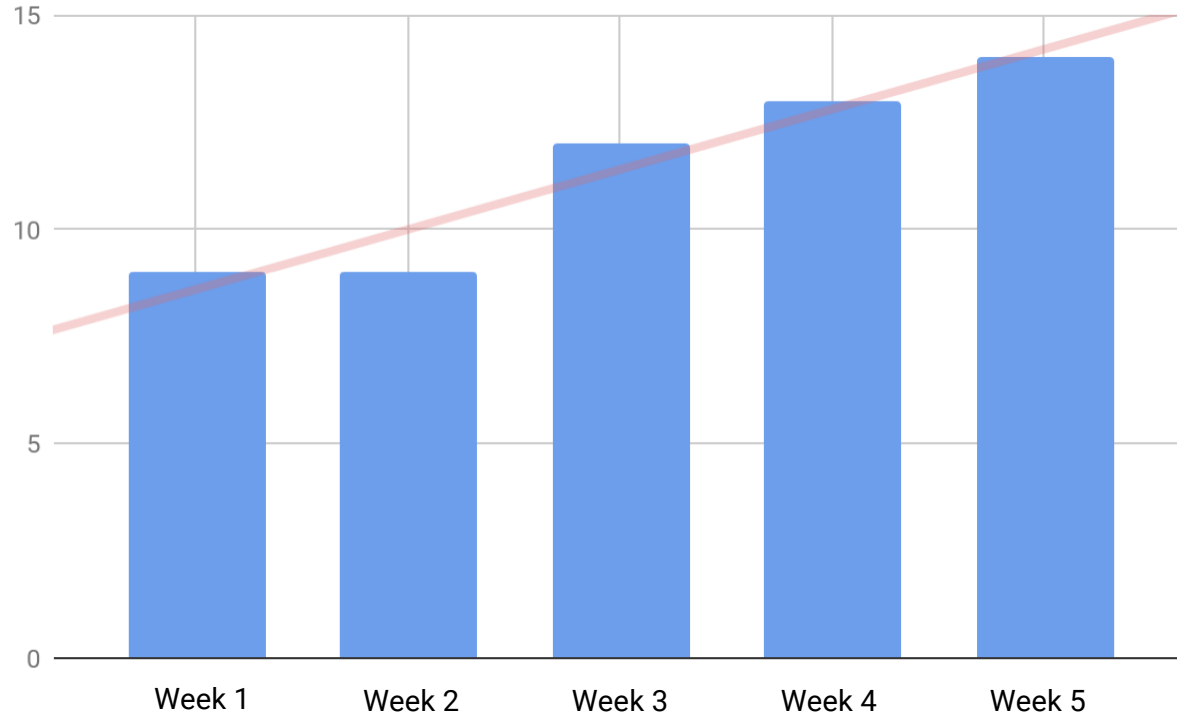


## Daily Productivity: Total Tasks Closed:



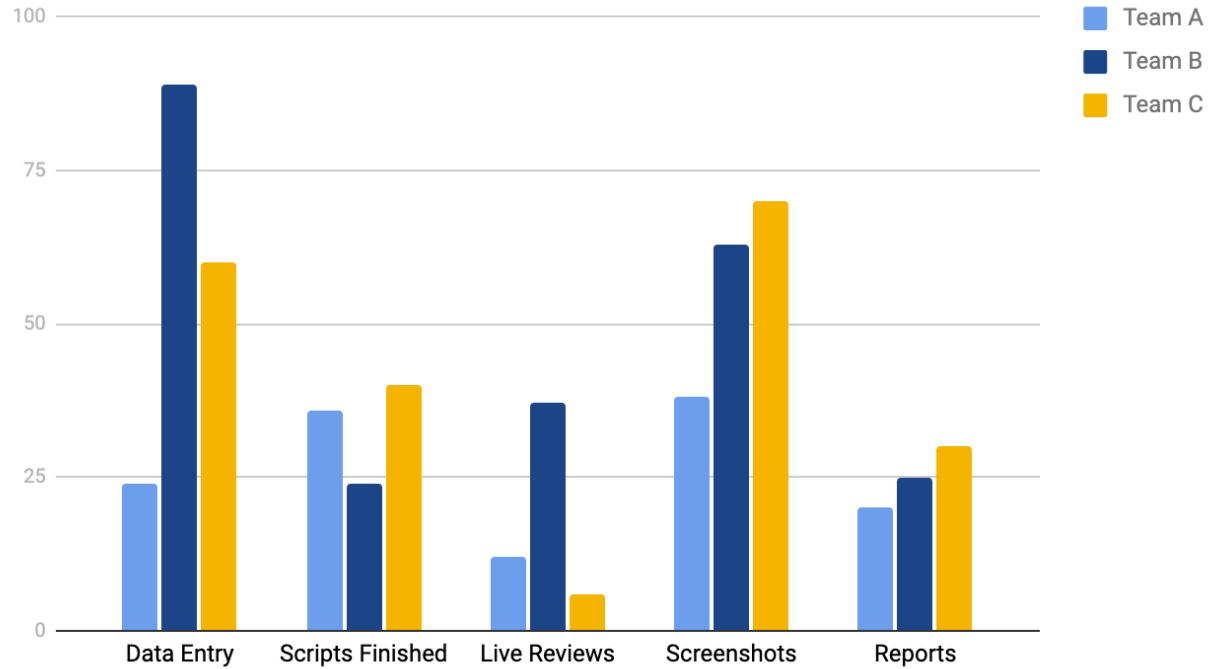
# Performance Management

## Volume Breakdown

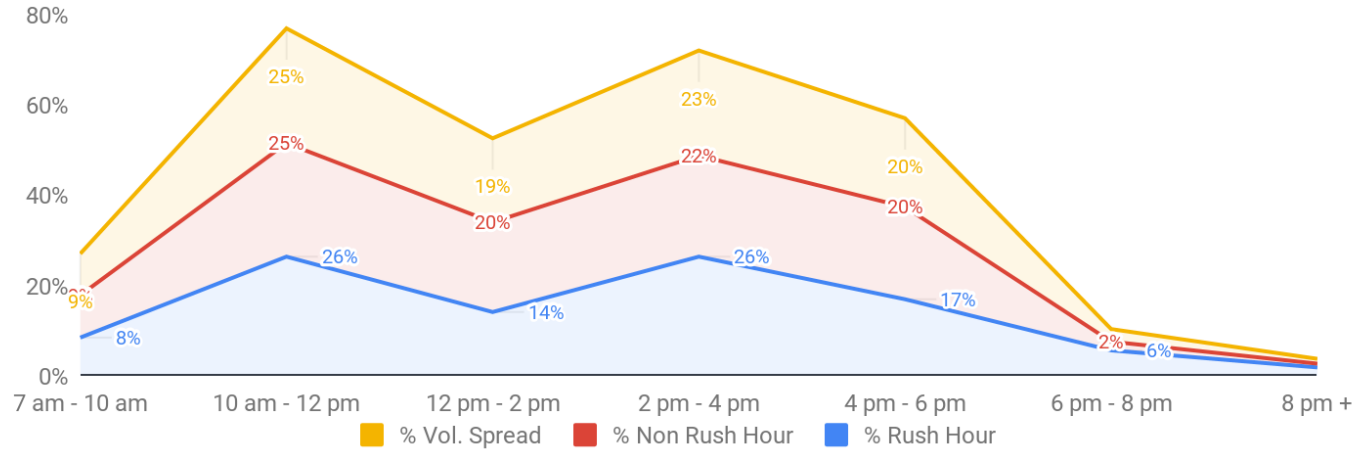
### Case Closed Volume Breakdown by Country

Country	06-09-20	06-16-20	06-23-20	WoW
France	54	65	45	-31%
Italy	18	31	4	-87%
Spain	23	7	6	-14%
Germany	11	5	10	100%
Israel	4	8	2	-75%
UK	1	4	2	-50%
Not Identified	0	2	0	-100%
Grand Total	111	122	69	-43%

