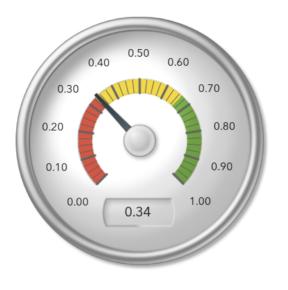
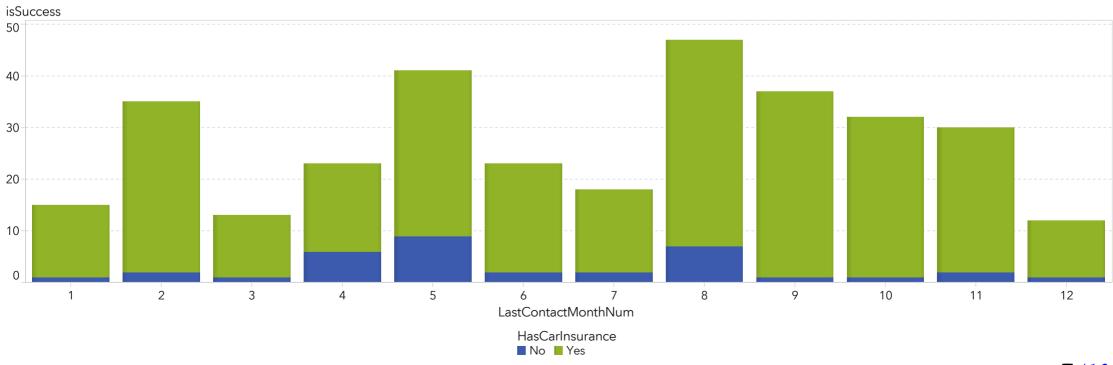
Success Rate

