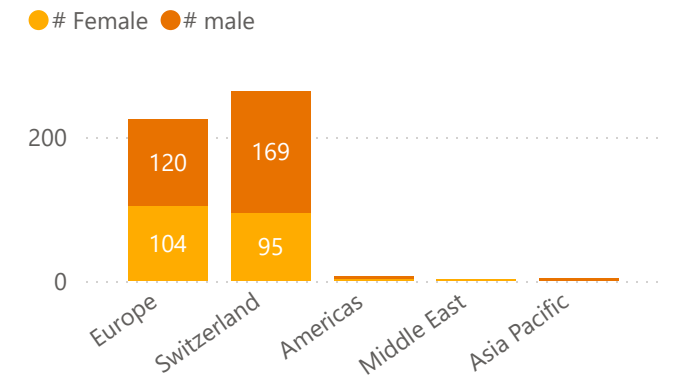
Employee Turnover Rate

9.40%

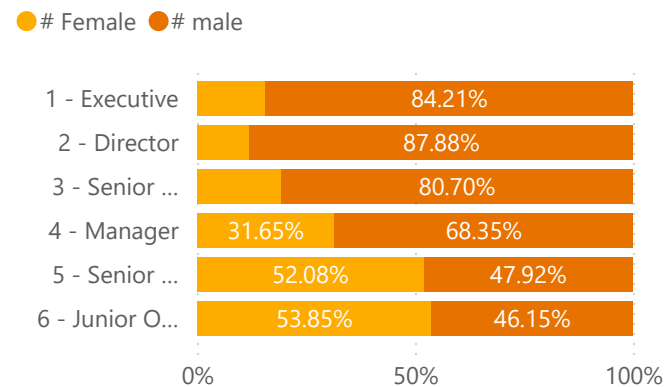
Nationality of Employees



Regional Diversity



Job Diversity



Gender

