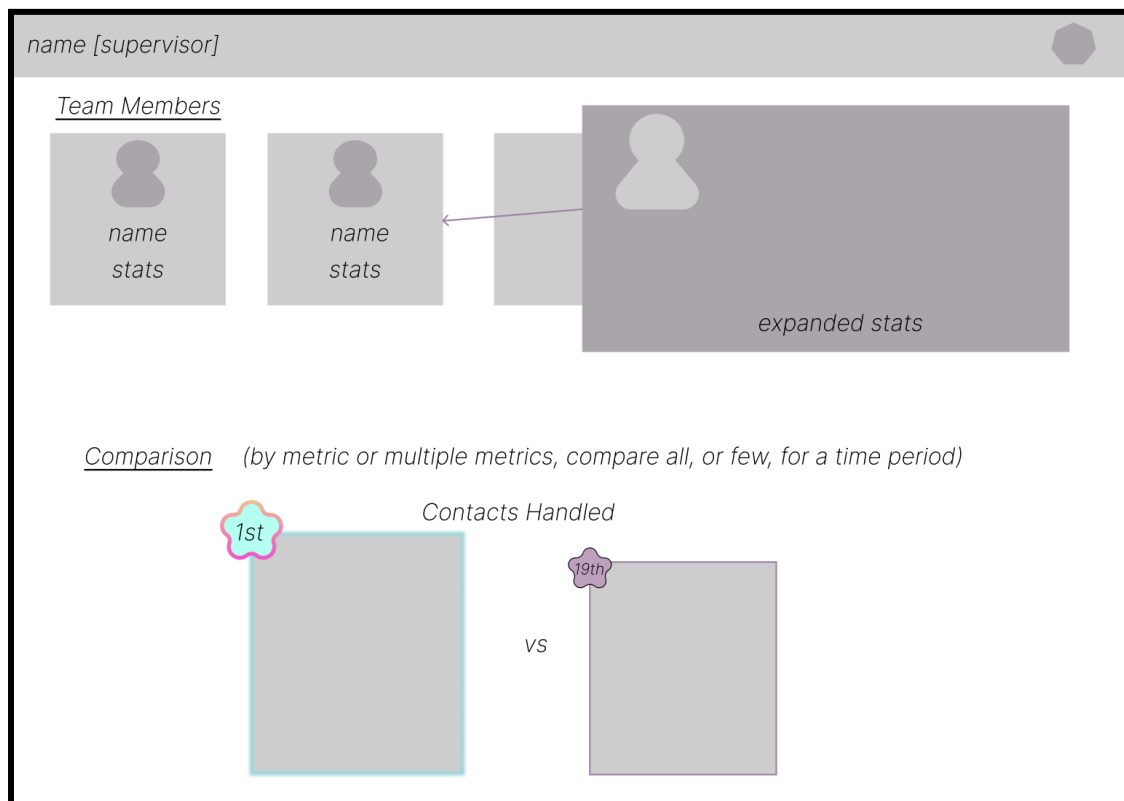
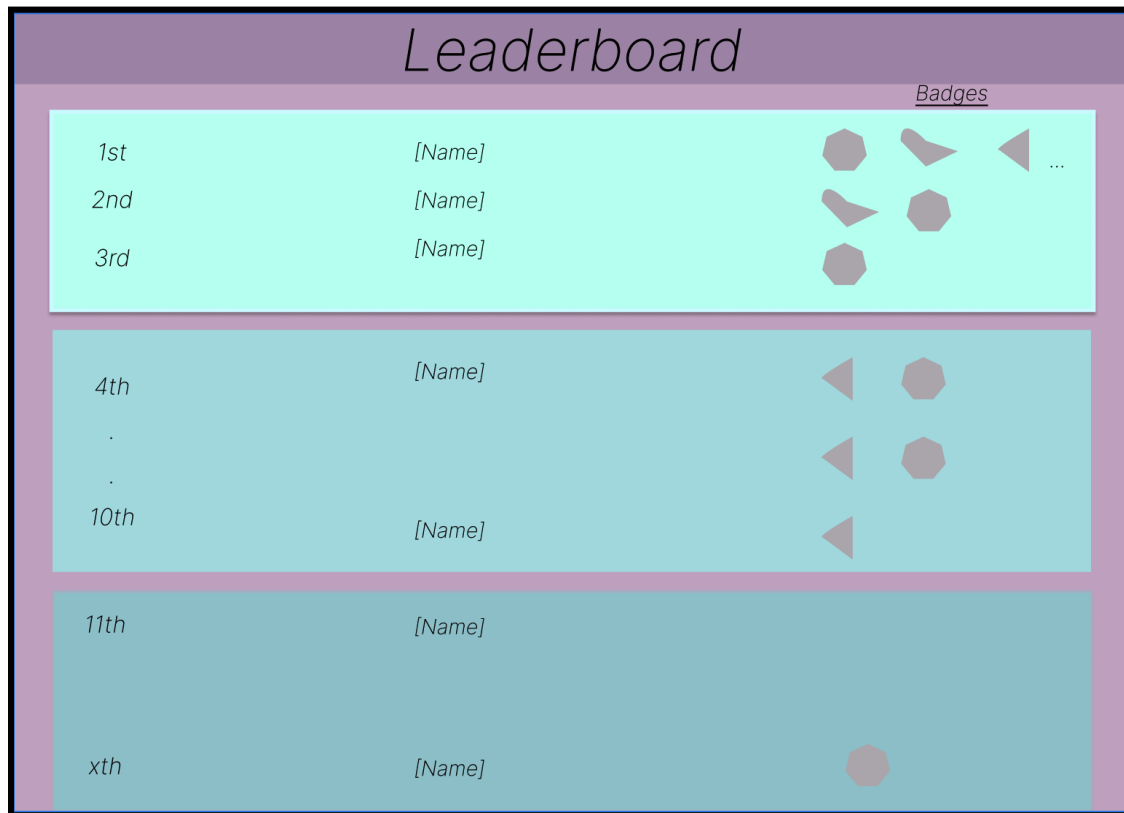
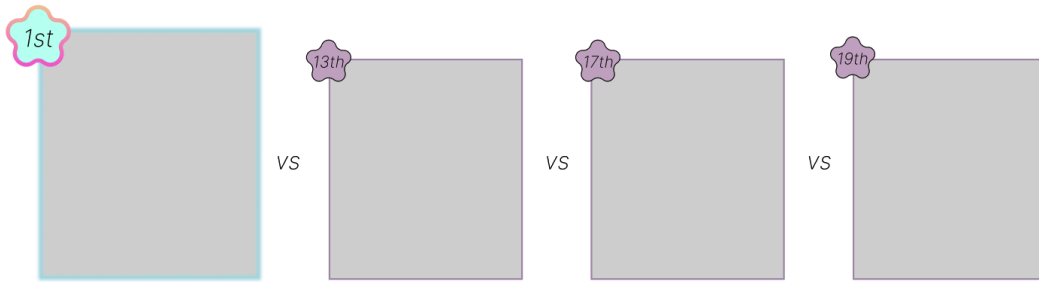


