

# Call Center Performance Dashboard

Offered

246,523

Answer Rate

89.02%

Service Level %

66.93%

CSAT %

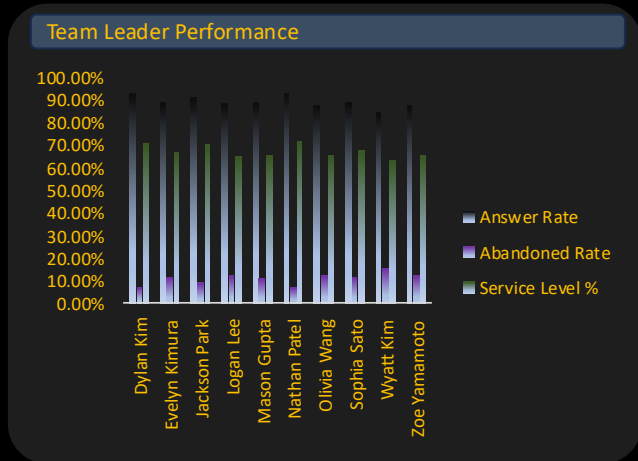
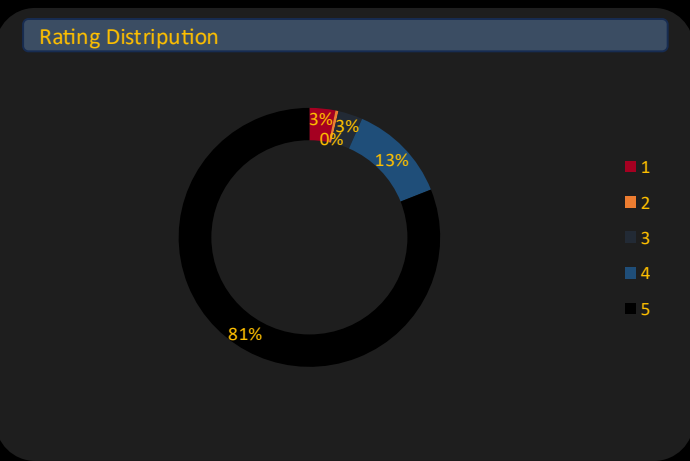
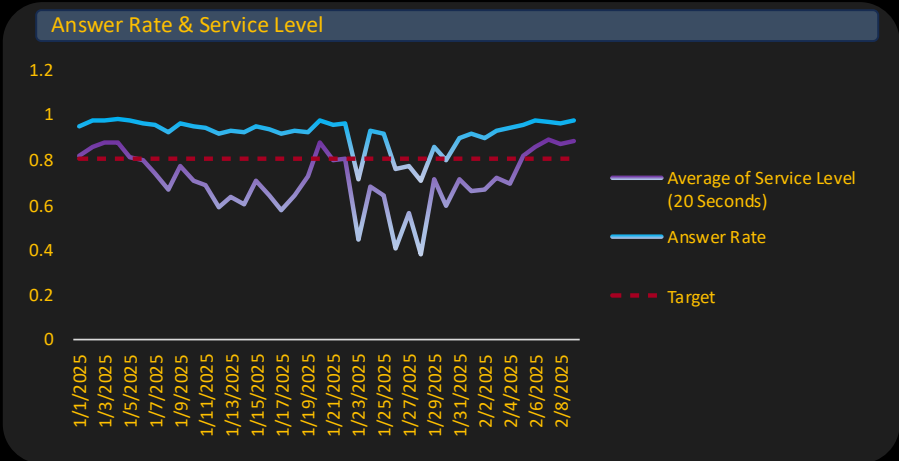
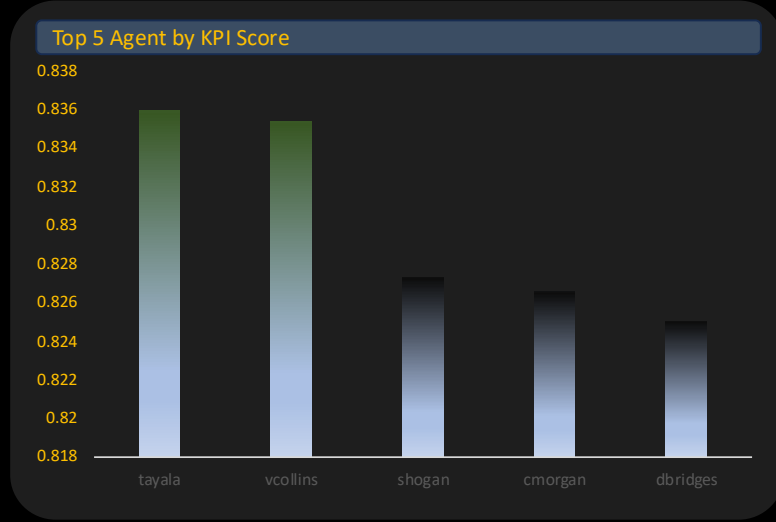
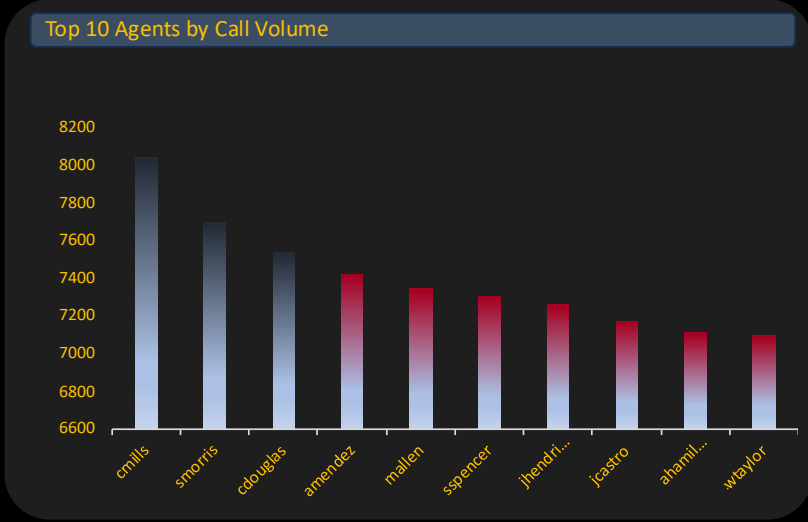
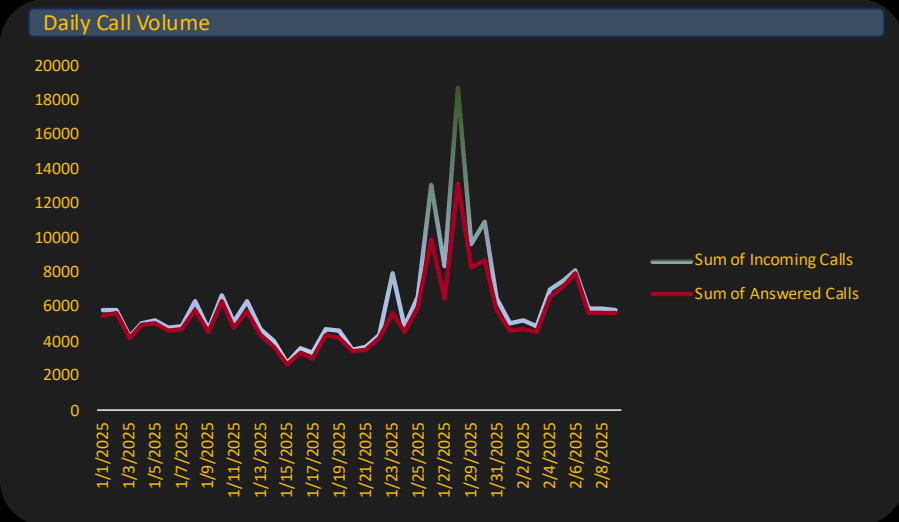
81.45%

