

Call Center

67.52

Average of Speed of answer in seconds

Agent

All

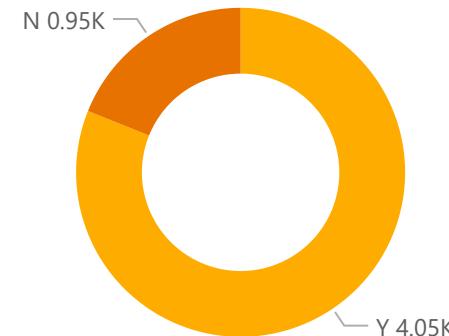
Resolved

N Y

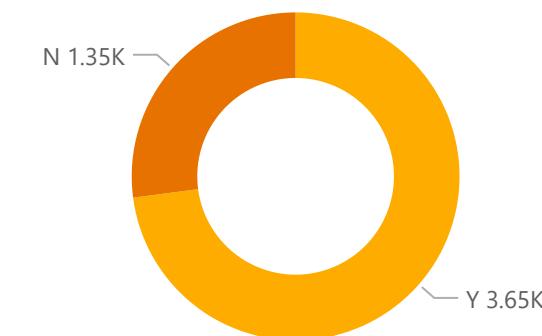
Date

01-01-2021 31-03-2021

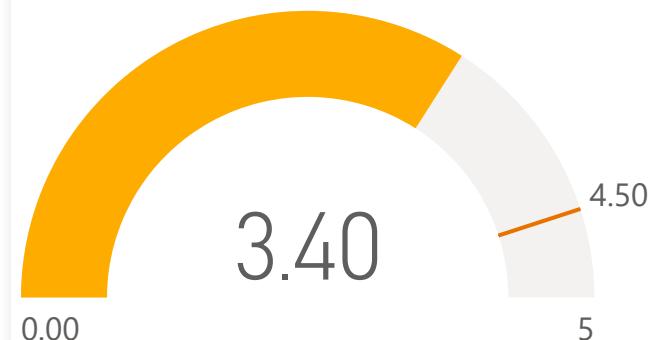
Answered



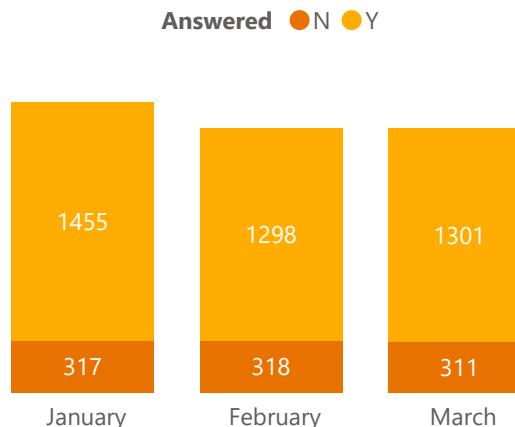
Resolved



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



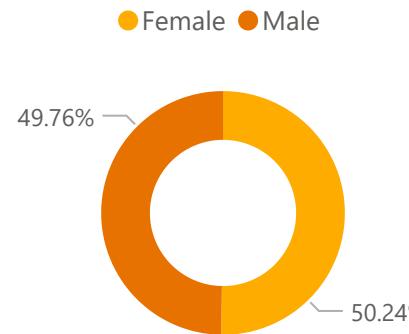
\$2.86M

Yearly Charges

\$139.13K

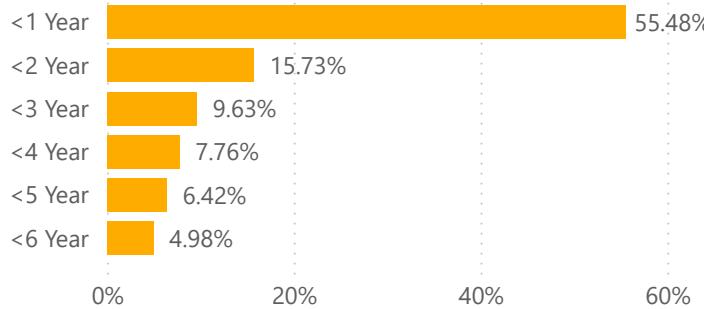
Monthly Charges

Demographics



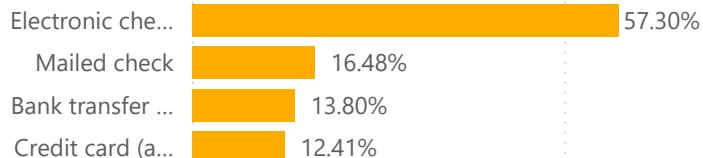
25% Senior Citizen
36% Partner
17% Dependents

