

Project 2:

1. Create a dashboard using given data showing the following matrices and highlight values with red and green based on associated target achievement. If the target achieved Green and if not red. See the Data definition below.

Calls Handled
Avg Handle Time
AHT Target
Transfer %
Transfer Target
Offer %
Accept %
Applied %
Breakage
Applied Per Call
Applied Per Call Target
Callback within 2 Days
Call Regen Target

Metric	Definition	Formula
Calls Handled	Inbound call taken by an agent	Sum of Calls Handled
Avg Handle Time (or AHT)	Average time to complete a call	Handle Time / Calls Handled
Transfer %	Percent of calls that resulted in a transfer out	Transfers / Calls Handled
Offer %	Percent of offers made on a call	Calls with an Offer / Calls Handled
Accept %	Percent of accepts on offers made	Calls with an Accept / Calls with an Offer
Applied %	Percent of applied on accepted offers	Calls with offer Applied / Calls with an Accept
Breakage	Percent of calls where an offer was not applied	(Calls with an Accept - Calls with an Applied) / Calls with an Accept
Applied Per Call	Percent of calls that had an applied offer	Calls with an Applied / Calls Handled
Callback within 2 Days	Percent of calls where customer called back within 48 hours	Call Regen / Calls Handled