

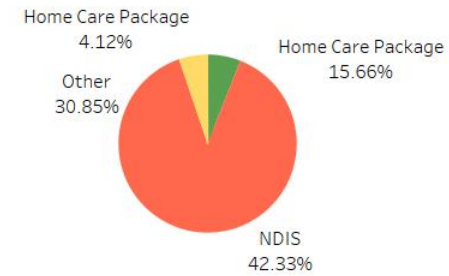
Calling center dashboard

Siying Huang

Call new clients rate

	% of Total Distinct count of..	Distinct count of Client Id
Called	91.86%	4,753
No call	8.14%	421

Clients' composition



First Timesheet Date CNT

- ☒ first timesheet
- ☒ no first timesheet

Call new clients

- ☒ Called
- ☒ No call

Client Account Structure

- ☒ Coordinator Managed
- ☒ Independent
- ☒ Self Managed

Call Type

- ☒ Null
- ☒ Inbound
- ☒ Outbound
- ☒ Outbound_Missed

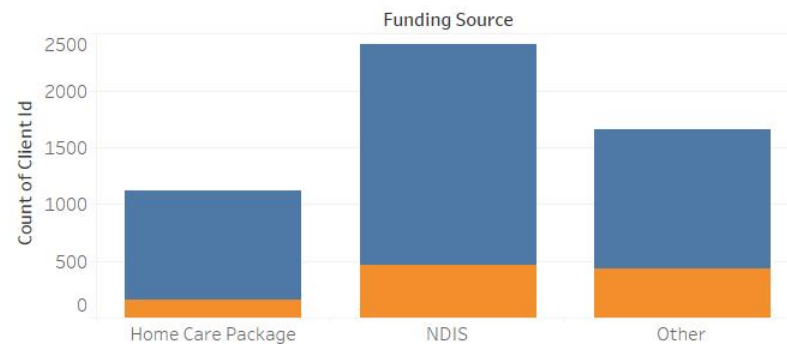
New clients to first timesheet with call

	% of Total Distinct count o..	Distinct count of Client Id
first timesheet	79.57%	4,117
no first timesheet	20.43%	1,057

Client's funding source and account management



Clients first timesheet in funding source



Funding source and account structure



First Agreement Date CNT

- ☒ Firsttime agreement
- ☒ No agreement

Avg. Talk Ti..

206 avg talk time with timesheet

Average

Agent Id	Avg. Talk Ti..	Avg. Hold Time Secs
512317	~90	~0.5
c8e3ae	~100	~0.5
df34c4	~180	~4.5
4c7de8	~100	~0.5
794cf5	~50	~0.5
13b827	~70	~1.0
12a12e	~160	~0.5
95e5ca	~180	~1.0
4590c0	~160	~0.2
3f8006	~70	~1.0

Avg. Hold Time Secs

Scatter plot showing the relationship between the count of first agreement dates and the time taken to deal with the case. The x-axis is 'Count of First Agreement Date CNT' (0 to 500) and the y-axis is 'talk_deal_time' (0.000 to 0.010). Data points are colored by 'First Timesheet Date' (blue for 'first timesheet', yellow for 'no first timesheet') and shaped by 'Follow Up Call' status (squares for 'no', diamonds for 'yes').

Call Time

Metric	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Agent Occupancy	219.0	200.0	201.0	172.0	174.7	24.0	-
Avg. Talk Time Secs	-	-	-	-	-	-	-

Call time hour local time

Funding Source

- Home Care Pack..
- NDIS
- Other

Client Account Struc..

- ☒ Coordinator Man..
- ☒ Independent
- ☒ Self Managed

Call time hour local time	Count of new clients	% of Total C..
8	89	100%
9	461	80.59%
10	615	78.34%
11	533	78.61%
12	491	82.24%
13	515	83.33%
14	604	81.18%
15	615	80.81%
16	455	80.67%
17	86	
18	5	

Client Account Type

Client Account Type	NDIS	Home Care Package	Other
Coordinator Managed	51.00%	31.00%	18.00%
Independent	48.72%	18.46%	32.82%
Self Managed	19.38%	79.46%	0.00%

Client Account Type Legend:

- Coordinator Managed
- Independent
- Self Managed

Funding Source Legend:

- NDIS
- Home Care Package
- Other