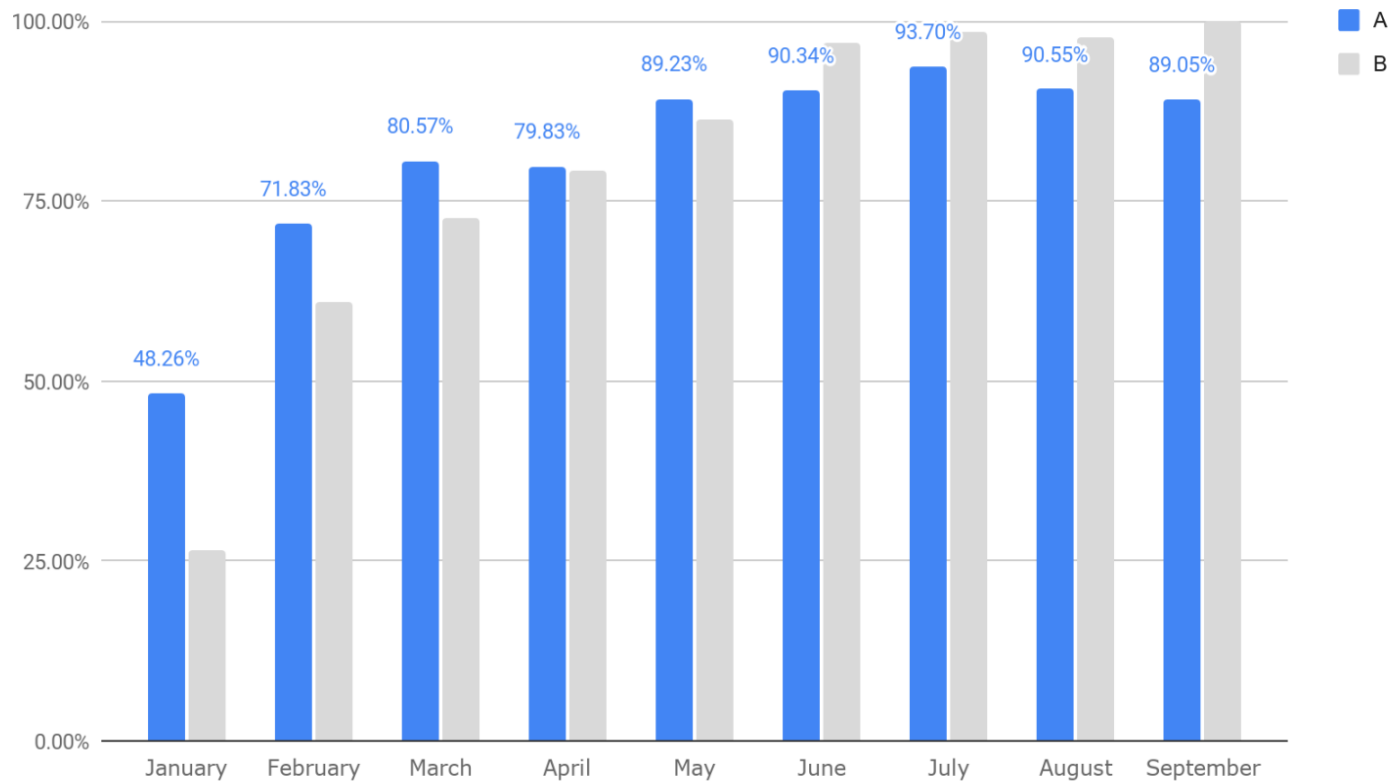
## Volume per Task Type by Team



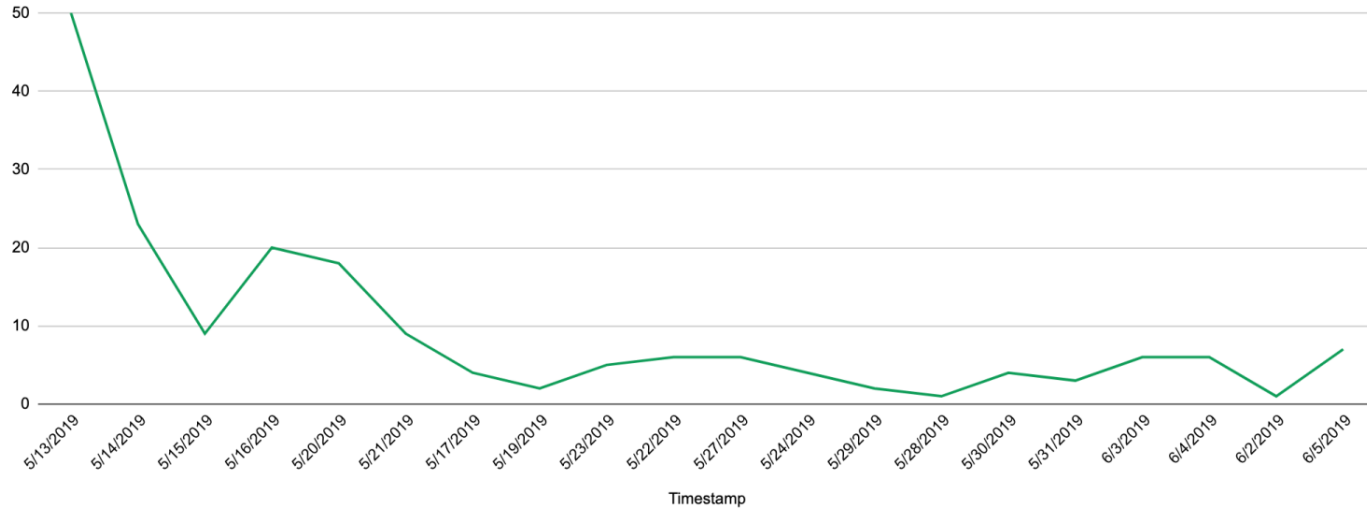
## Volume Distribution by Hour of Day



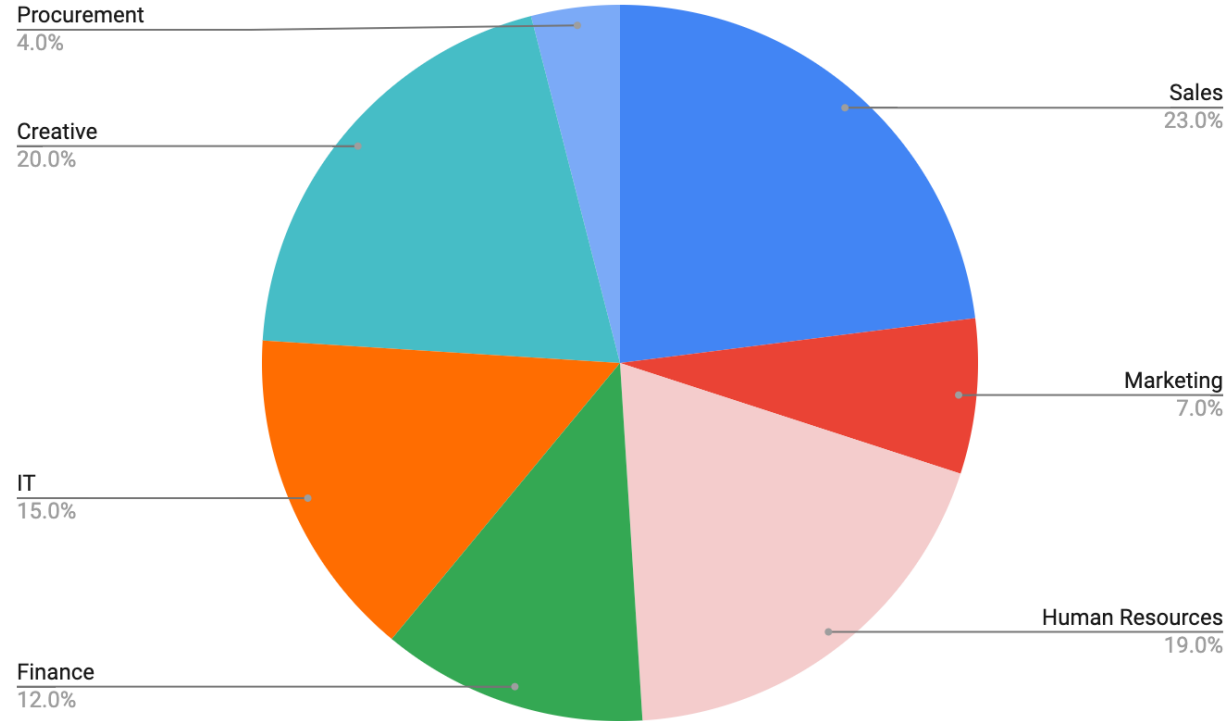
## User Satisfaction Month over Month



## Number of Project Issues Over Time



## Project requests by other teams



## Highlights: Contributions to a project

20

People involved

300

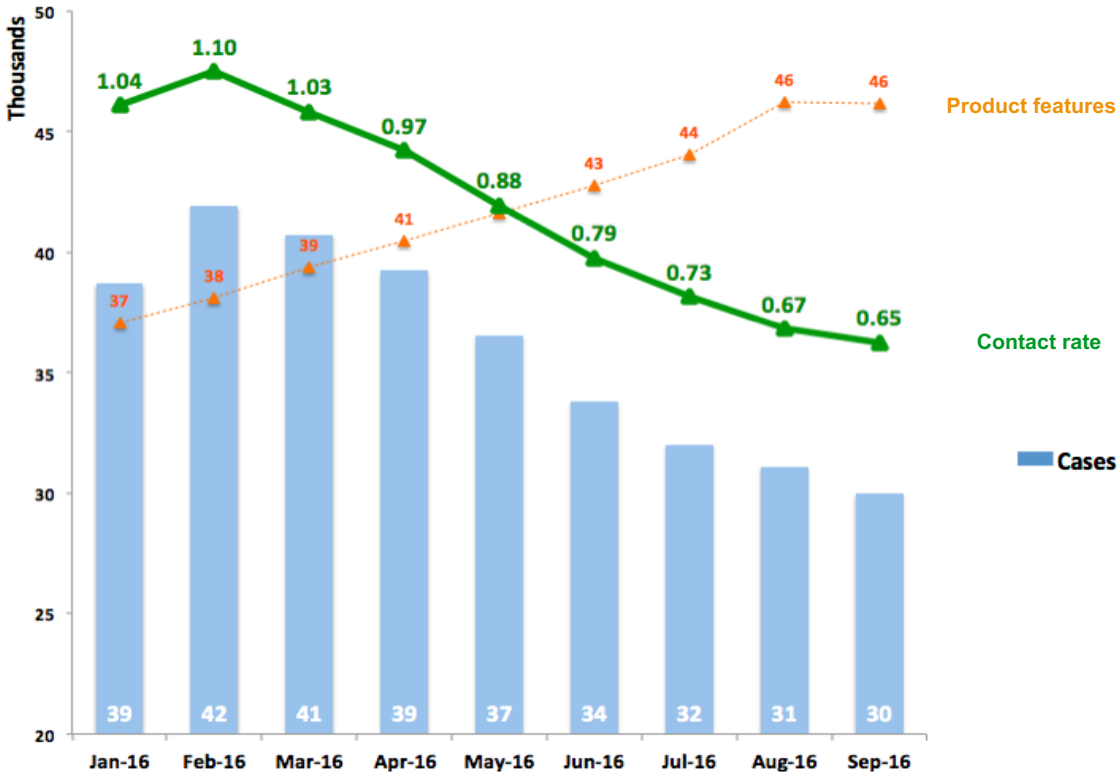
hours spent on  
project

216

Issues  
uncovered



# Reduction in Customer Contact Rate



Snapshot Summary: Project Performance

Service Level	Target	September	October	MoM Change
Volume	500	426	464	+8.9%