Subscription Time

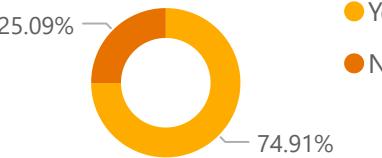


Customer Account Information

Payment Method



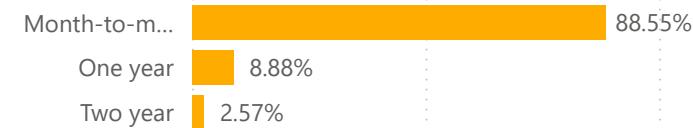
Paperless Billing



Average Charges

\$74.44
Monthly
\$1,531.80
Total

Types of Contract



Services Customer Signed up for

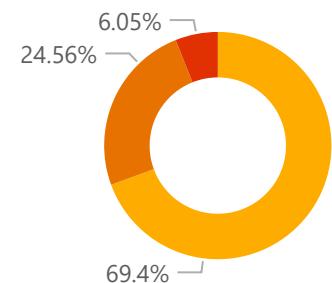
Multiple Lines
91%
Phone Service
44%
Streaming TV
44%
Streaming Movies
29%
Device Protection
28%
Online Backup
17%
Tech Support
16%
Online Security

49.97% 50.03%

No Yes



Fiber optic DSL No





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