KPI Score

93.66%

Team Leader [TL]

Dylan Kim	Evelyn Kimura	Jackson Park
Logan Lee	Mason Gupta	Nathan Patel
Olivia Wang	Sophia Sato	Wyatt Kim
Zoe Yamamoto		



Month

1/1/2025

2/1/2025

Week

1/5/2025

1/12/2025

1/19/2025

1/26/2025

2/2/2025

2/9/2025

2/16/2025

# Key Insights & Recommendations

## Volume Dynamics

- Total Calls: 246,523
- Daily Peak (Jan 28): 18,707 → SL: 70.4%, AR: 37.8%
- Daily Low (Jan 15): 2,770 → SL: 94.3%, AR: 94.3%

## Service Level & Answer Rate

- Avg SL: 66.93% (Target: 80%)
- Avg AR: 89.02%
- Notable Low: Jan 12 → SL: 58.9%
- Strong Start: Jan 4 → SL: 97.9%, AR: 87.6%

## Speed & Efficiency





- ASA: 0.42 min (Target: 25 sec)
- AHT: 4.71 min (Target: 4 min 40 sec)

## Agent & TL Performance

- Top 5 by Volume: cmills, smorris, cdouglas, amendez, mallen
- Top 5 by KPI Score: tayala, xcollins, shogan, cmorgan, dbridges
- Highest AR: Dylan Kim 92.93%, Lowest SL: Wyatt Kim 62.65%

## Customer Satisfaction (CSAT)

- Responses: 1,148
- CSAT: 81.45% (Target: 80%)

1.  Handle High Volume Spikes  
Overflow routing during Jan 28 spike.
2.  Optimize Mid-Month Coverage  
Adjust staffing for Jan 12–14 & 23–26.
3.  Improve ASA  
Implement fast-lane queue to reduce ASA below 20 sec.
4.  Targeted Coaching  
Peer-led training from top performers.