Turnaround Time	90%	82%	98.3%	+19.8%
Quality Rating	95%	91%	99.6%	+9.4%

## Top User Issues in Onboarding Cycle

Onboarding to the product		Engaging with the product	
Access & Ownership 30% of users	Verification 20% of users	Business edits 32% of users	Search/Policy 12% of users

## Summary of Improvements



### Productivity gains

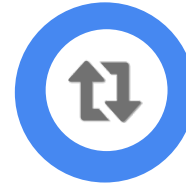
- Optimize processes & workflows
- Mentorship program

**10% saving**



### Scaled online support

- Website optimization
- Help Center revamp
- Social Media support



### Process improvements

- Streamlined customer sign up process



### Automation

- Implemented new workflows

**7% overhead**

## Success Definition

### Business Objectives

Attract visitors to destination X

Metrics:

Number of intentional guests in x time period

Tools:

Reported hotel/airport data

### Marketing Objectives

Position destination X as the best Winter break destination

Metrics:

Brand perception  
Brand consideration

Tools:

Google Surveys  
Brand research studies

### Media Objectives

Reach X% of primary target audience

Metrics:

Total reach across all media  
Engagement rate (all media)

Tools:

TBD

### Campaign Objectives

X number of unique users  
increase engagement by X%

Metrics:

Unique reach to Target Audience

Tools:

TBD