





# Executive Insights



# Finance Insights



# Procurement

# Sales Insights



# Agent Performance

# Market Analysis



# Enterprise Customer Insights



# Contact Us

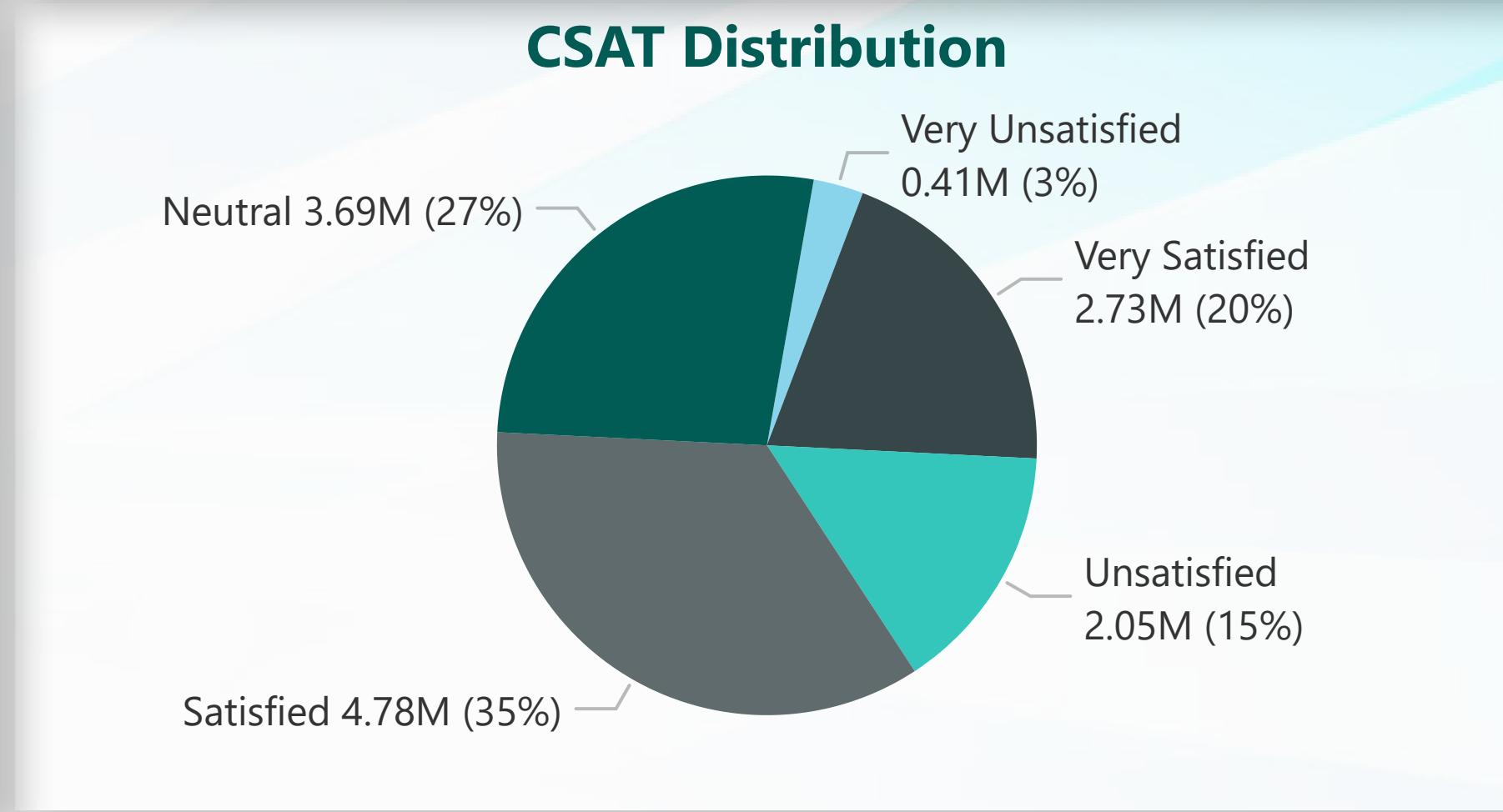
