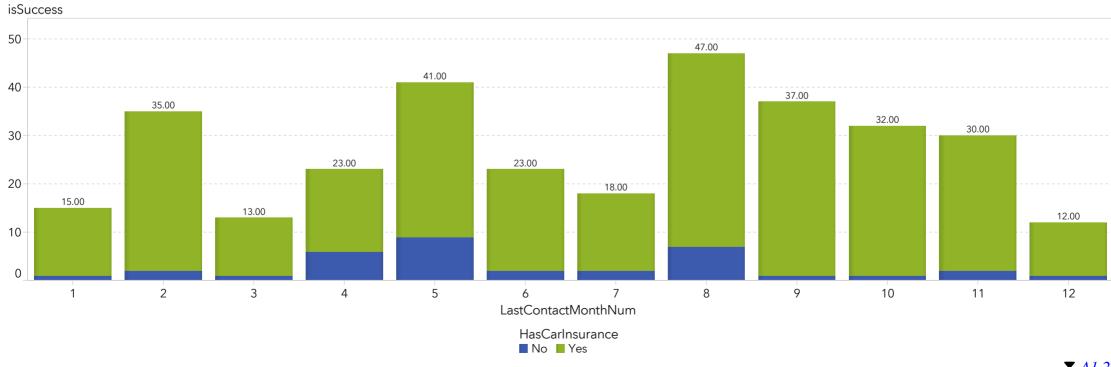
Success Rate

Success Rate



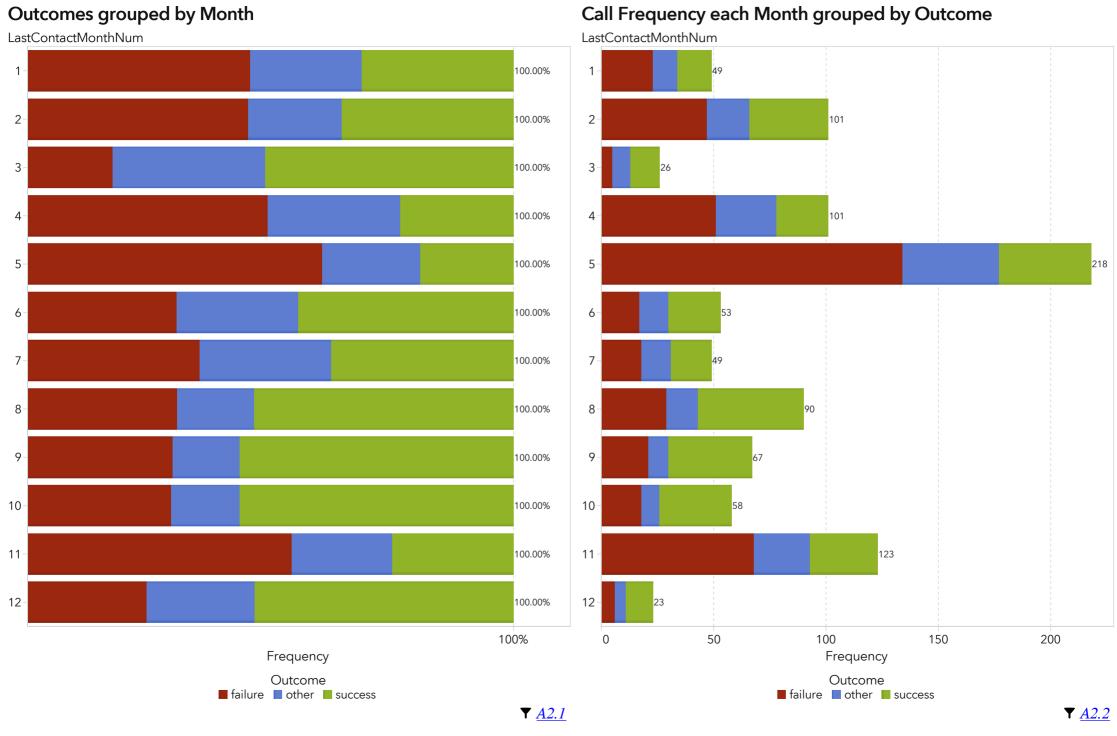
▼ <u>A1.1</u>

Success Outcome Amount by Month



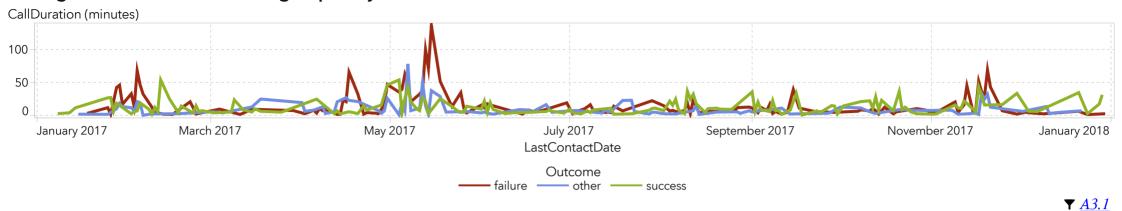
▼ <u>A1.2</u>

Call Outcomes

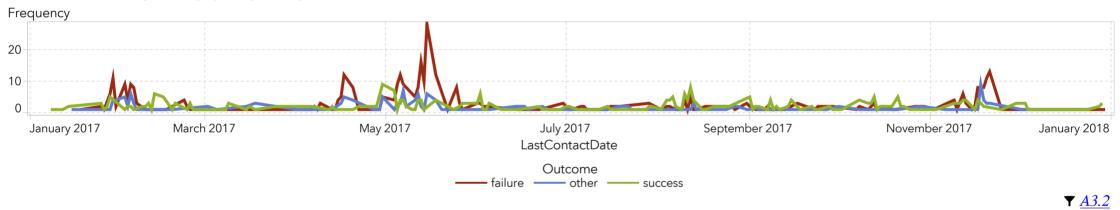


Sales Operations

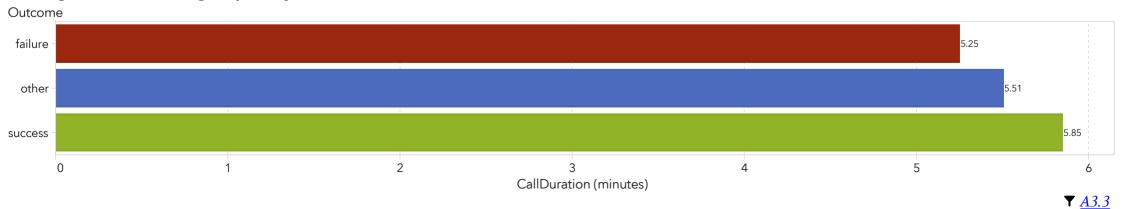