27%

Total Customer

Churn Rate %



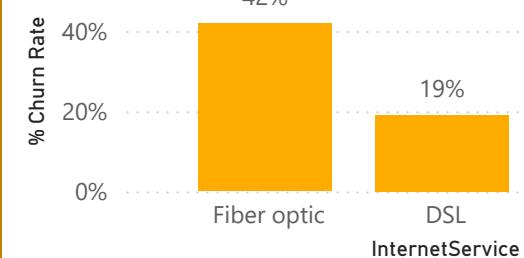
\$16.06M

Yearly Charges

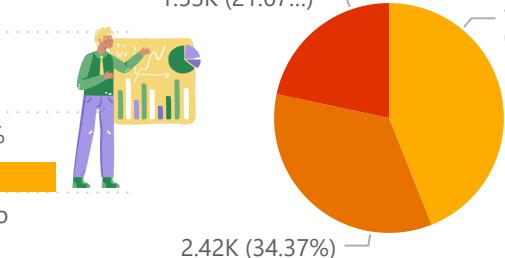
3632
Admin Tickets
2955
Tech Tickets



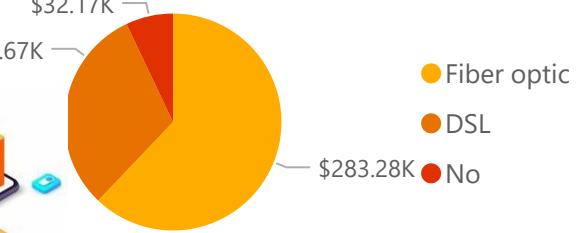
Churn By Type of Internet Services



Count of Customers by Internet Services

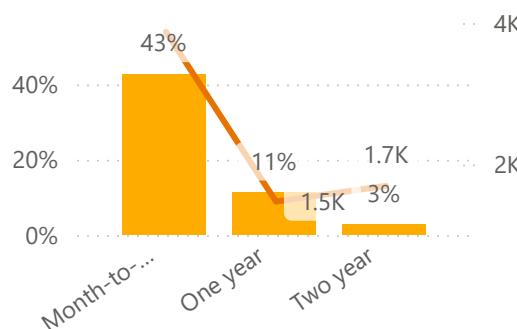


Sum of Monthly Charges



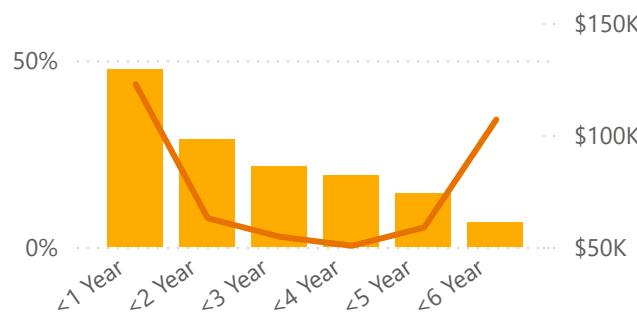
Type of Contract

● Churn Rate ● Customer



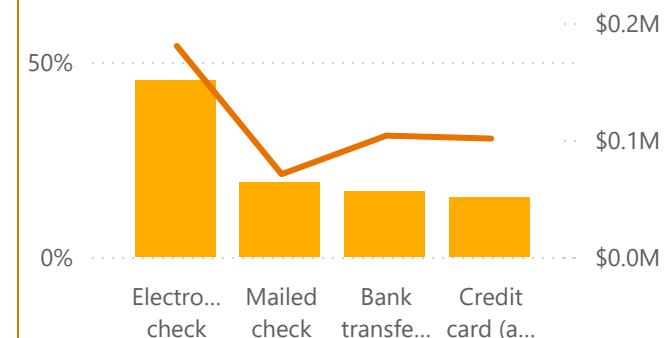
Years of Contract

● Churn Rate ● Sum of Monthly Charges