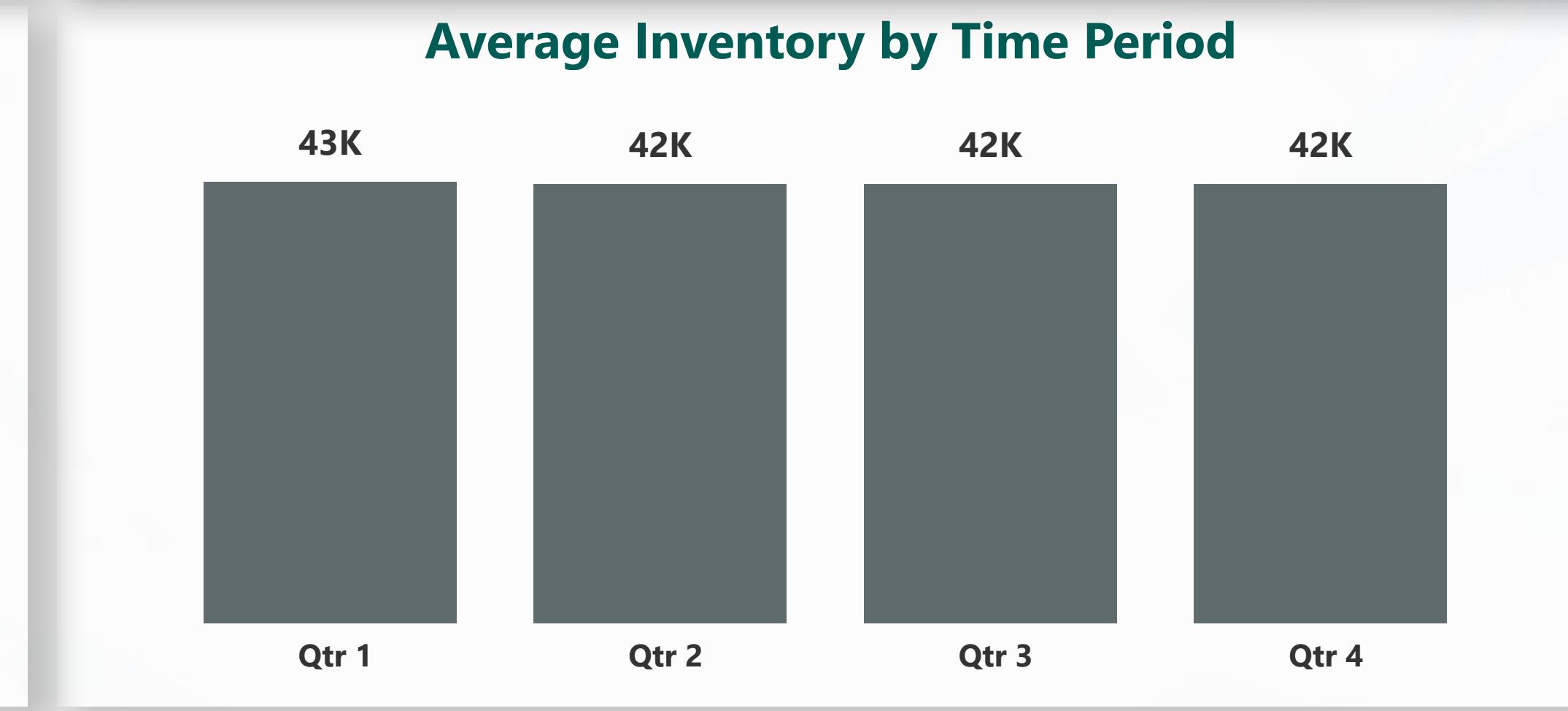
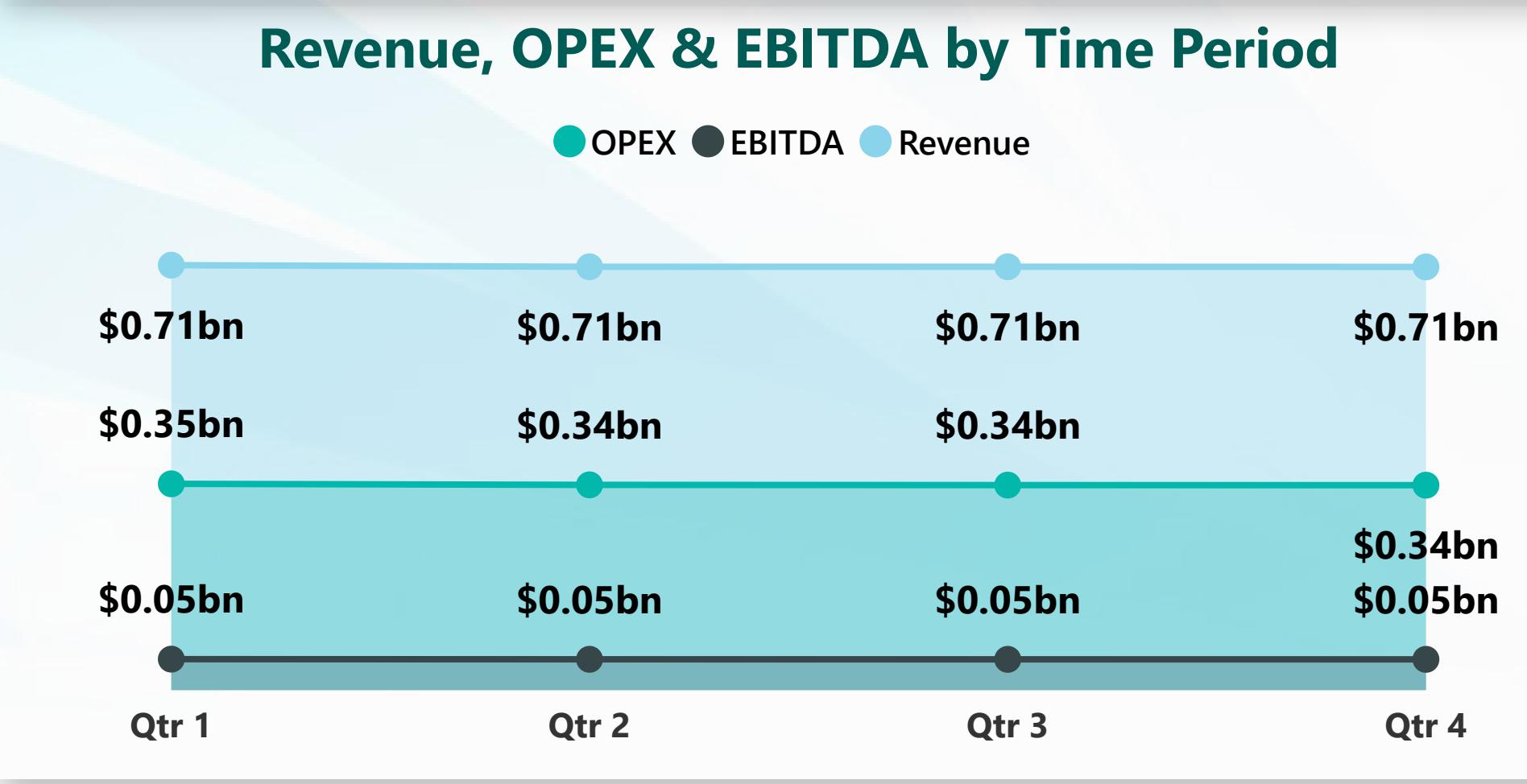
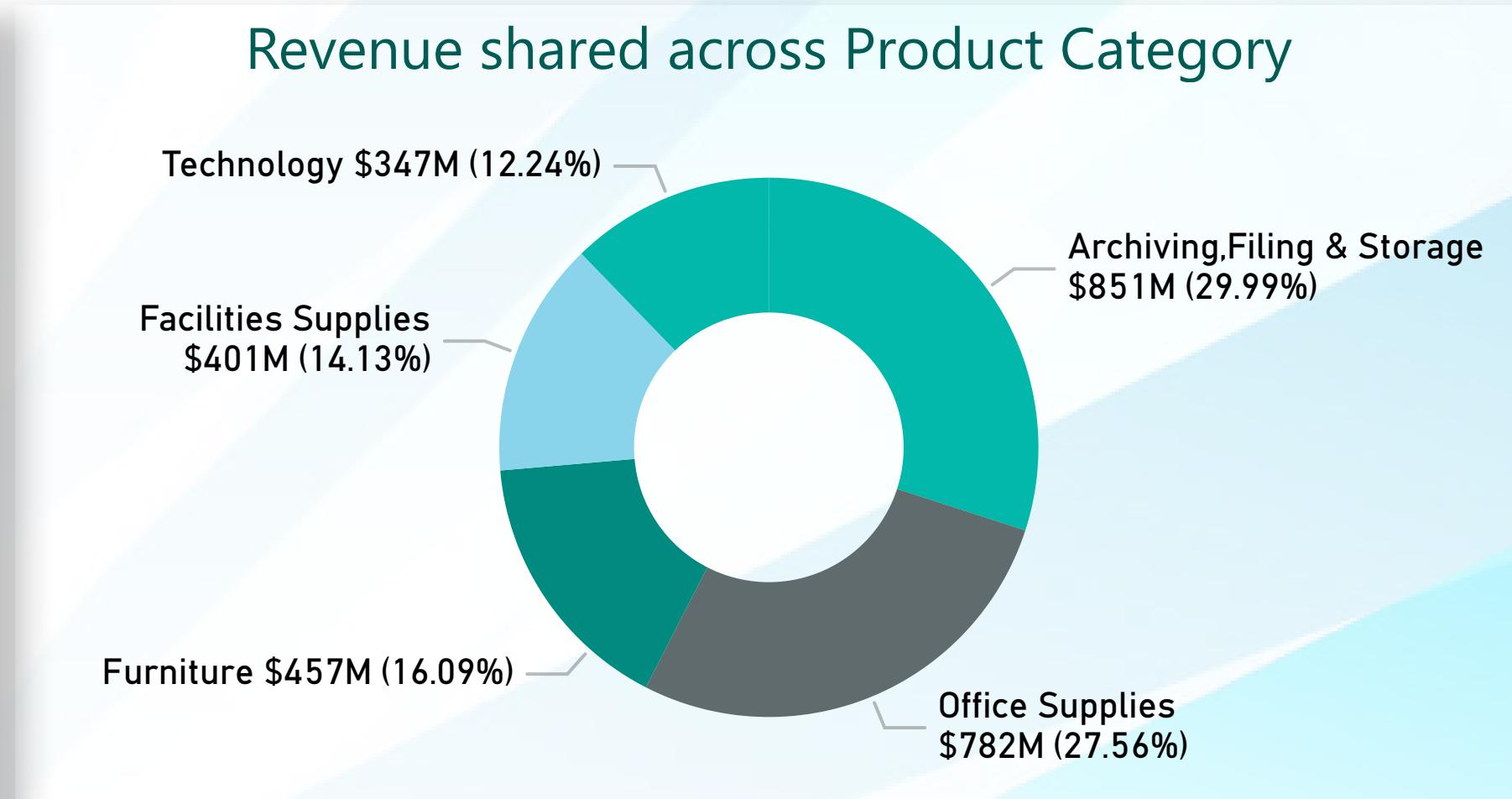
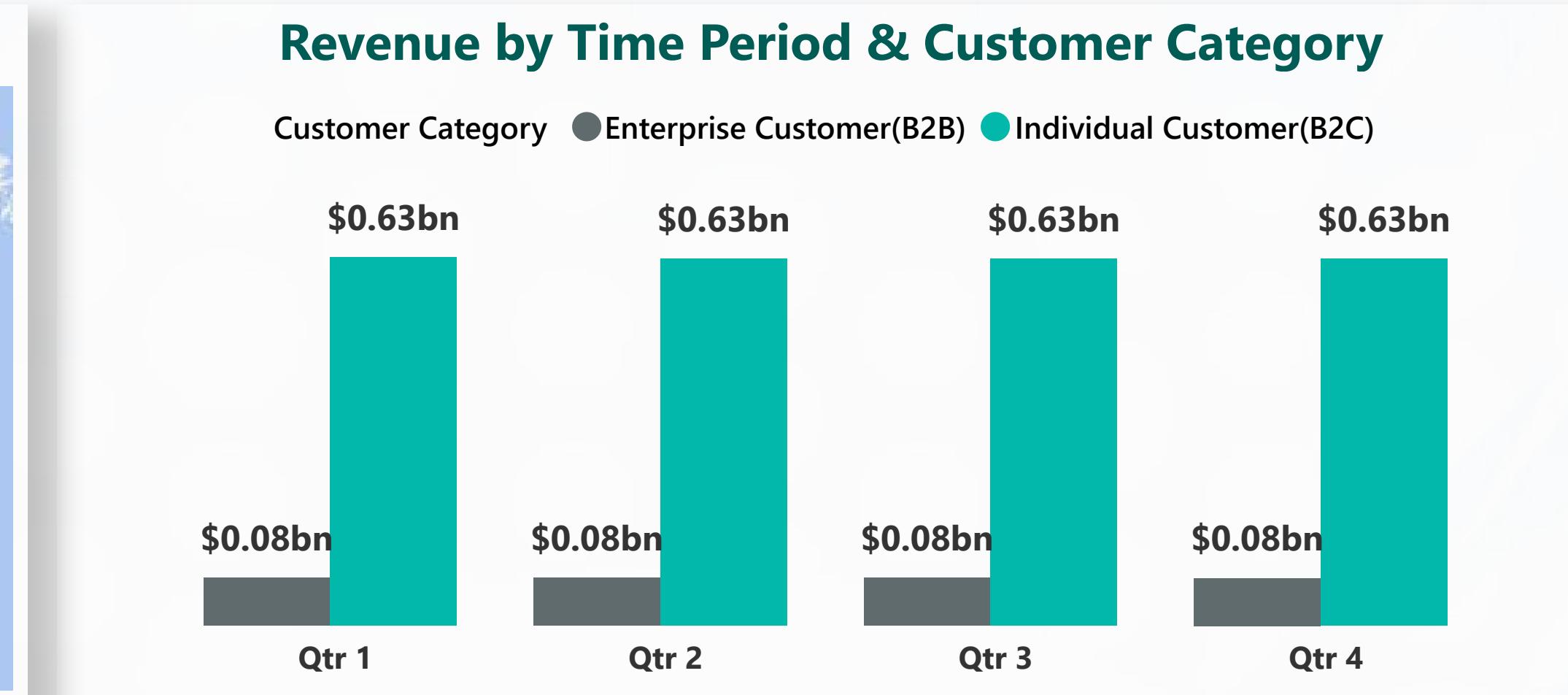
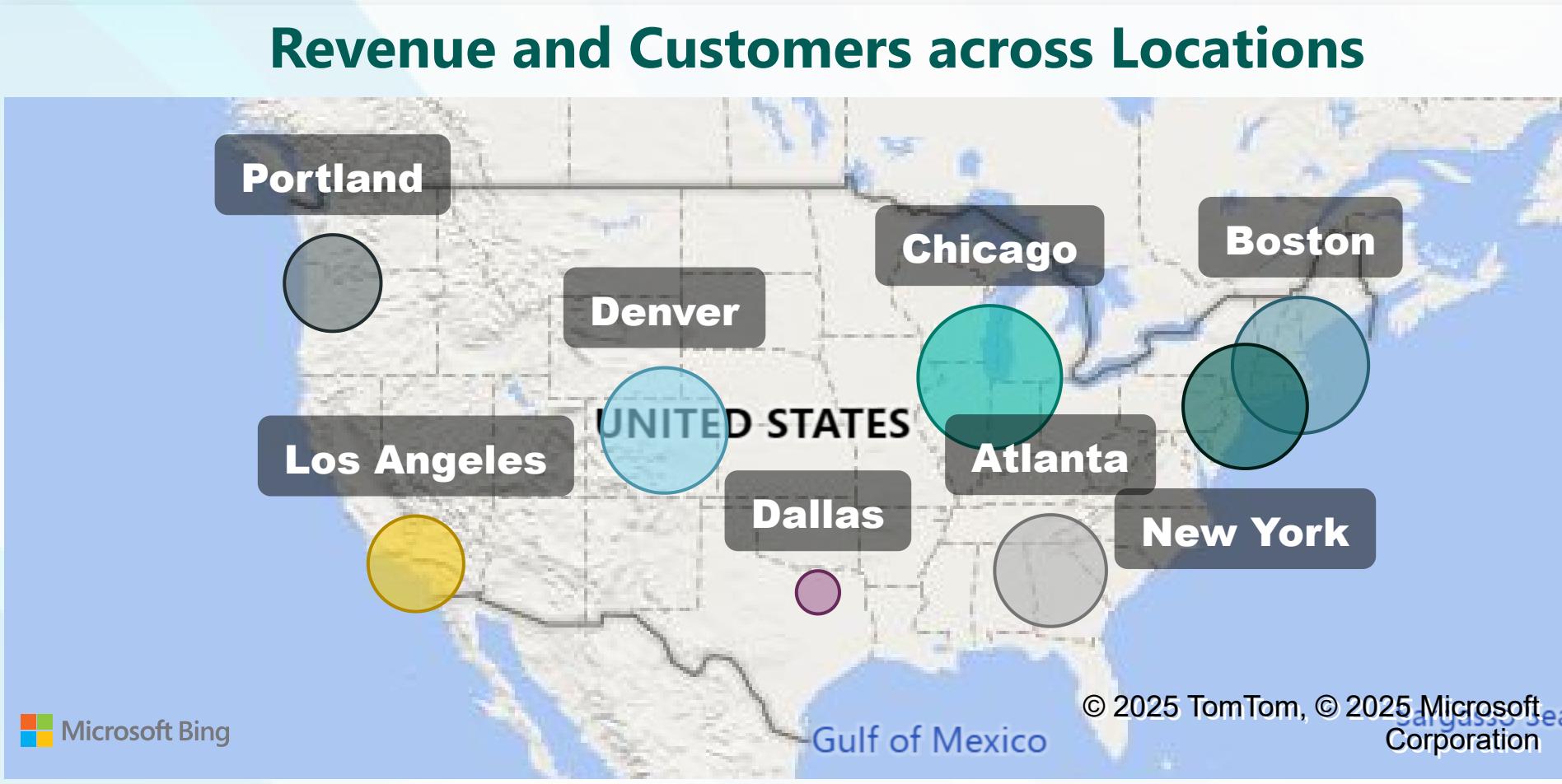
# Executive Insights