Waynelle: <https://www.figma.com/file/UNmWn0xzGamStyavngkQyf/Untitled?type=design&node-id=0%3A1&mode=design&t=4IIISXMulTemZfxd-1>





### Spotlight

(by metric or multiple metrics, for a time period.  
Think worst performance, best performance, most accolades)



best performance: 2 months  
(trophy)



worst performance: 3 days  
(spotlight)

### Badges

[change default badges,  
create new ones  
change how hard it is to get]



"fastest 5 stars", "every ones best friend", "your extroverted friend"... list all the ones they have



1/5 of team has "ceo for the day" badge

3/5 of team has "unbeatable streak" badge

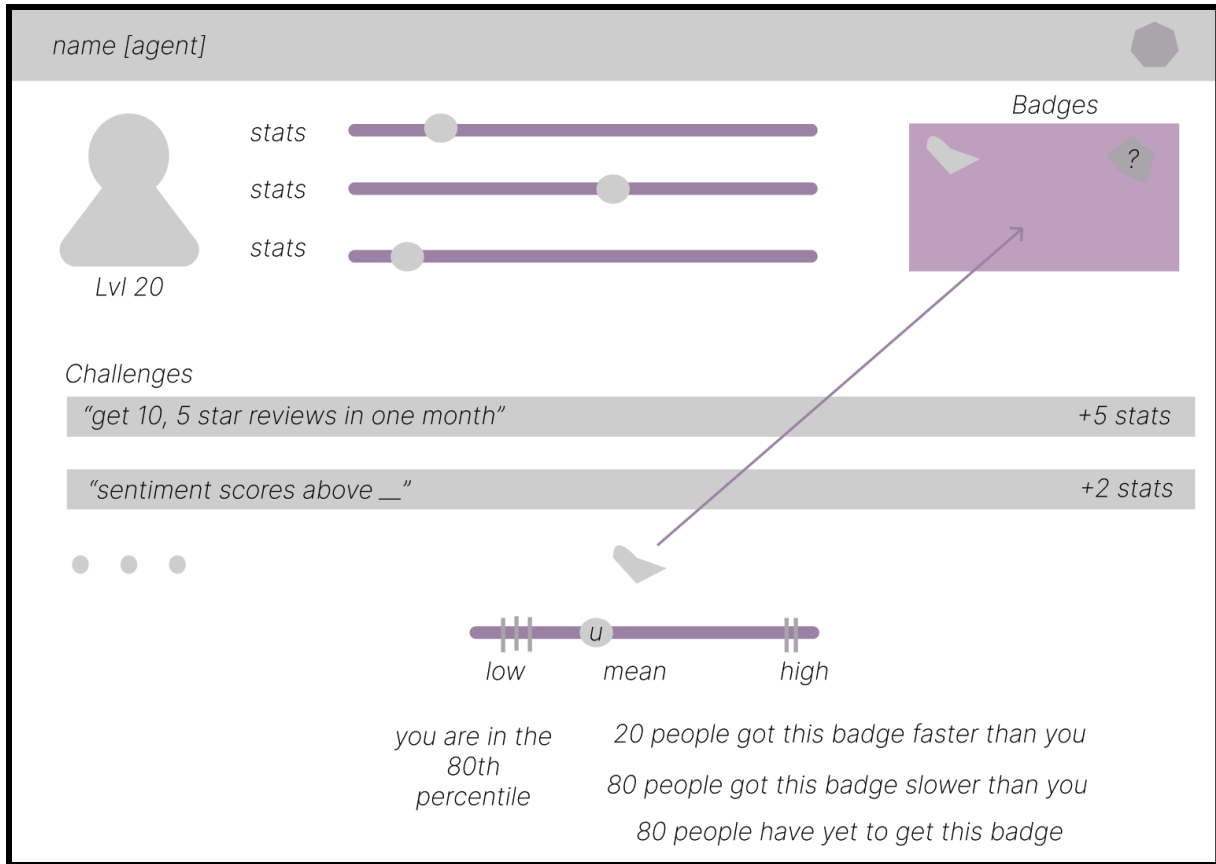


"fastest 5 stars"

2 team members are about to unlock ...

