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.

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| 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 |

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| 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 |