Month

All

Customer Category

All



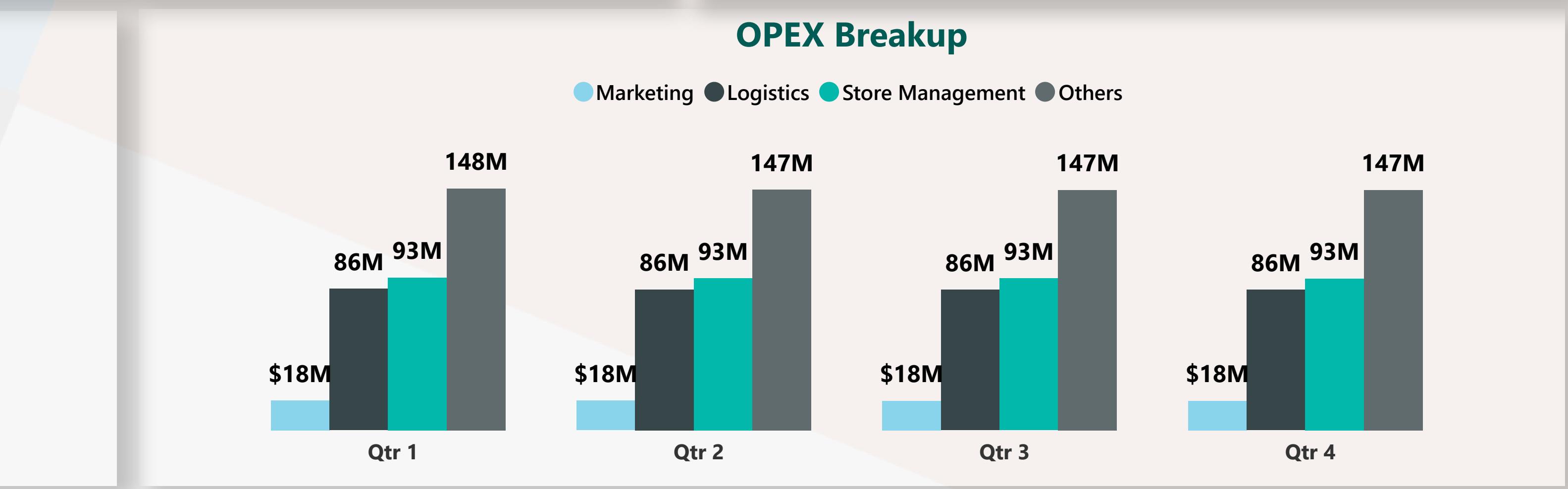
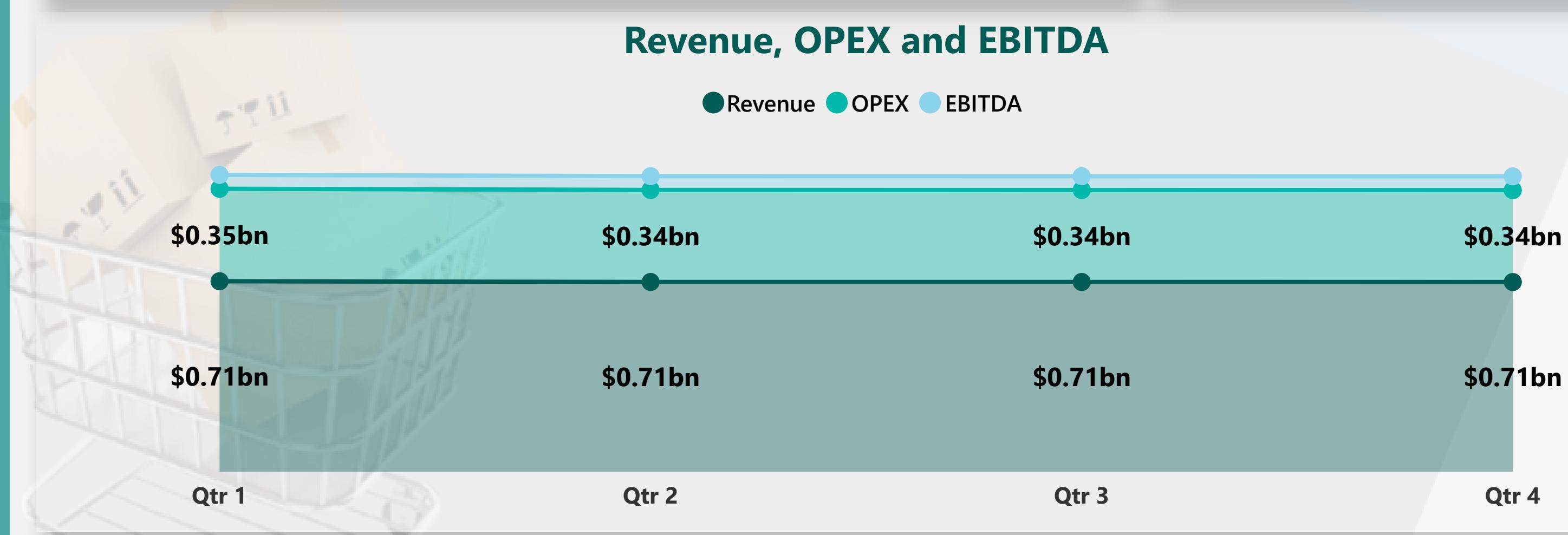
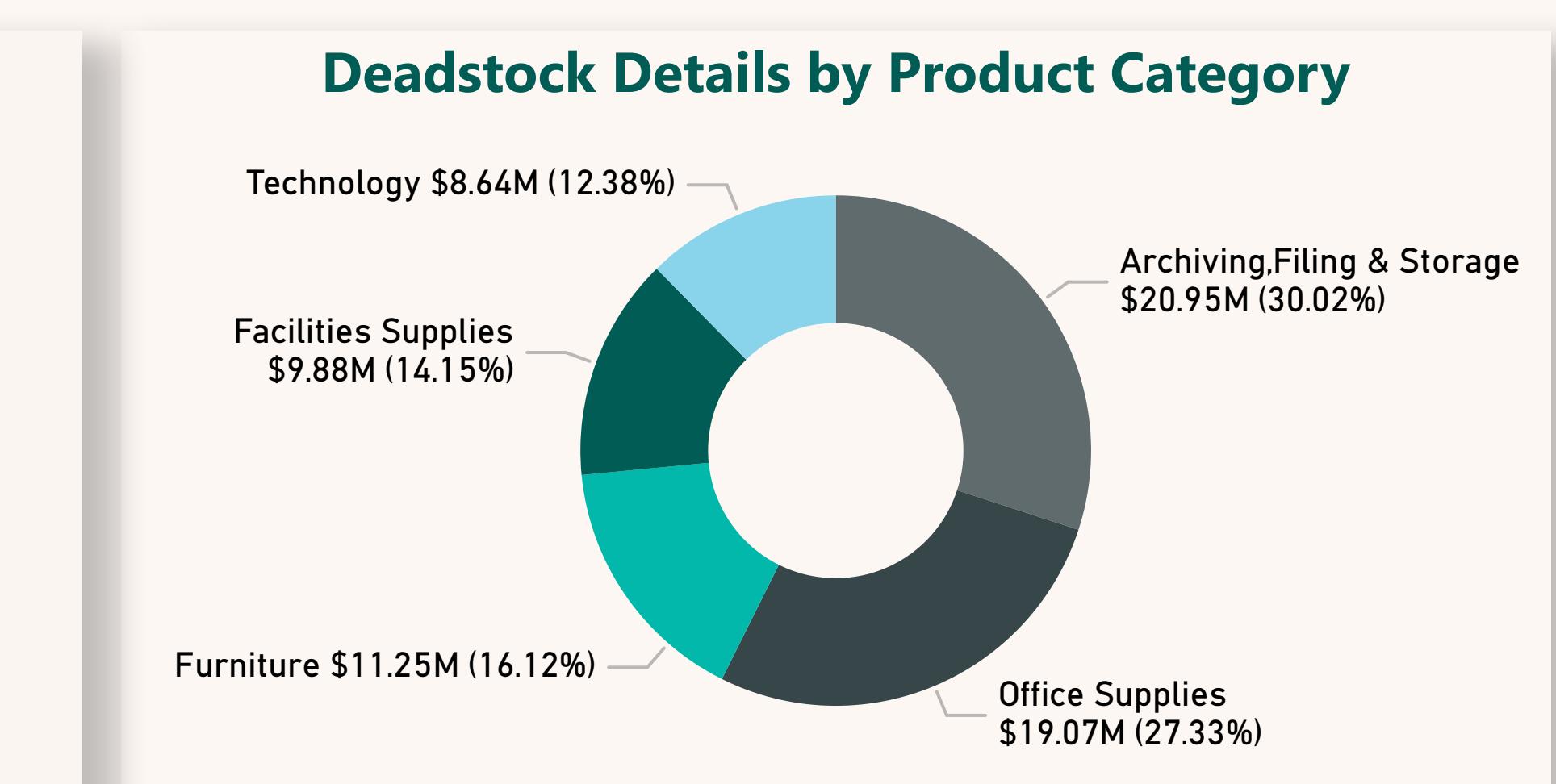
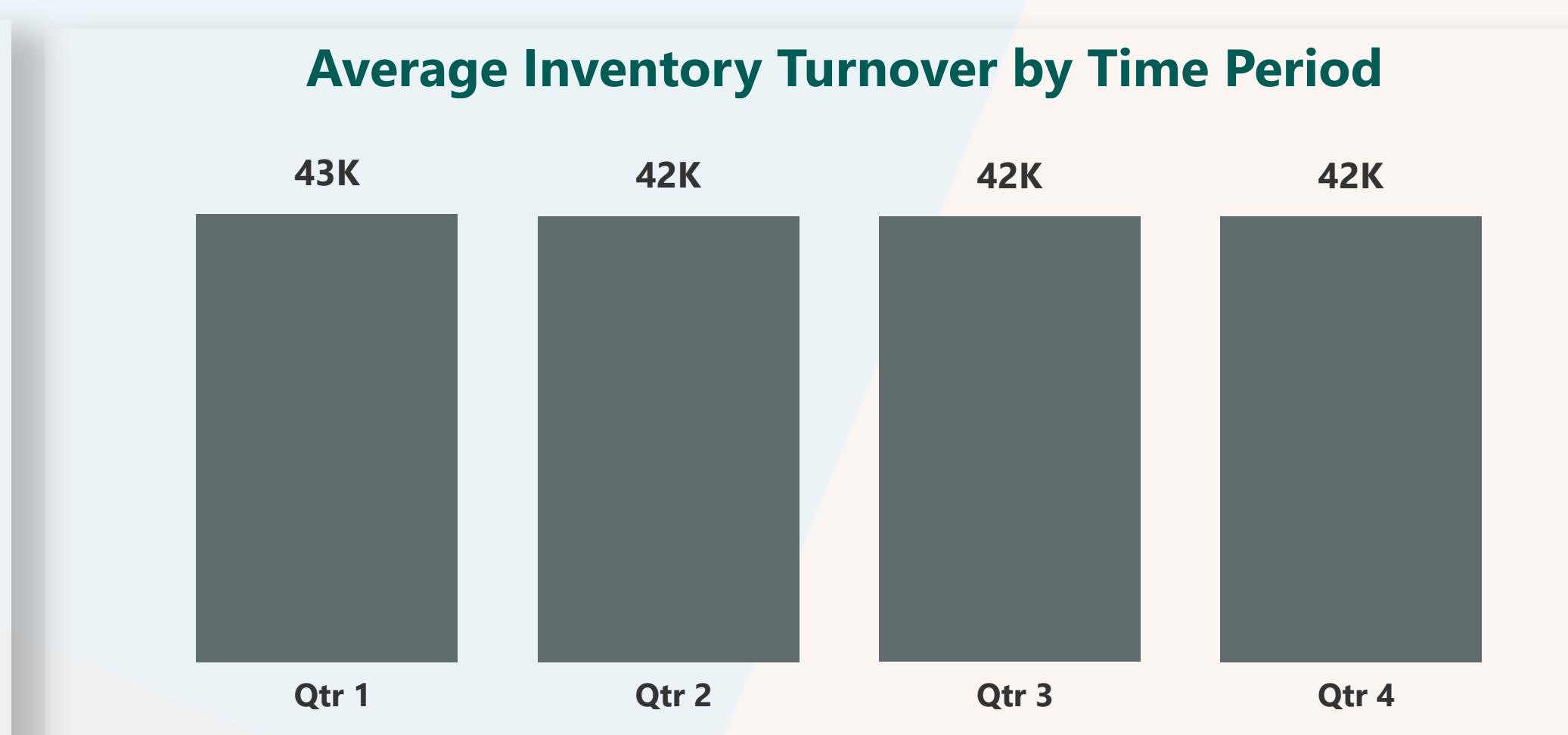
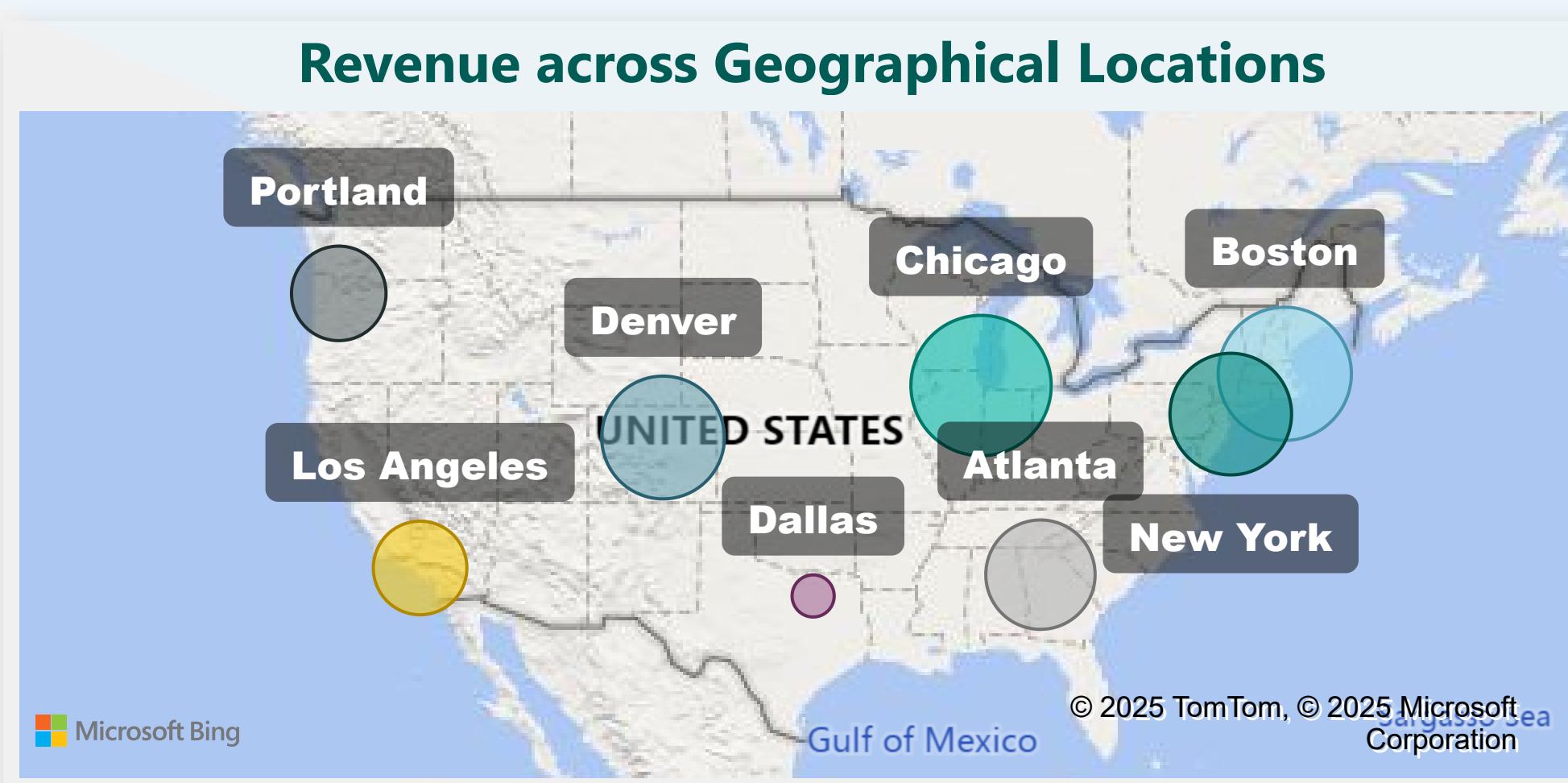
# Finance Insights