Average Call Duration over time grouped by Outcome



Number of calls per day grouped by Outcome

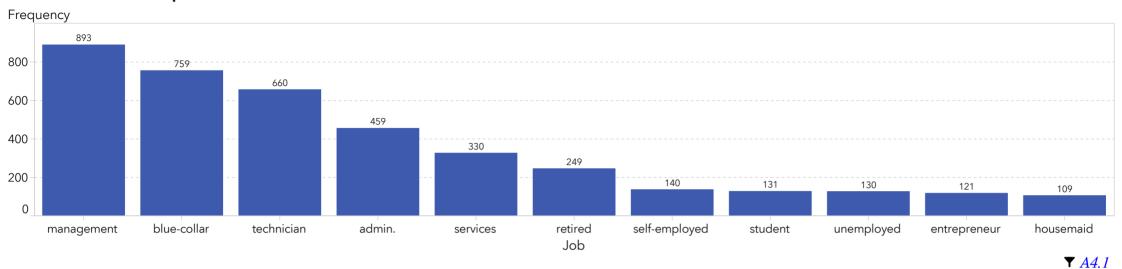


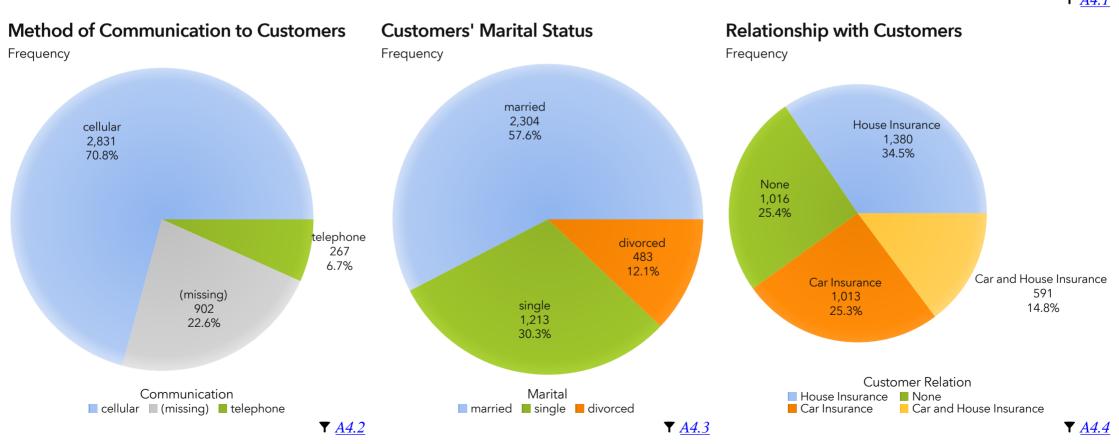
Average Call Duration grouped by Outcome



Customer Demographics

Customer Job Occupation





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

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