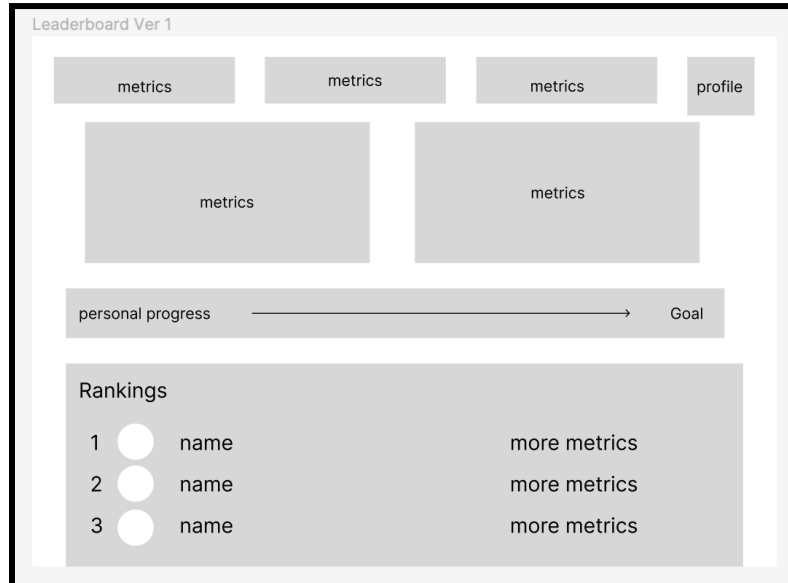
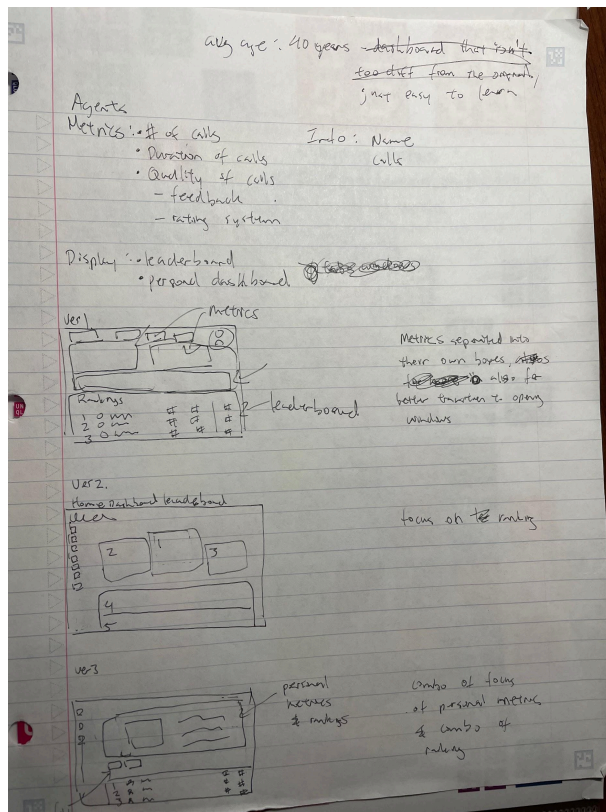
on avg it took people 2 months to unlock...