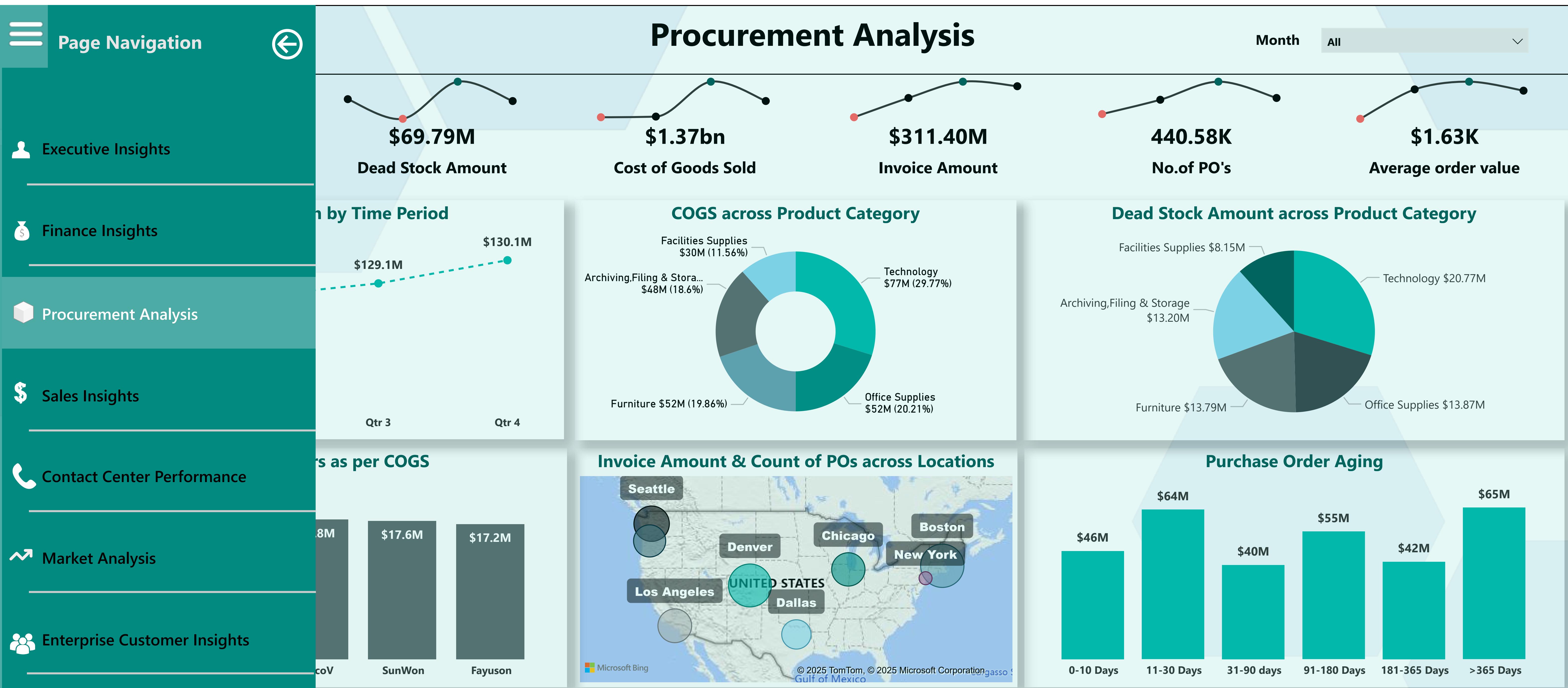
Month

All

Customer Category

All





# Sales Insights

Month

All

Customer Category

All

\$69.79M

Dead Stock Amount

\$36.77M

Market Spend

9

Enterprise Customers

13.74M

Individual Customers

\$6.69M

Return/Refund Amount

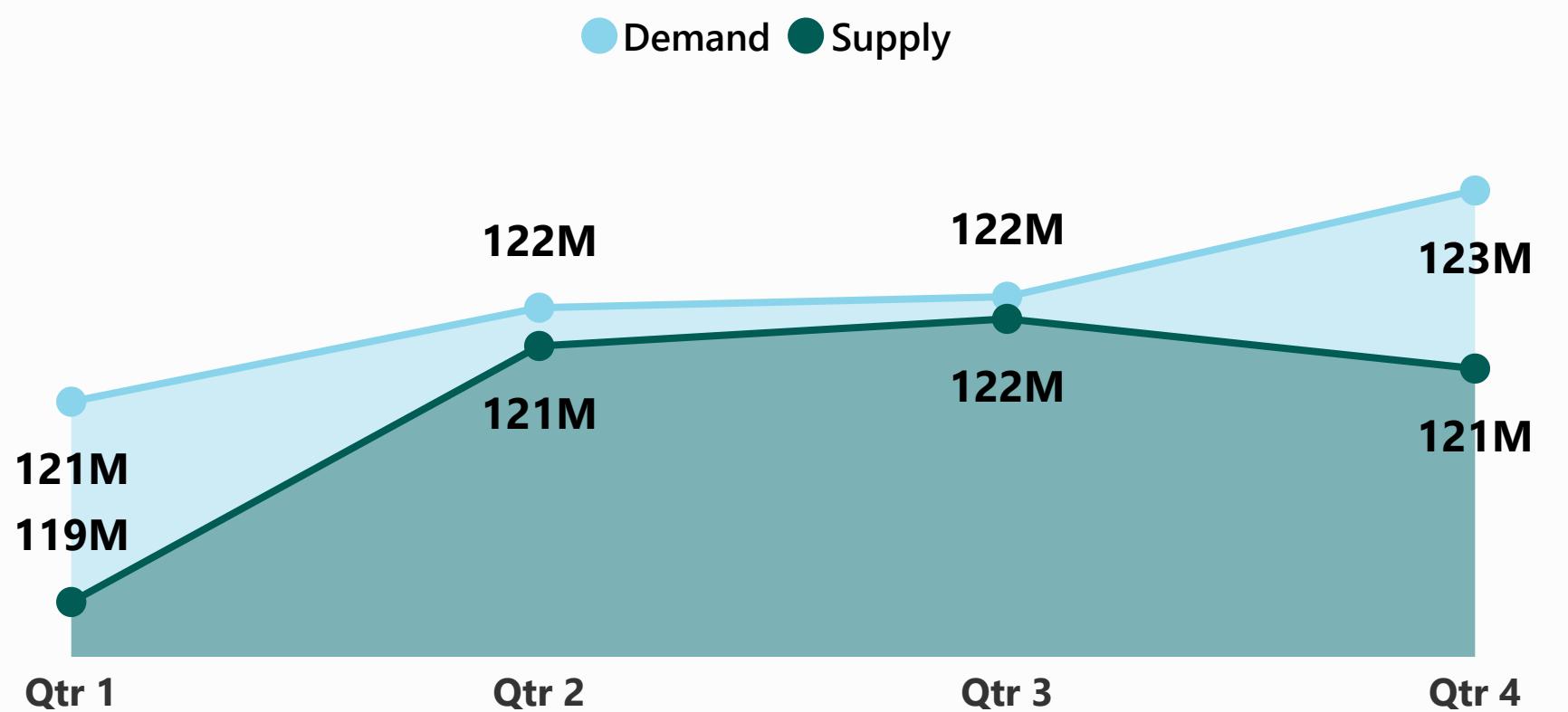
\$1.63K

Average Order Value

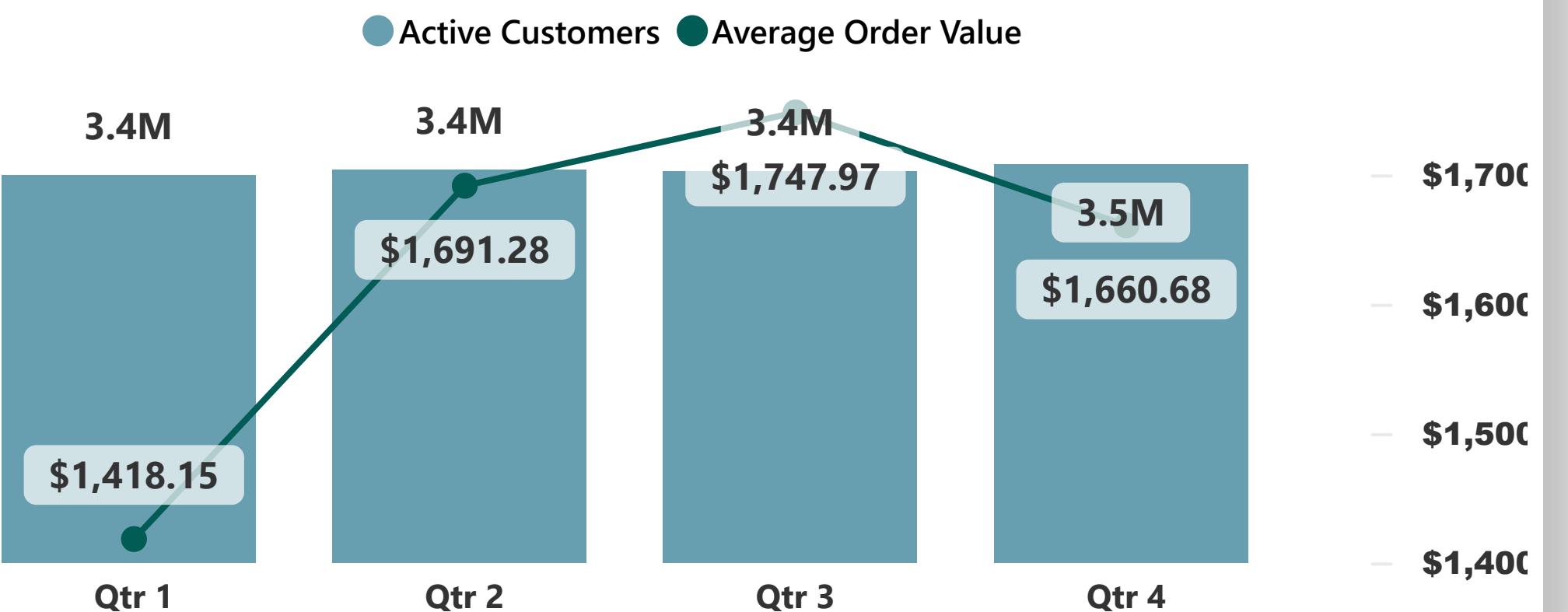
22.12

Inventory Turnover (days)

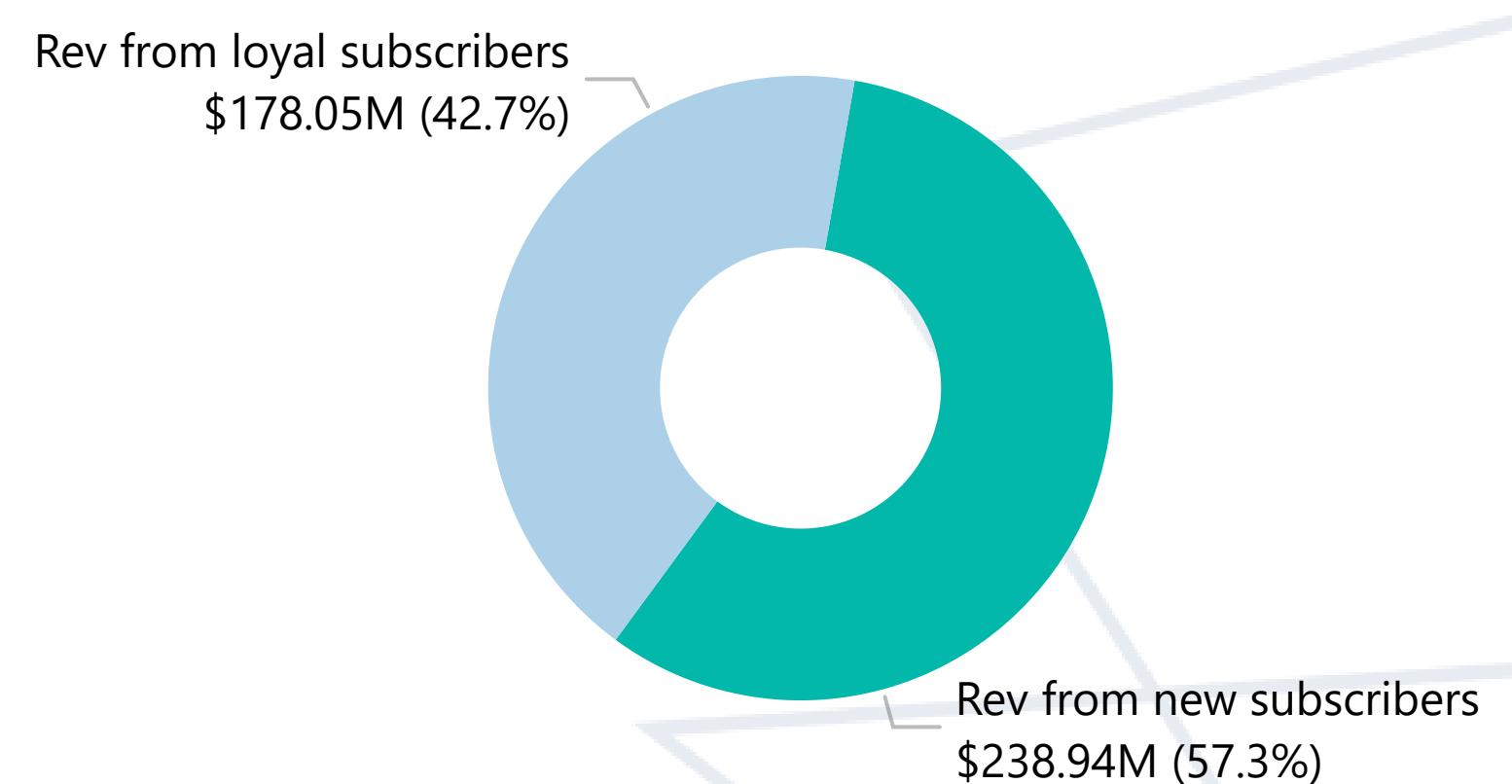
## Demand Vs Supply Trend



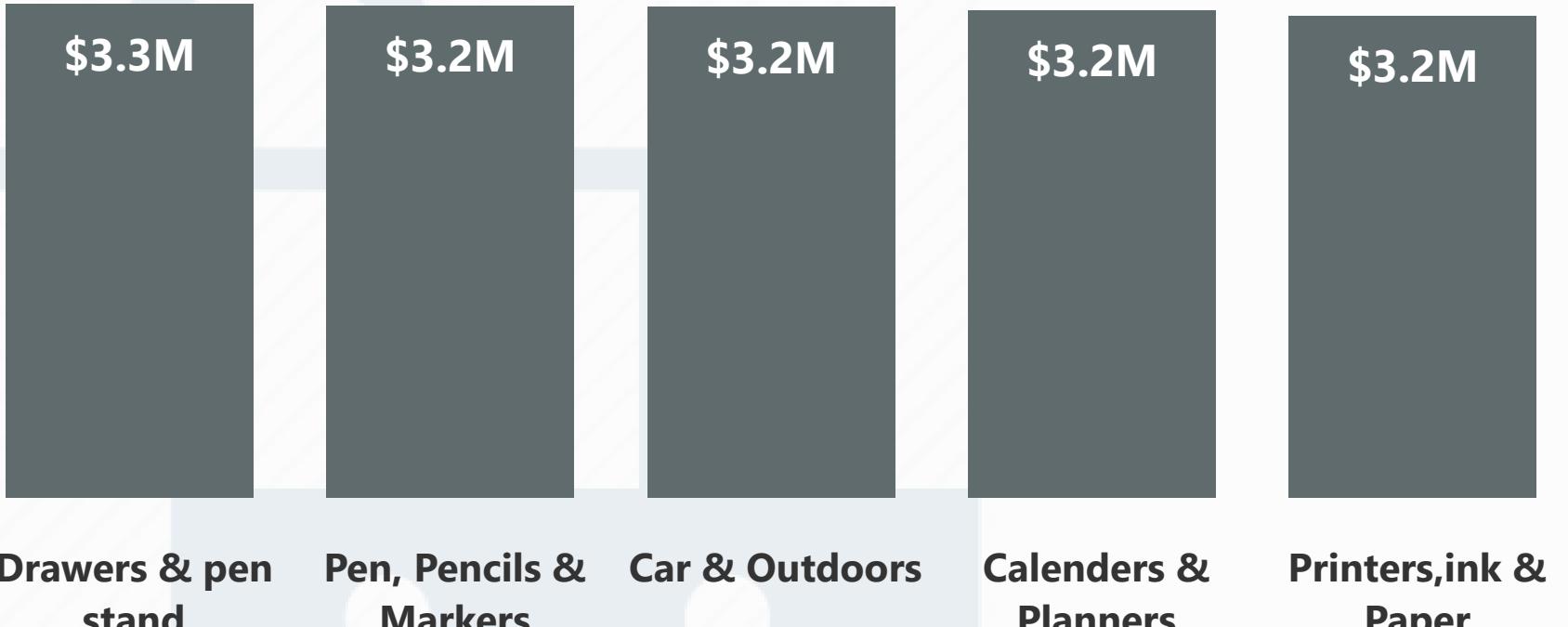
## Customer & Average Order Value Trend



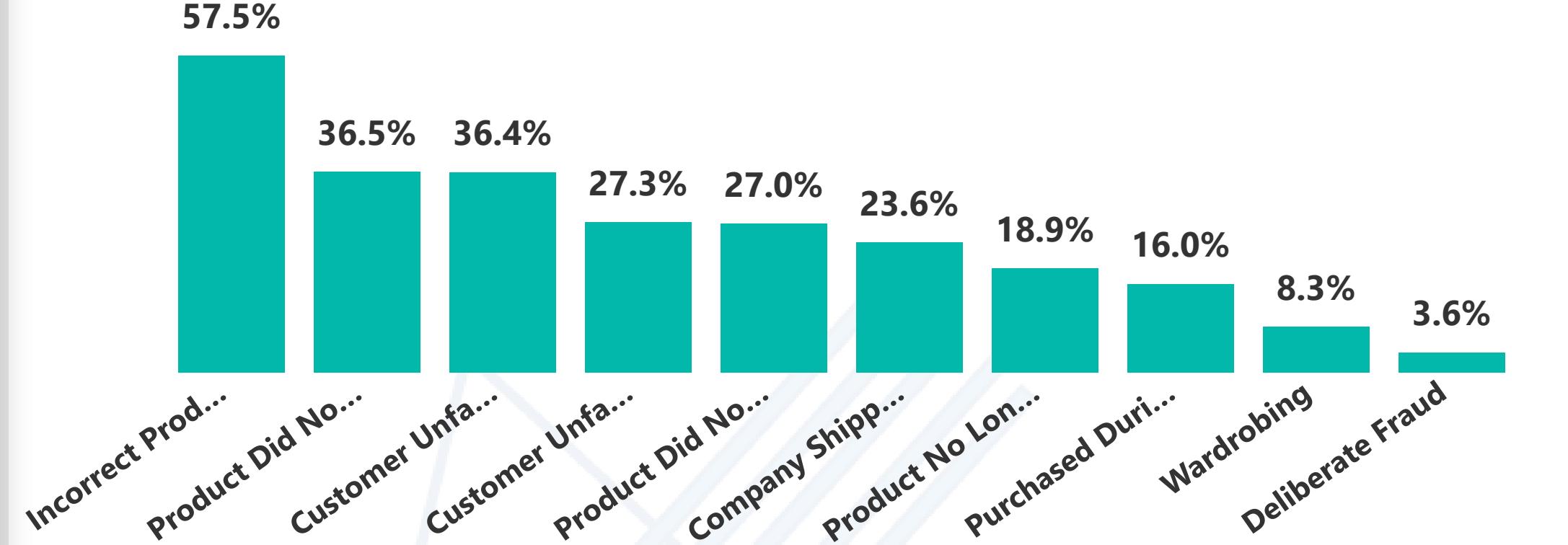
## Market Effectiveness New/Loyal Business