Success Rate



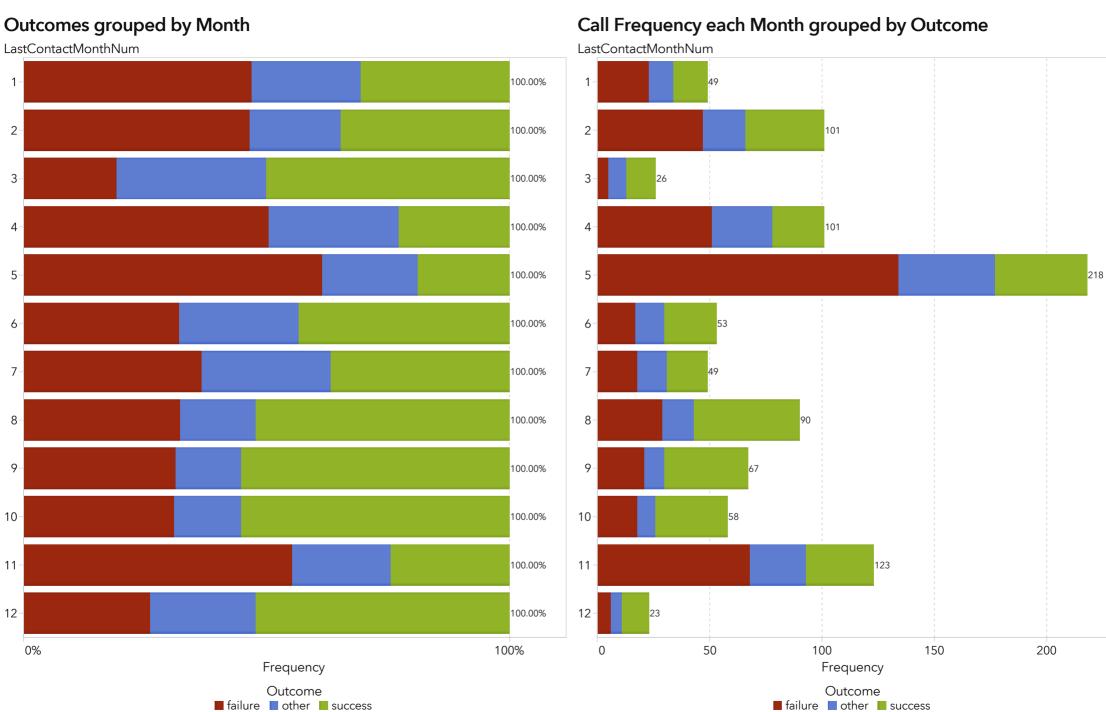
▼ <u>A1.1</u>

Success Outcome Amount by Month



▼ <u>A1.2</u>

Call Outcomes

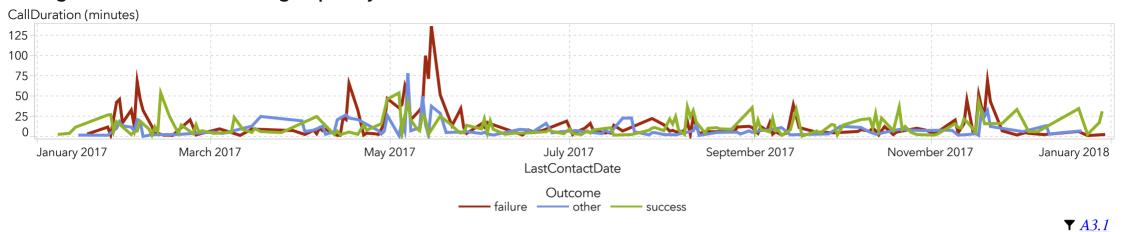


▼ <u>A2.2</u>

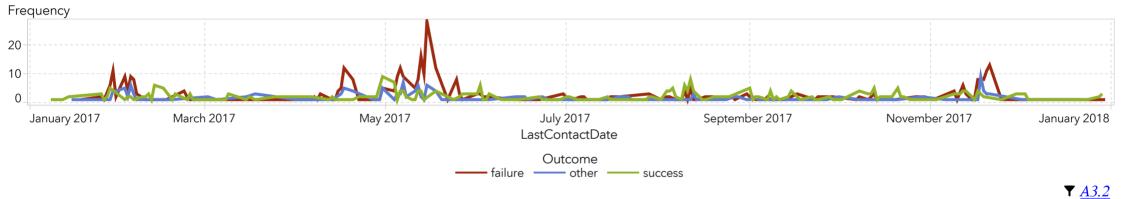
▼ <u>A2.1</u>

Sales Operations

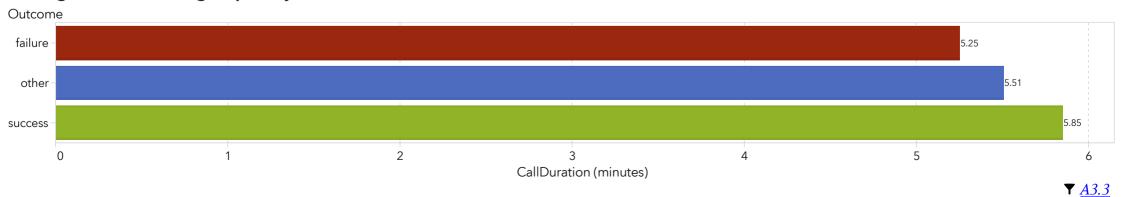
Average Call Duration over time grouped by Outcome