Churn by Payment Method

● Churn Rate ● Sum of Monthly Charges





Diversity & Inclusion

Department

All

Job Level

All

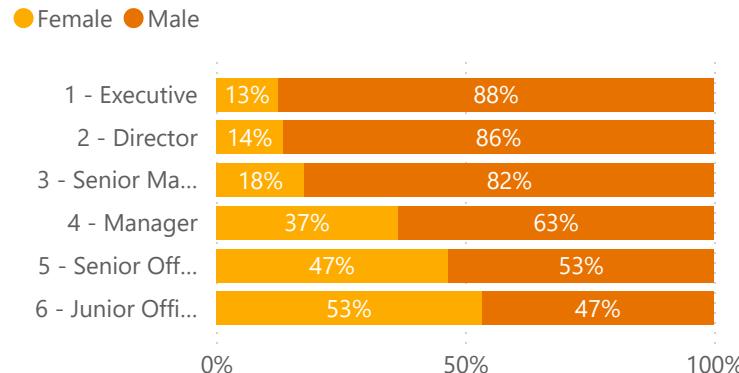
Age group

All

Region Group

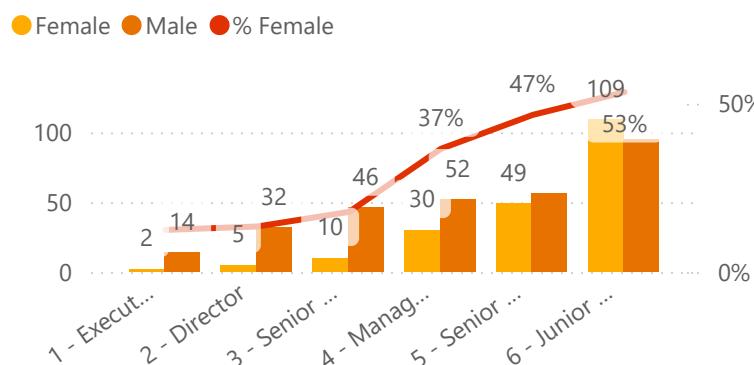
All

KP1 - Hiring

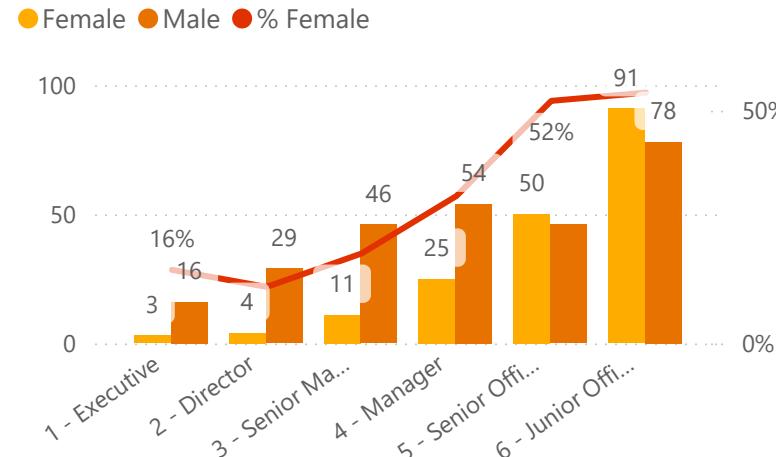


41%
of Hires were female

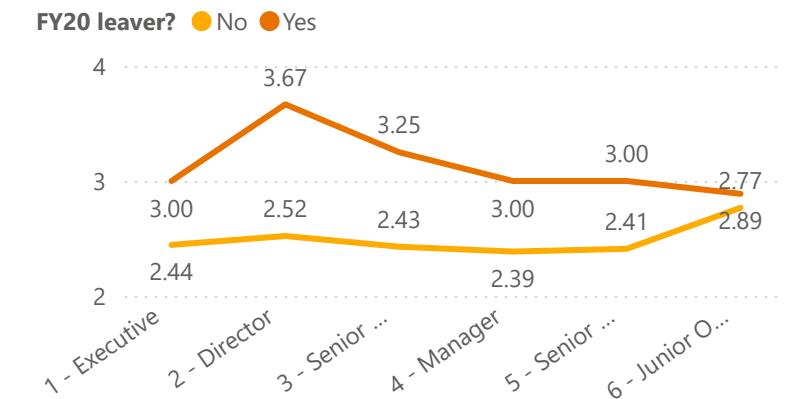
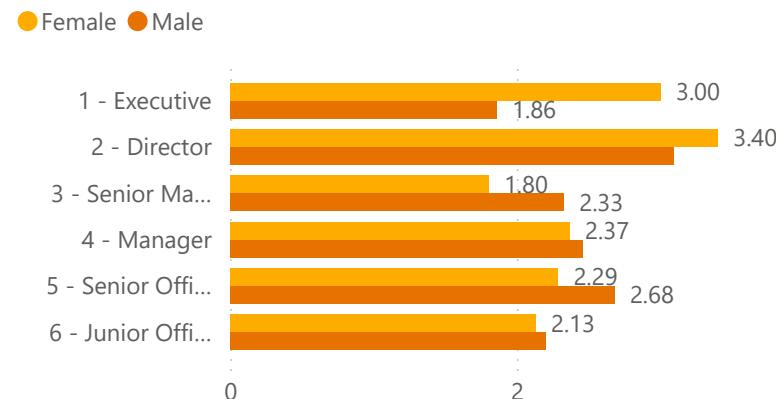
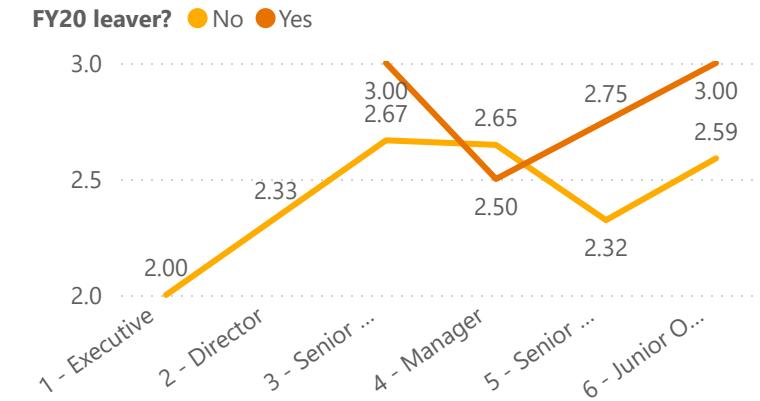
59%
of Hires were male



KP2 - Promotions (this year)



KP3 - Turnover Rate (FY20 leavers)