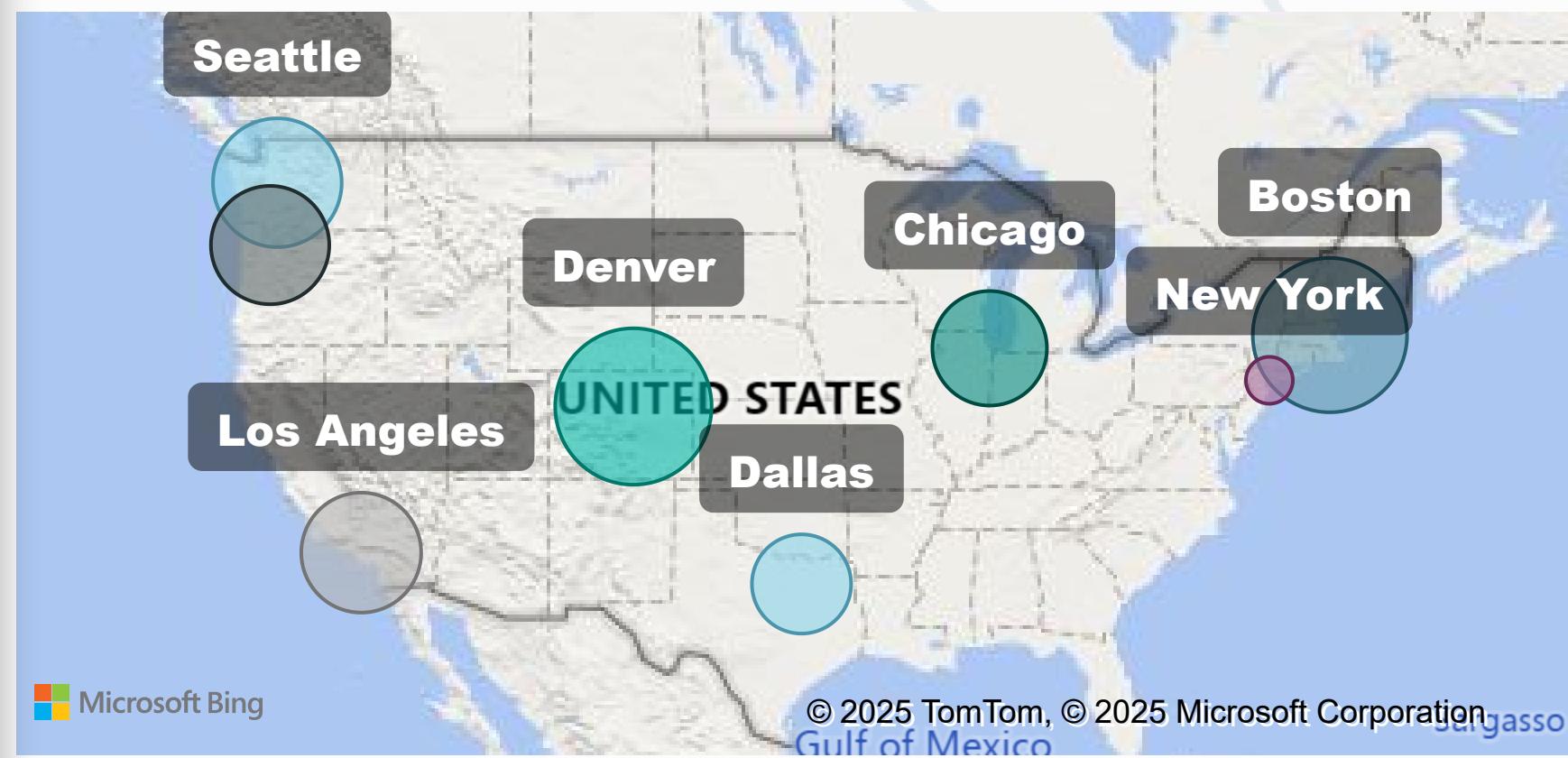
## Top 5 Basket Associations



## Top 10 Refund Reasons



## Revenue across Locations



# Contact Center Performance

Product Category: All  
Agents: All

**262801**  
Enterprise Customer Calls

**2.05M**

**1791328**  
Individual Customer Calls

**Calls Landed**

**2.01M**

**Calls Answered**

**9.01**

**Avg Handling Time (Mins)**

**10.94**

**First