Number of calls per day grouped by Outcome

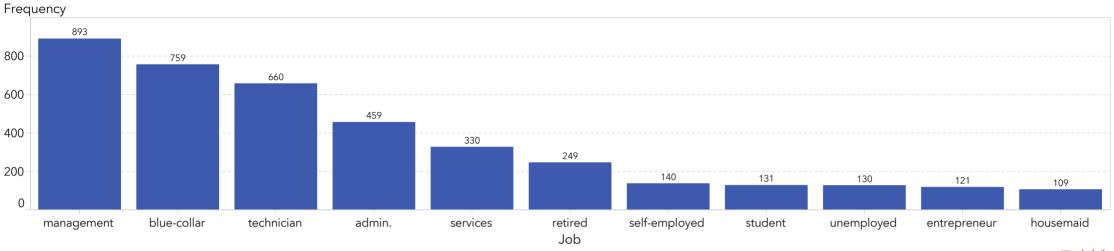


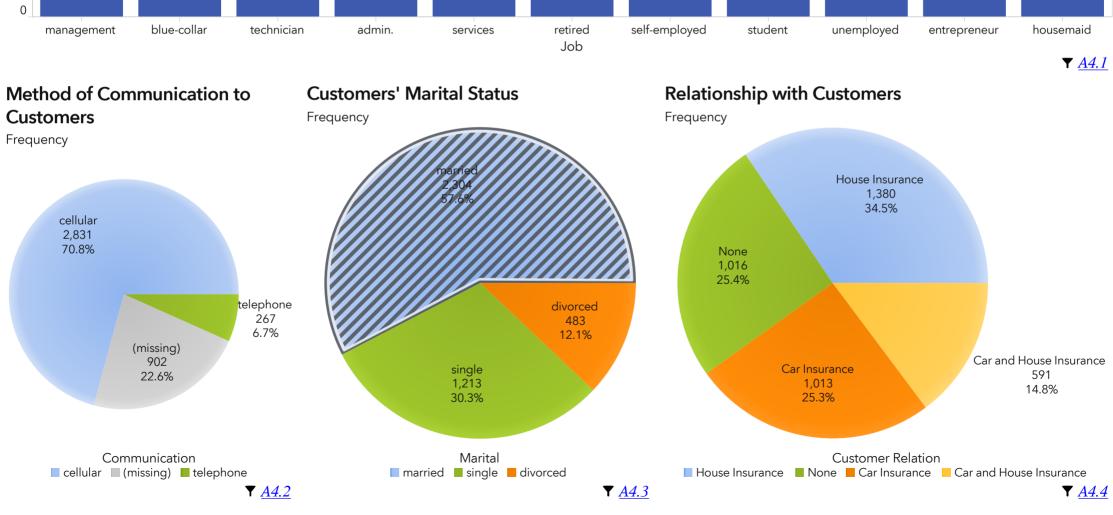
Average Call Duration grouped by Outcome



Customer Demographics

Customer Job Occupation





<u>A1.1</u> **Success Rate Filters** Outcome NotMissing Age BetweenInclusive(18; 95) **Display Rules** KPI ■ 0 ≤ x < 0.33 ■ 0.33 ≤ x < 0.66 $0.66 \le x \le 1$ **Success Outcome Amount by Month** *A1.2* **Filters** Age BetweenInclusive(18; 95) **Display Rules** Graph Other **Outcomes grouped by Month** A2.1 **Filters** Outcome NotMissing **Display Rules** Graph success other ■ failure Call Frequency each Month grouped by Outcome *A2.2* **Filters** Outcome NotMissing

Call Frequency each Month grouped by Outcome A2.2 **Display Rules** Graph ■ failure other success Average Call Duration over time grouped by Outcome A3.1 **Filters** Outcome NotMissing Age BetweenInclusive(18; 95) **Display Rules** Graph success other ■ failure Number of calls per day grouped by Outcome *A3.2* **Filters** Outcome NotMissing Age BetweenInclusive(18; 95) **Display Rules** Graph ■ failure other success Average Call Duration grouped by Outcome *A3.3*

Filters

Outcome NotMissing

Age BetweenInclusive(18; 95)

Average Call Duration grouped by Outcome *A3.3* **Display Rules** Graph success other ■ failure **Customer Job Occupation A4.1 Filters** Job NotMissing Age BetweenInclusive(18; 95) **Method of Communication** A4.2 **Filters** Age BetweenInclusive(18; 95) **Display Rules** Graph cellular **Customers' Marital Status A4.3 Filters** Age BetweenInclusive(18; 95) **Display Rules** Graph married divorced Pie Chart 1 **A4.4 Filters** Age BetweenInclusive(18; 95)

Display Rules

Graph
House Insurance
Car Insurance