Diversity & Inclusion

Department

All

Job Level

All

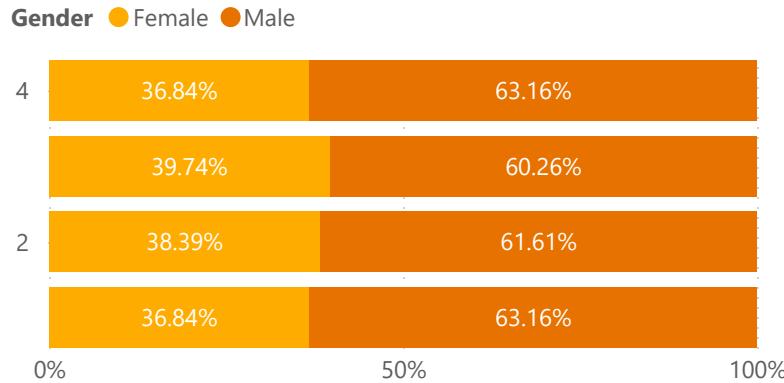
Age group

All

Region Group

All

KP4 - Performance Rating



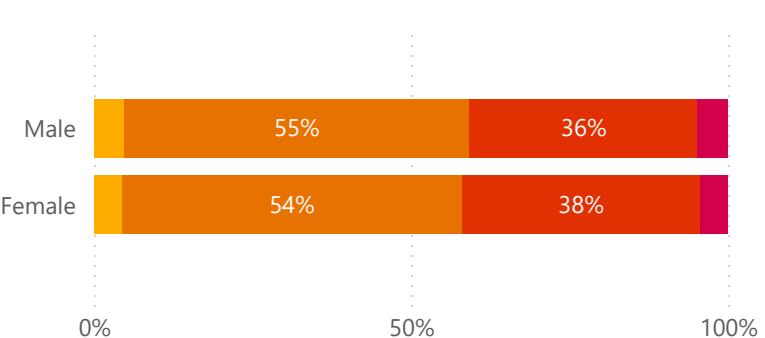
2.42

Avg Rating Women

2.41

Avg Rating Men

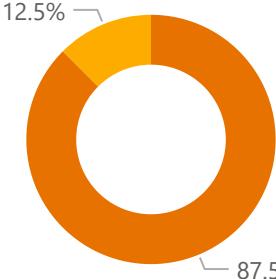
FY20 Performance



KP5 - Executive Gender

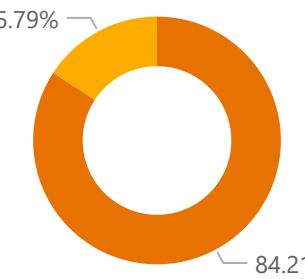
Executive Split (FY20)

Gender ● Male ● Female



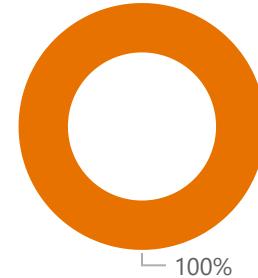
Executive Split (FY21)

Gender ● Male ● Female



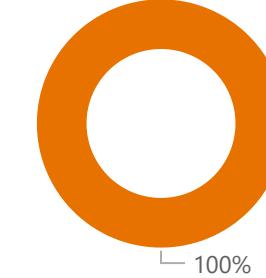
Executive Hires (FY20)

Gender ● Male

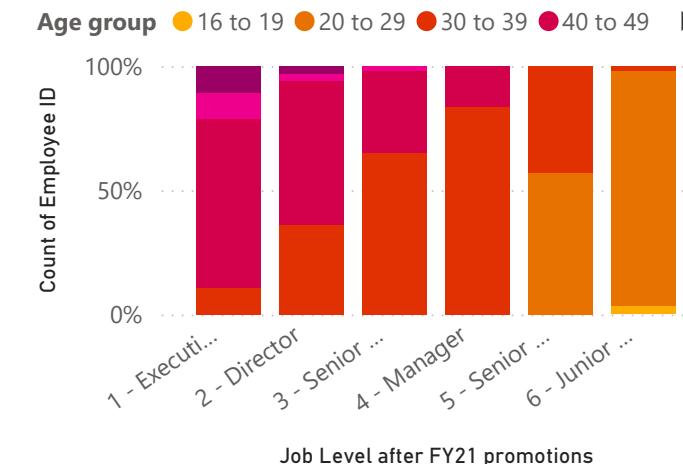
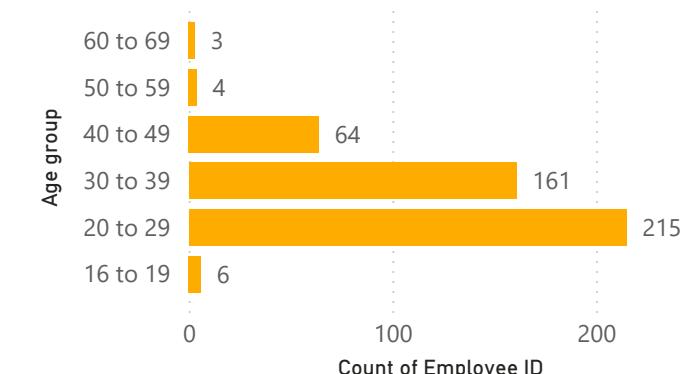