Call Resolution (Mins)**

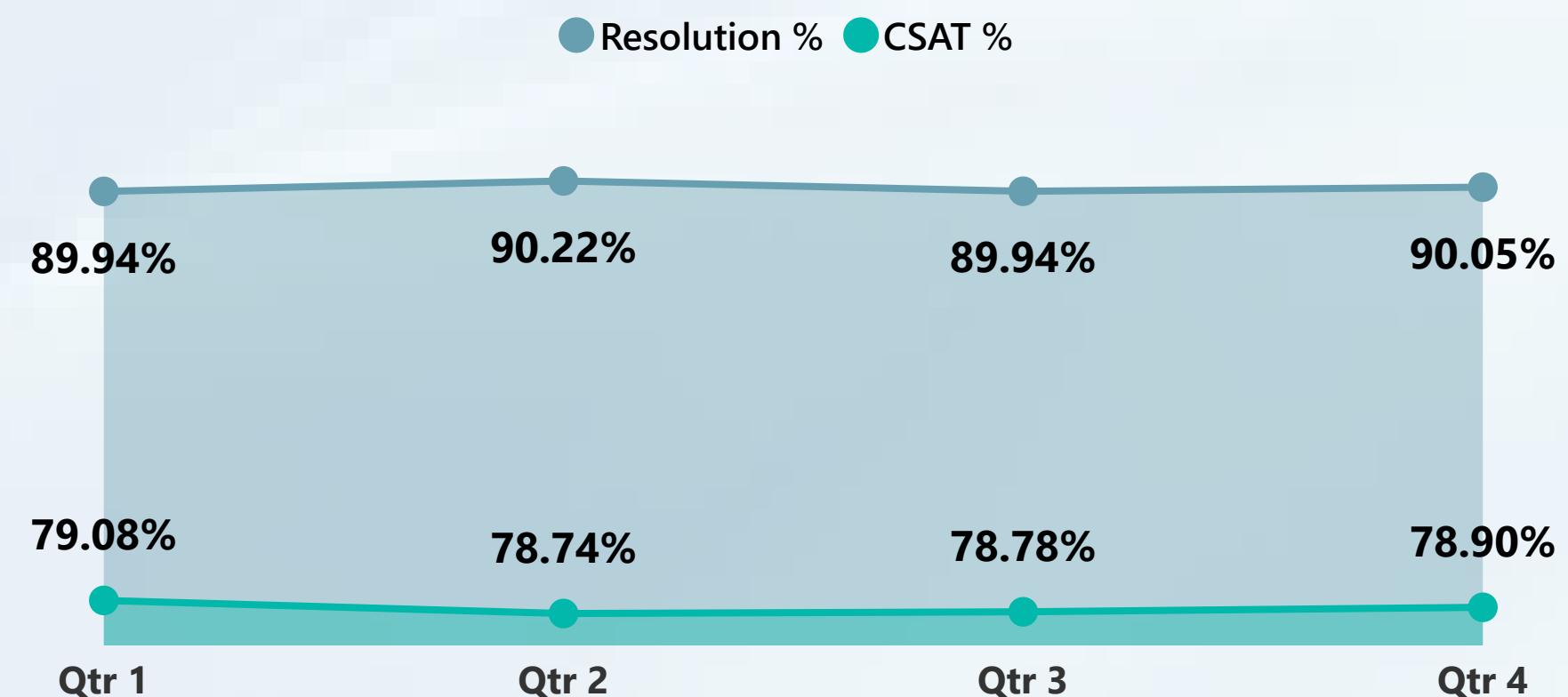
**27.10%**

**Upsell Opportunity**

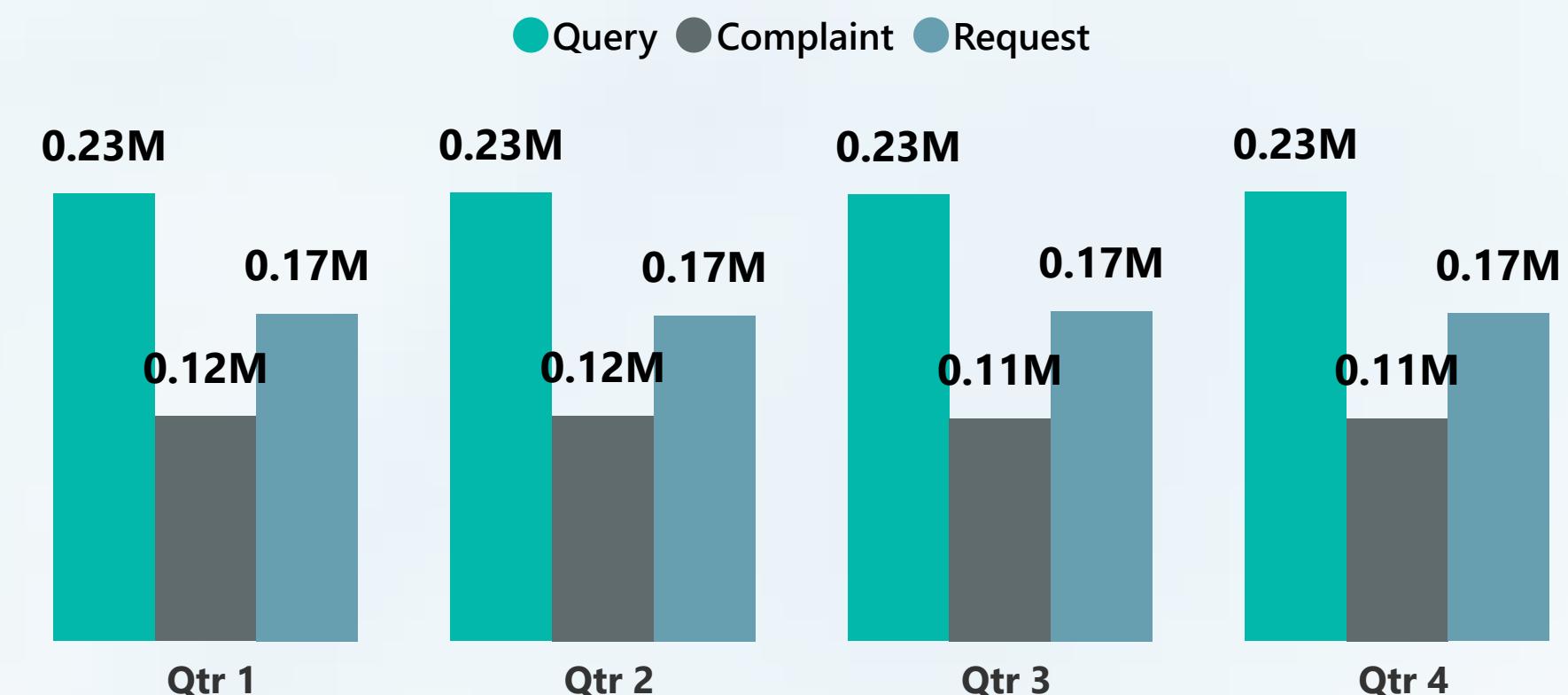
**6.49**

**Wait Time (Mins)**

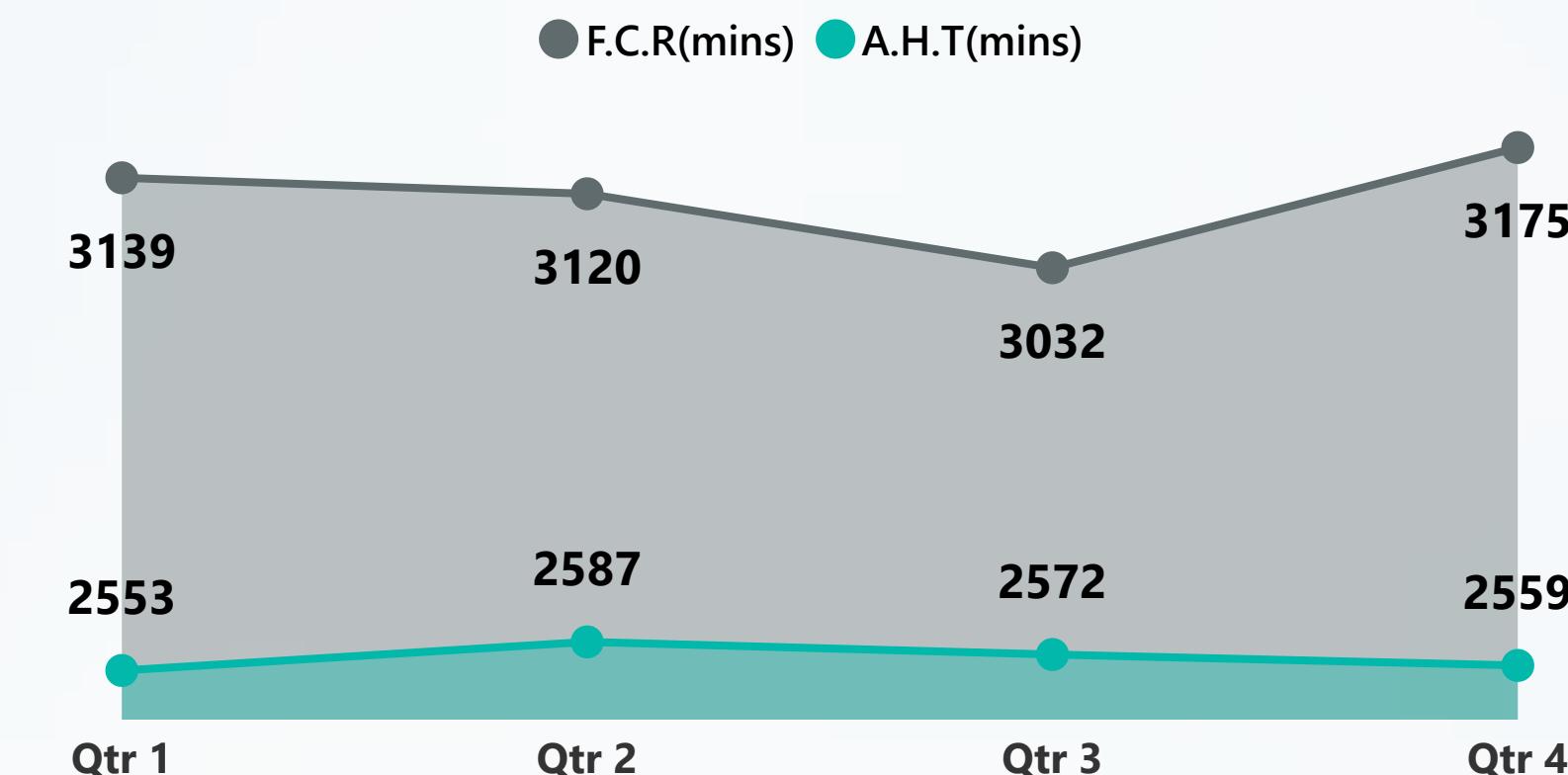
## Resolution Vs CSAT



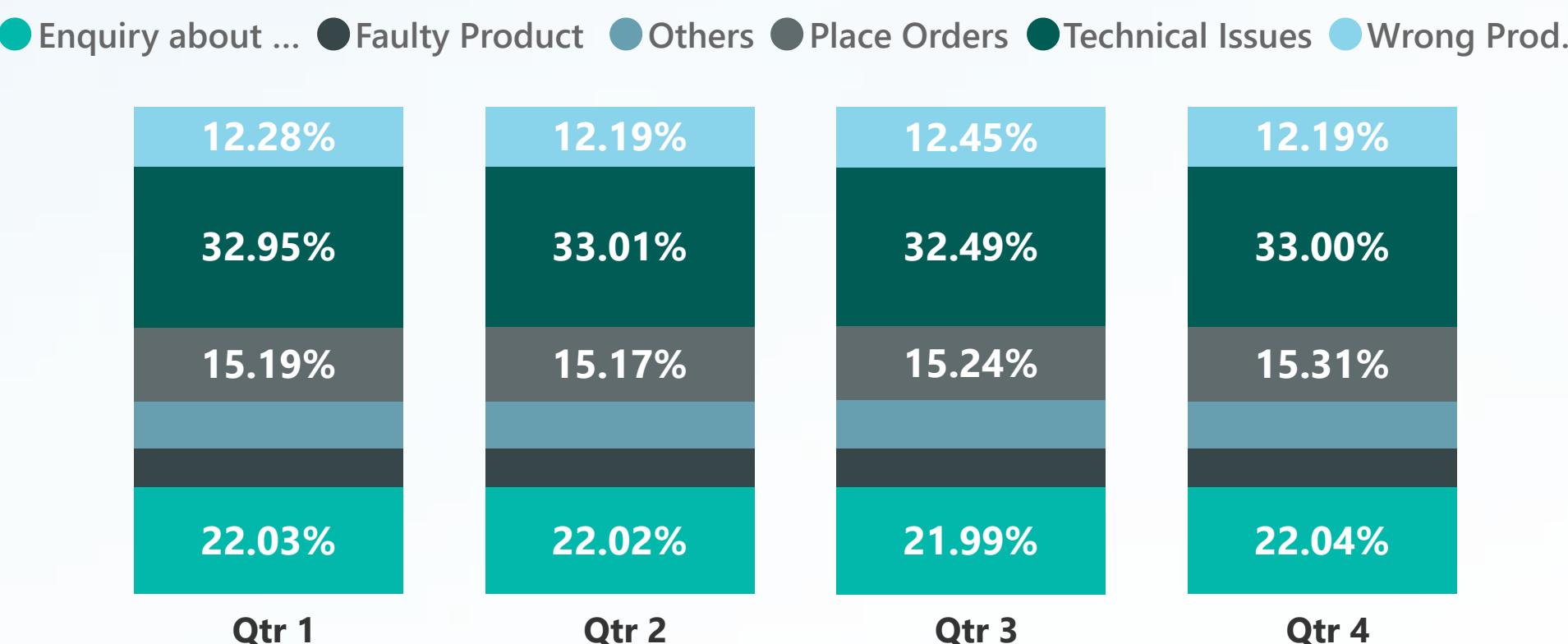
## Calls by Category



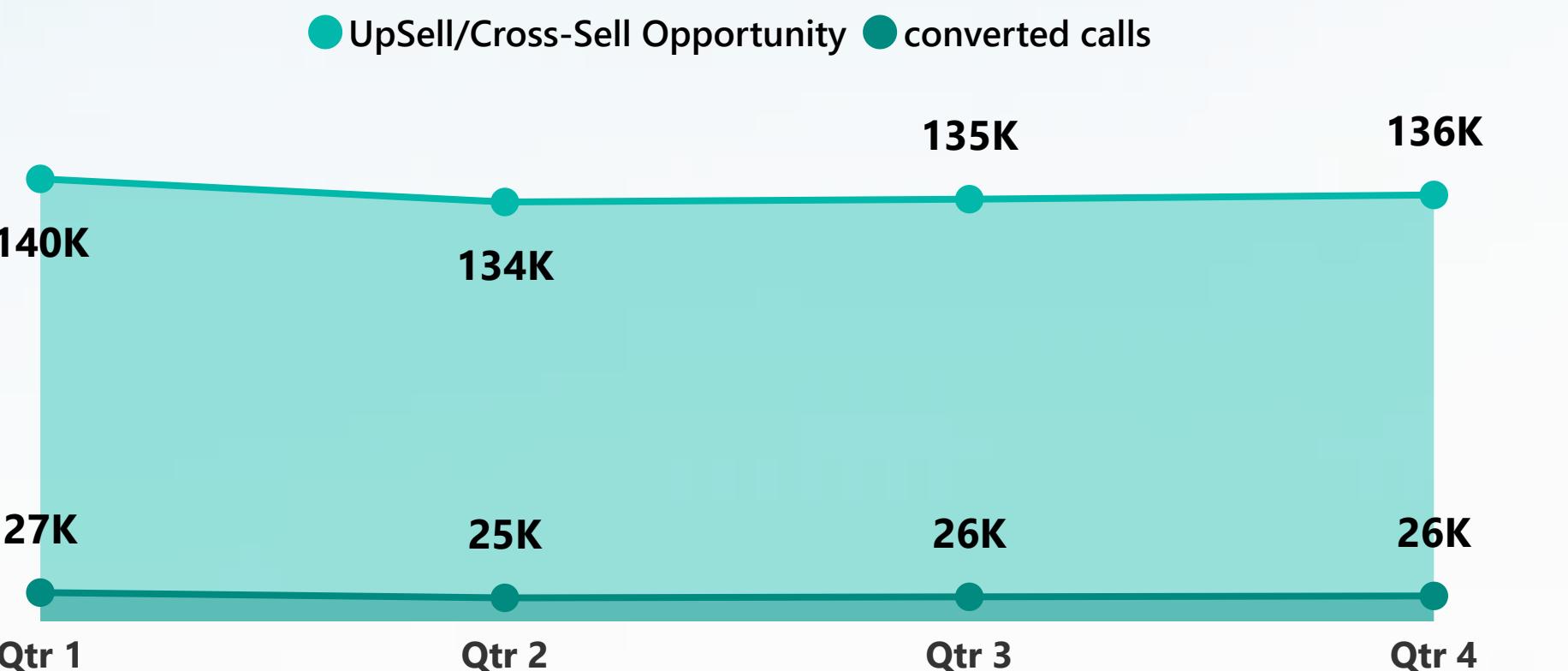