5 people are behind track to unlock this badge

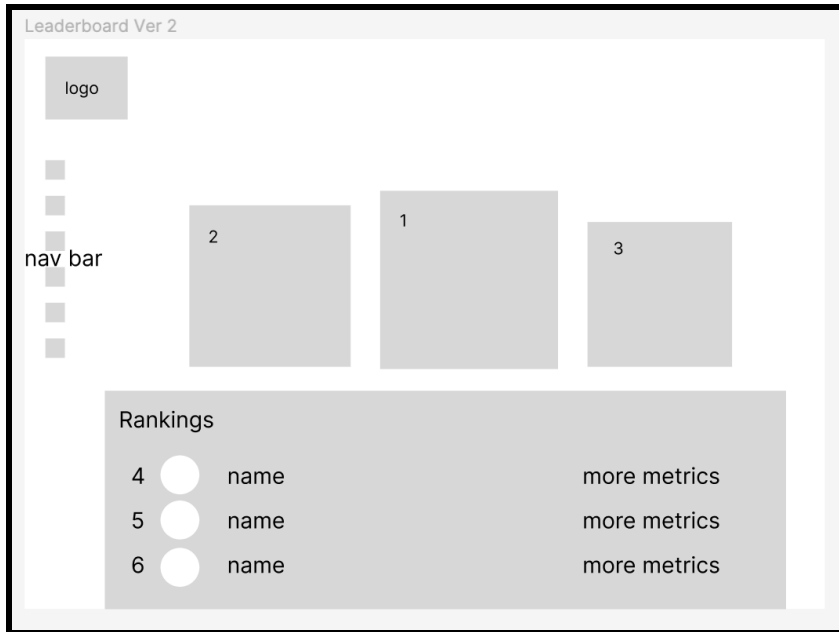


inspo: color cards from kindergarten, ikea comparing multiple items, wii mario kart when u lose ur smaller, wii mario kart when u place ur name card is shinier than others, leetcode telling u who is ahead of you, canvas showing u if u are in front of or behind the mean,

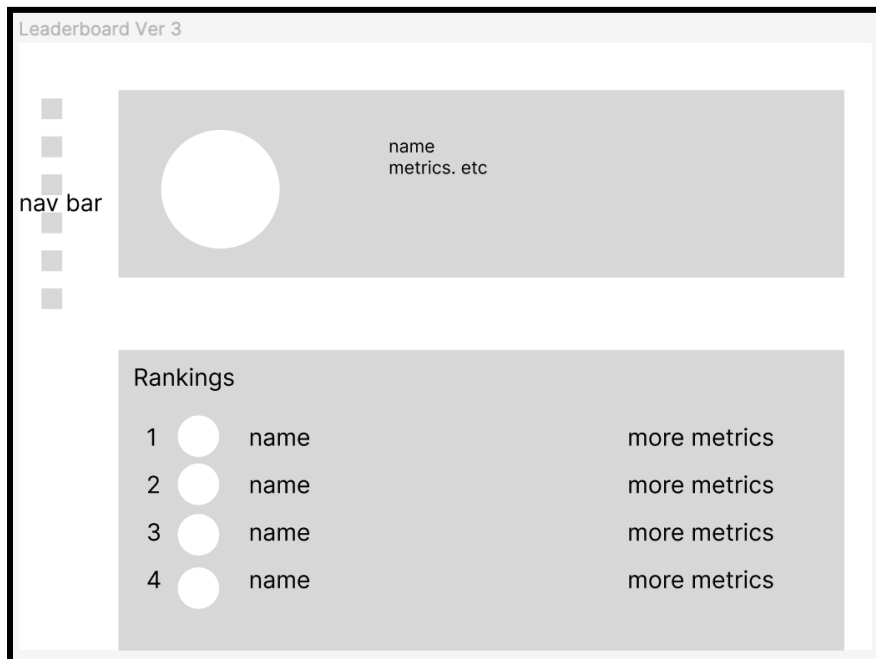
## Emily



**Ver 1: metrics are separated into their own boxes, makes navigating to different windows easier because everything is visually there on one page**



**Ver 2: more focus on the leaderboard. Similar to current call center**



**Ver 3: combination of personal statistics on the page and leaderboard**

Jaime

CALLS RECEIVED	IN QUEUE	ABANDONED	TOP AGENTS
123,123	123	12%	① Emily Boo
			② Wanyelle Izc-Iyamu
LONGEST WAIT	CURRENT WAIT	AVG CALL TIME	③ Kevin Li
12:34	01:23	01:23	④ Jaime Markkern
			⑤ Namit Srivastava
*LATEST ACHIEVEMENT* Some Achievement by Namit Srivastava 🏆			

Sketch of Call Center Central Dashboard

Kevin

① Top agents for different metric

Leader Board:	
⊙	Top in Metric X #:##
⊙	Top in Metric Y #:##
⊙	Top in Metric Z #:##

② Top agents for 1 metric

Leader Board: Metric	
⊙	1st Place: Agent X
⊙	2nd Place: Agent X
⊙	3rd Place: Agent X