Promotion to Executive (FY20)

Gender ● Male



Employees by Age Group (End FY20)





Diversity & Inclusion



500

Total Employee



295

male



205

Female



47

#Leaver



87

Promoted FY20

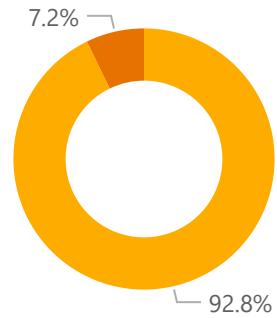
Department: All

Age group: All

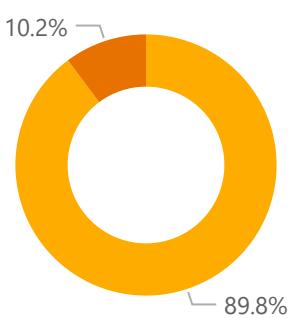
Job Level: All

Region Group: All

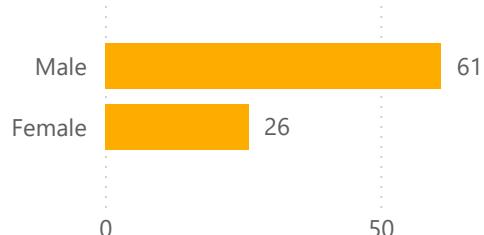
Promotion in FY20



Promotion in FY21



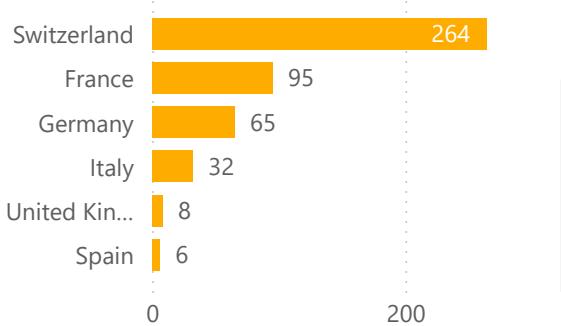
Total Promotion by Gender



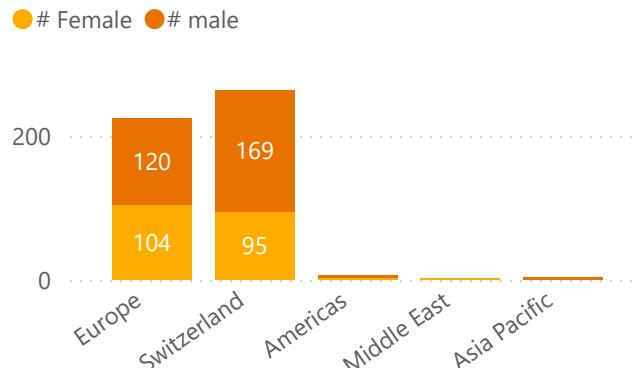
Employee Turnover Rate

9.40%

Nationality of Employees

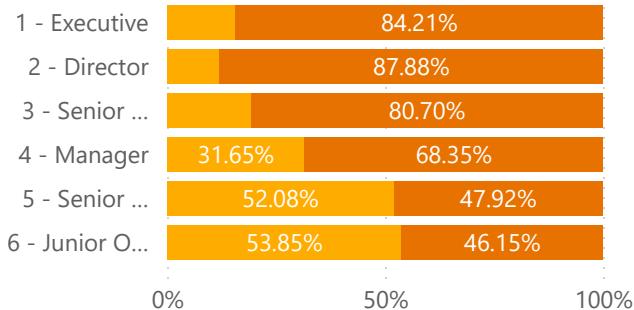


Regional Diversity



Job Diversity

Female # male



Gender # Female # Male