## F.C.R Vs A.H.T



## Top Call Drivers



## UpSell/Cross-Sell Opportunities



## Buzz Words



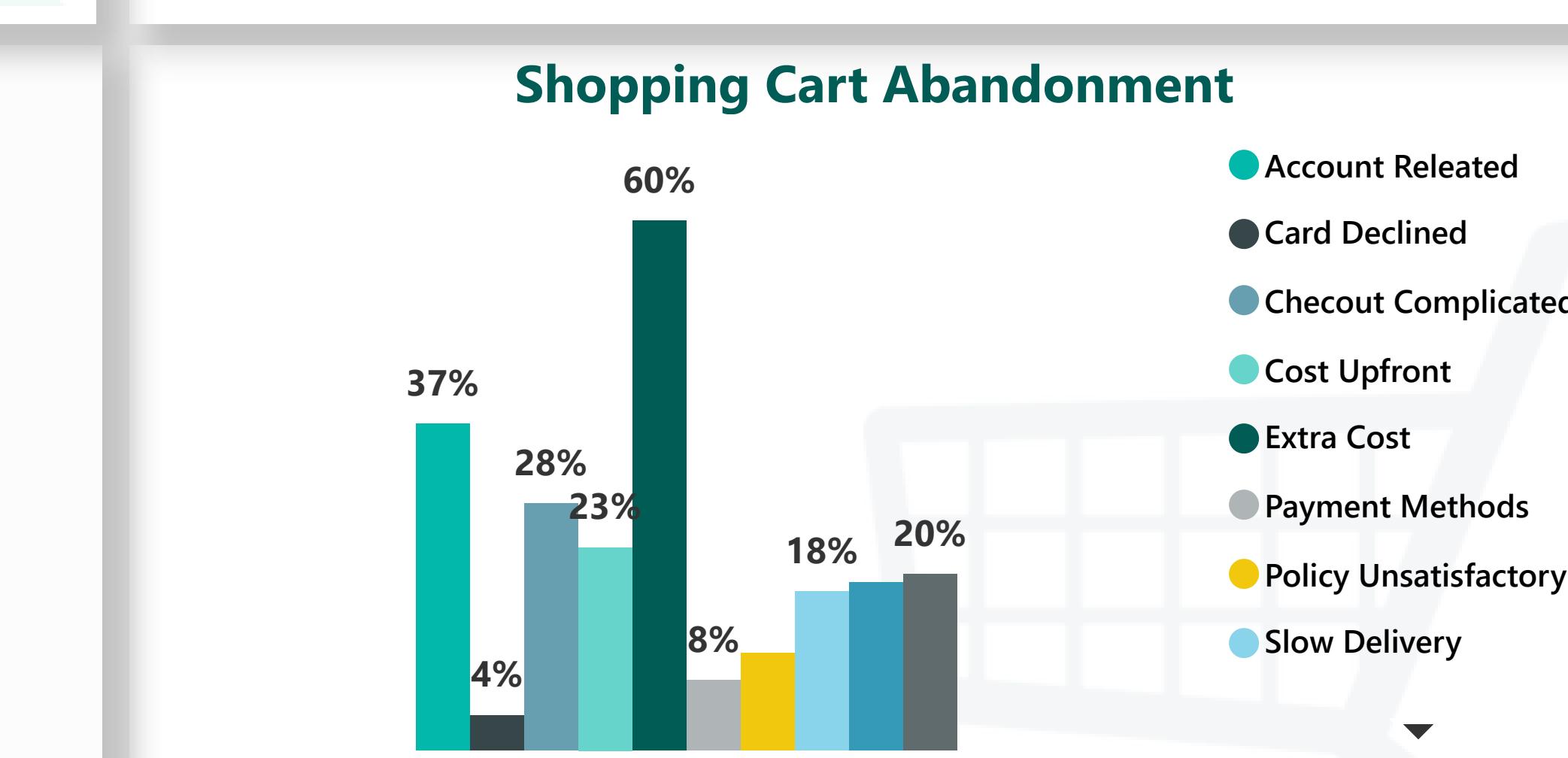
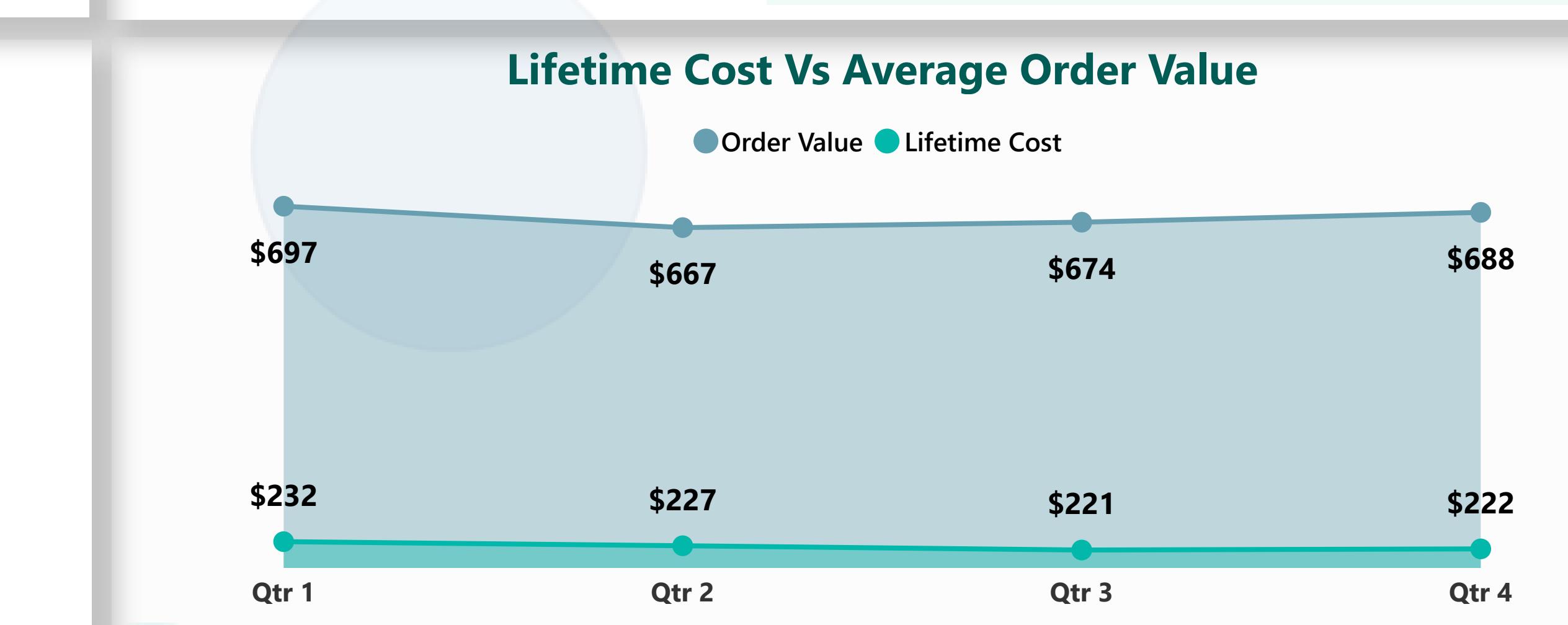
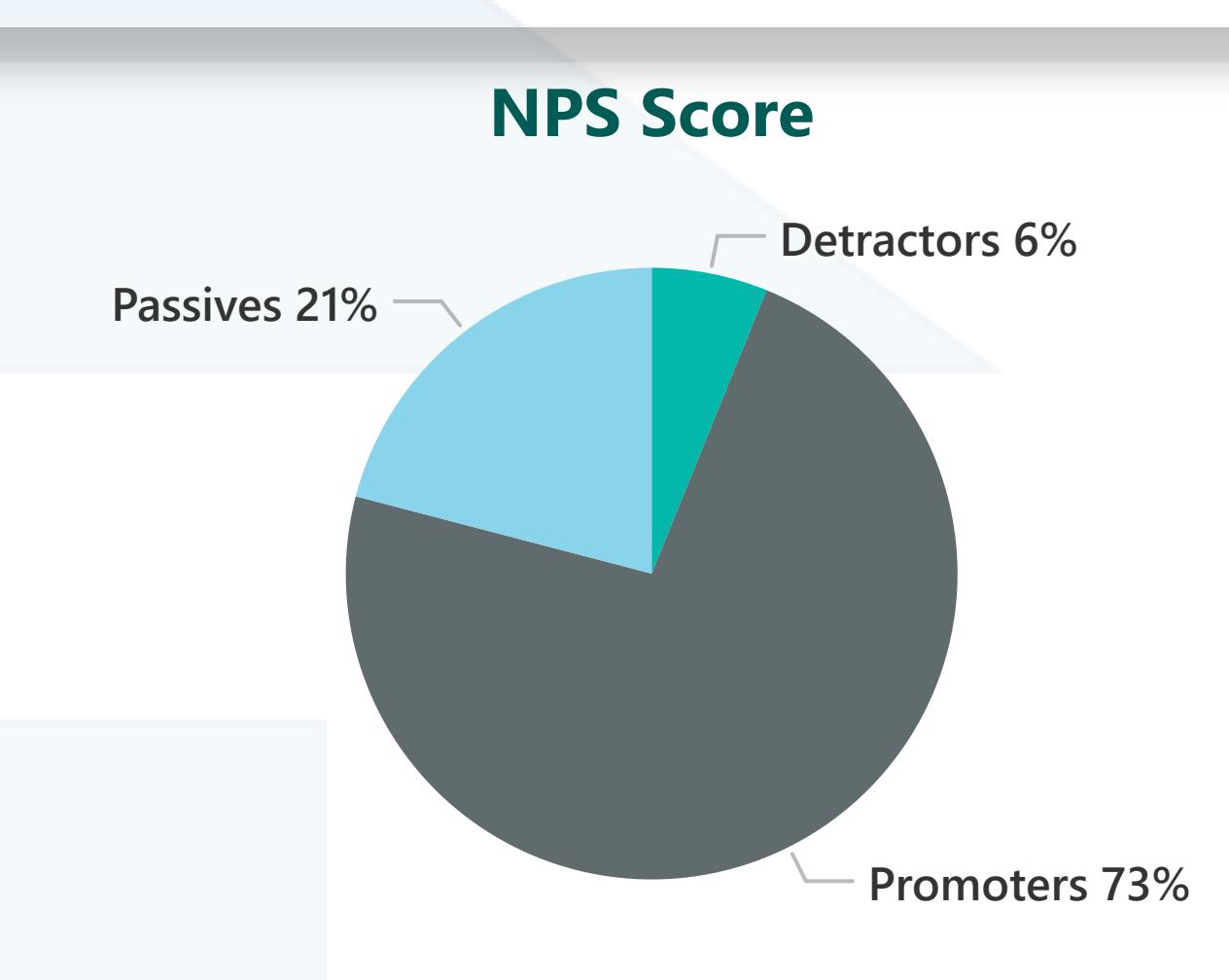
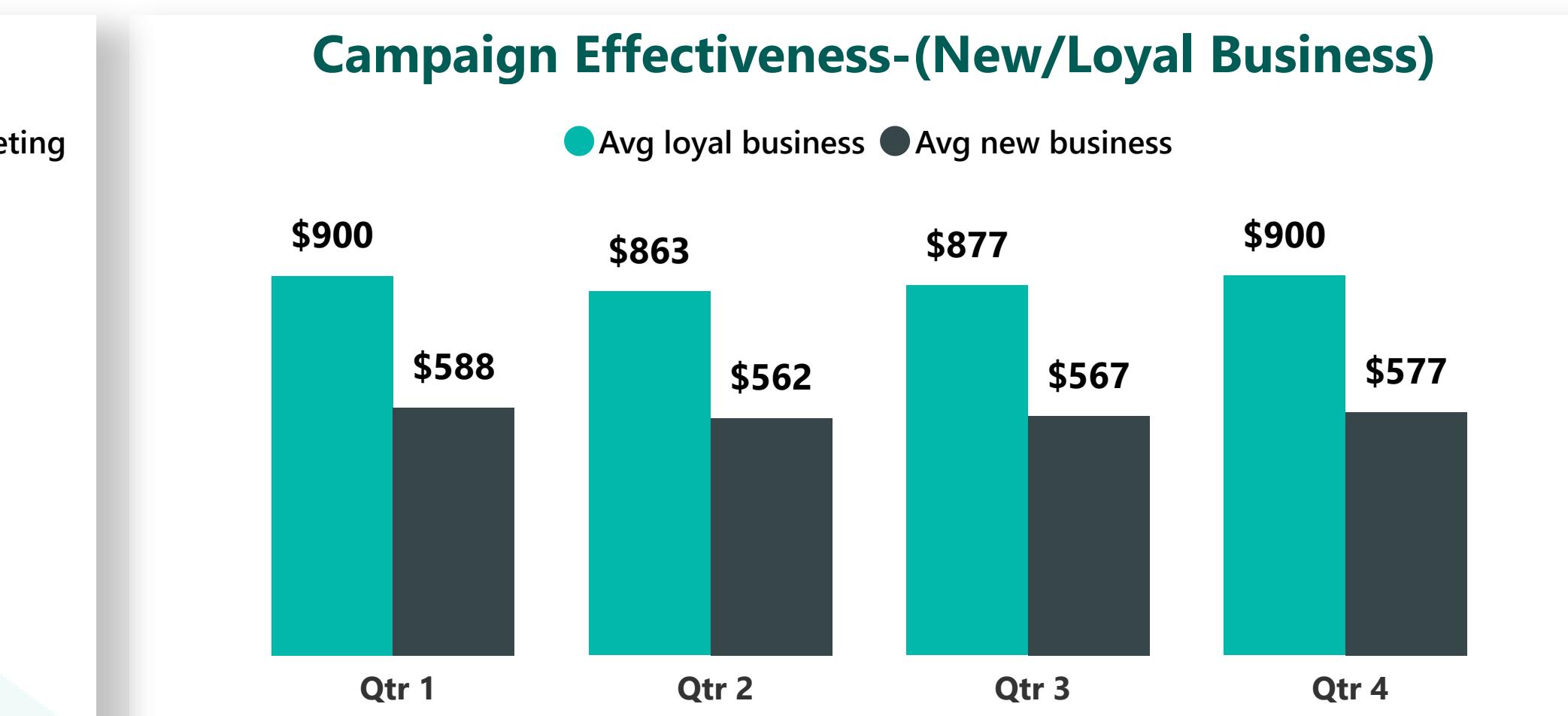
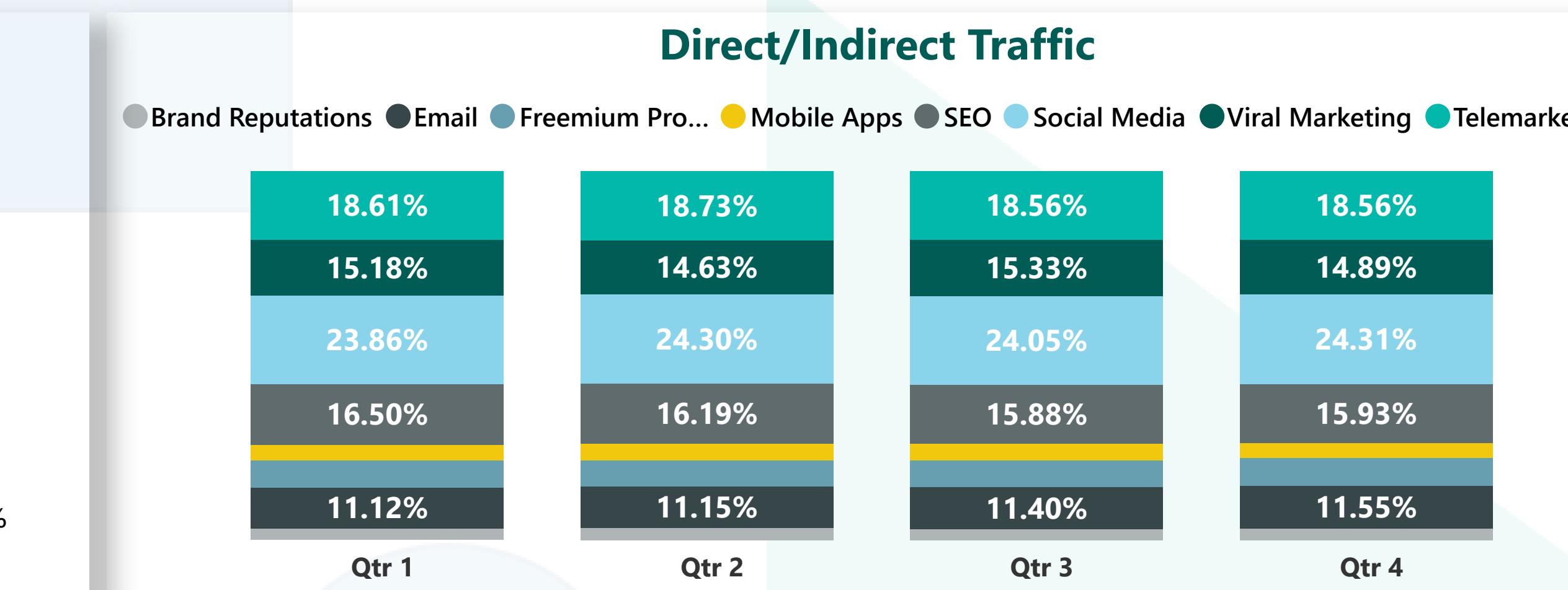
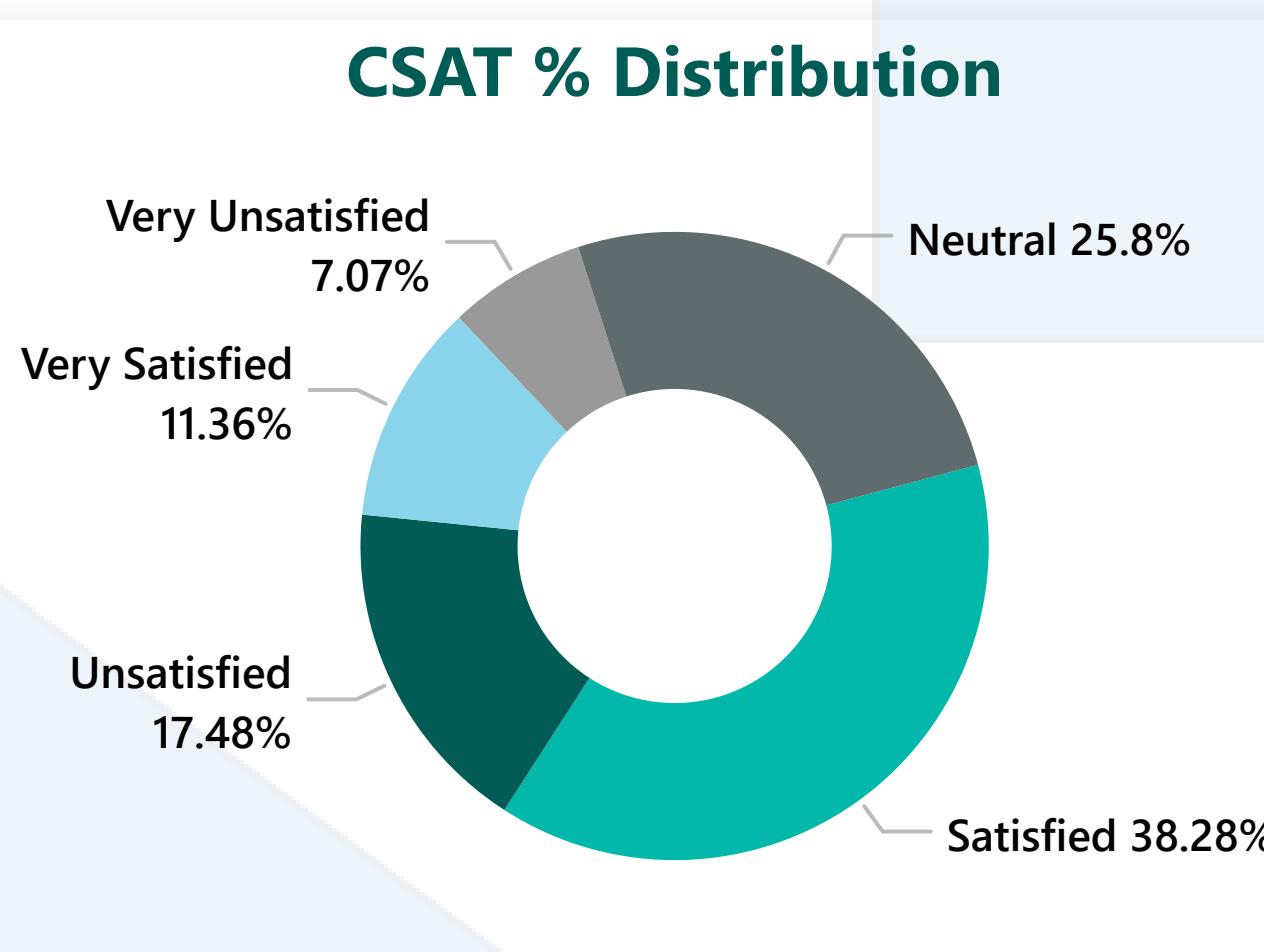
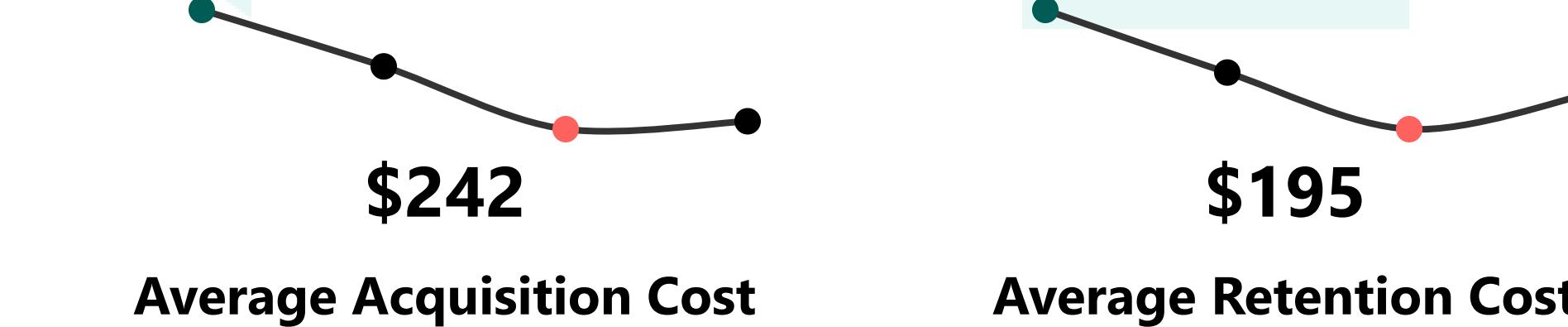
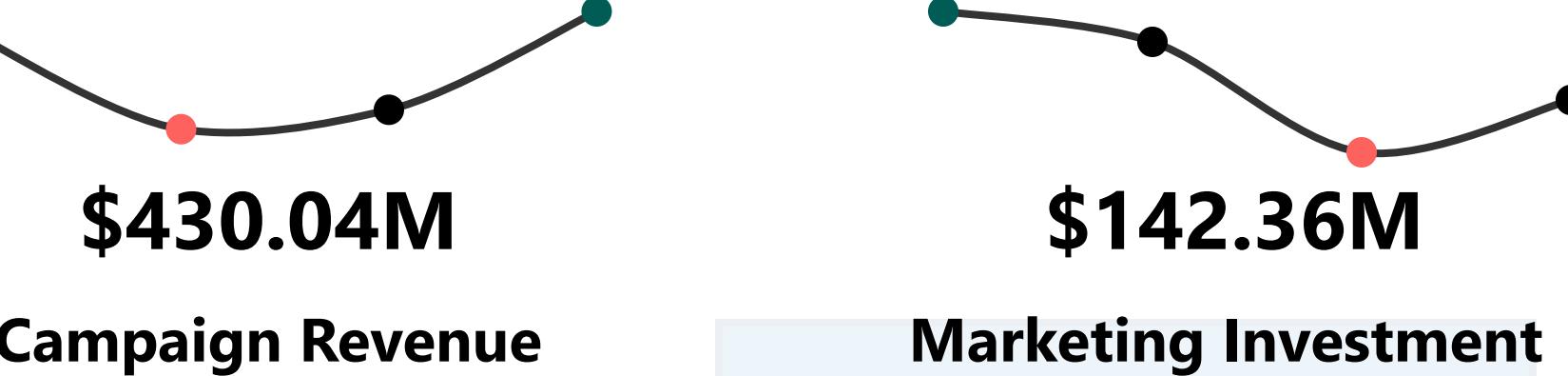
# Market Analysis

Product Category

All

Customer Category

All



# Enterprise Customer Insights

Month  
Name  
All

Name: ABB Enterprise  
Customer ID: ABB29083KC  
Address: 8/P,Westminister

Loyal customer  
Customer Type

1/25/2016  
Associated Since

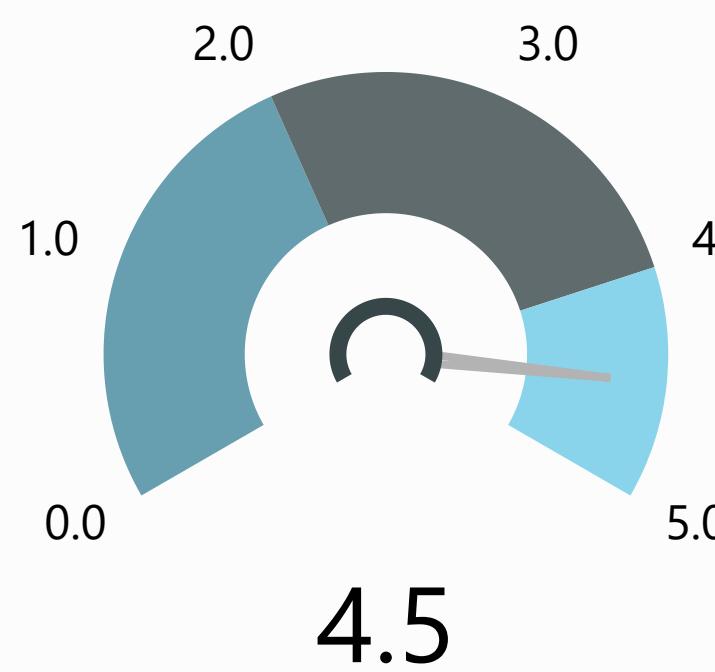
\$112.53M  
Invoice Amount

156.62K  
No. of PO's

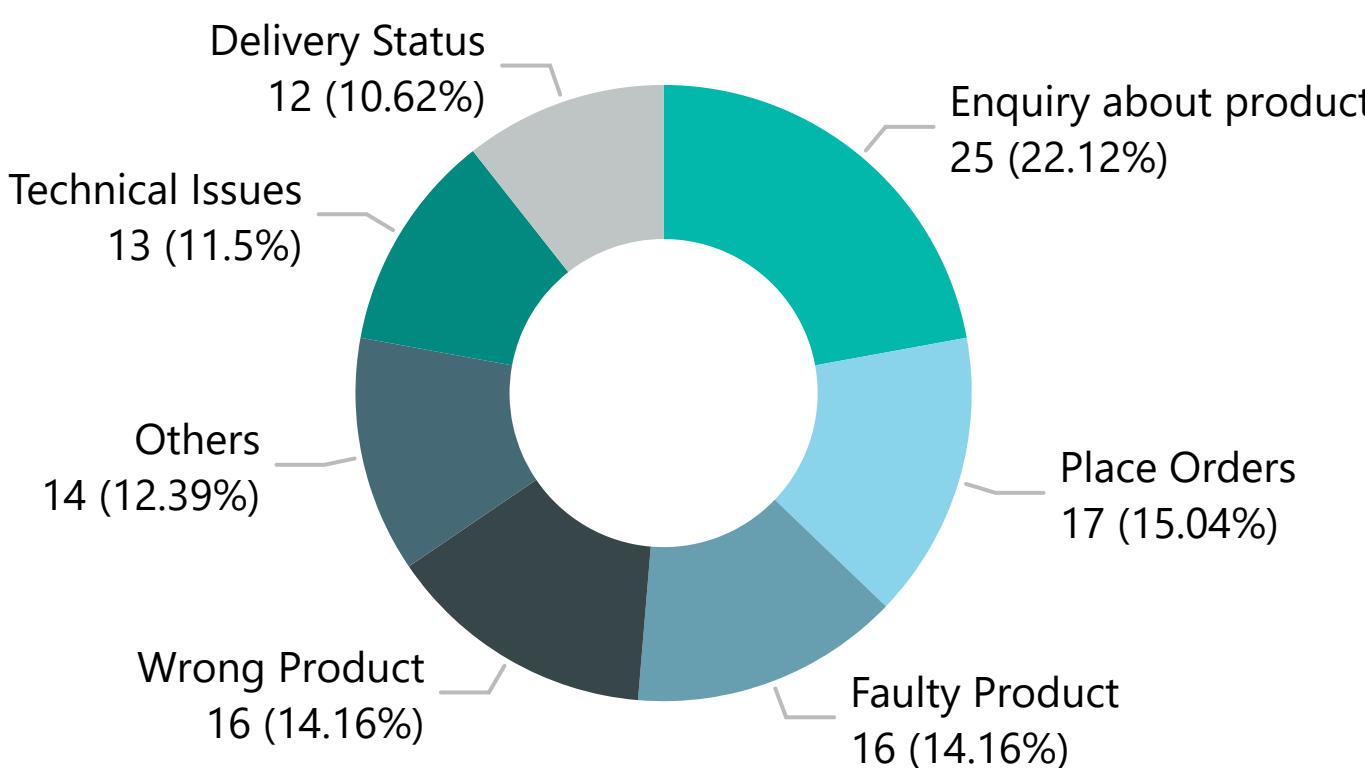
Office Supplies  
Top Product

A4 Pages  
Sub Category

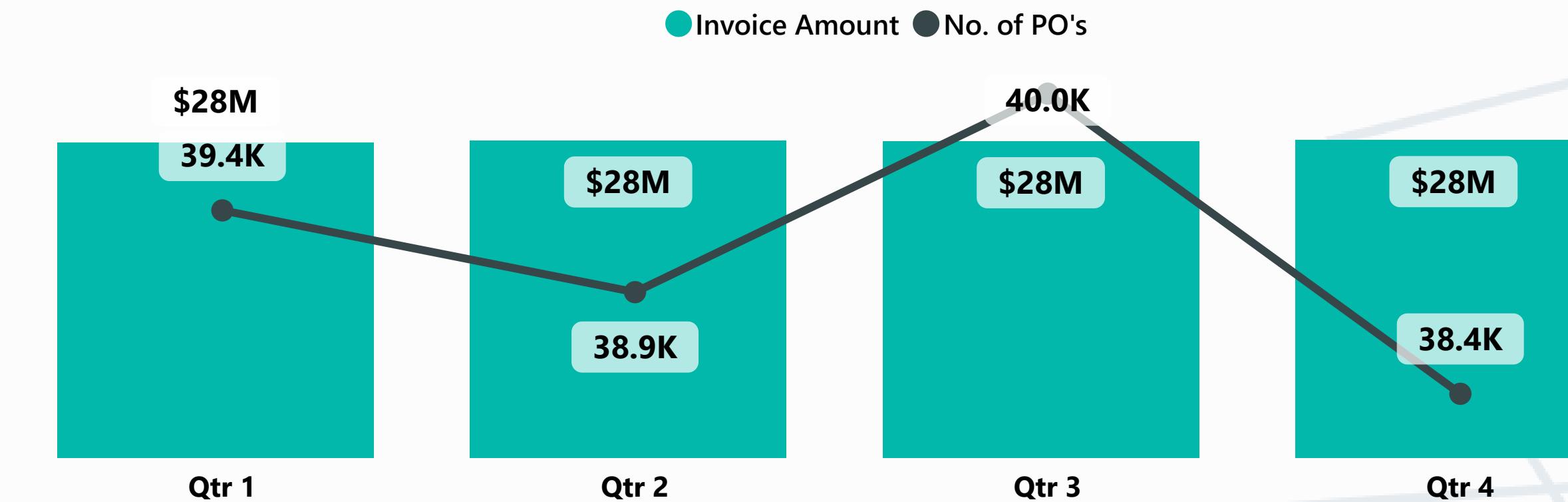
## Customer Satisfaction Score



## Complaint Reasons

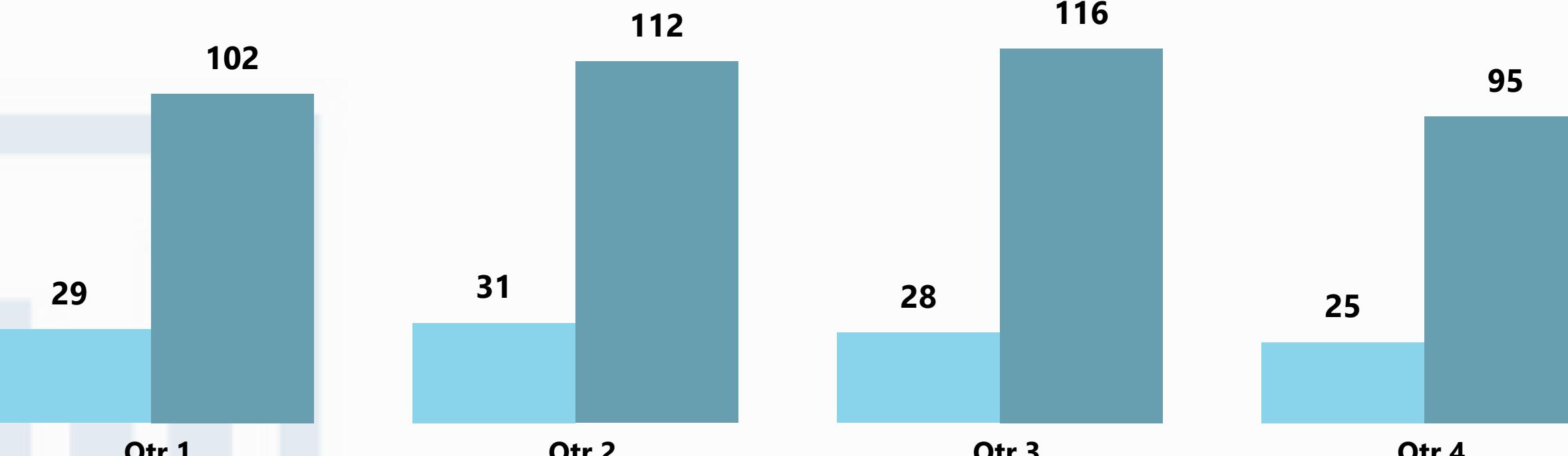


## Invoice Amount vs No. Of PO's Trend



## Customer Care Information

Call Center Complaints Call Center Enquiries



## Product Category wise Invoice Amount

