

YOUR
LOGO

26.76

Average of AHT

88.87%

Average of SLA

65.25%

Average of Utilization Rate

92.33%

Average of Accuracy

PROJECT 1

PROJECT 2

PROJECT 3

By Week

By Month

8/1/2024



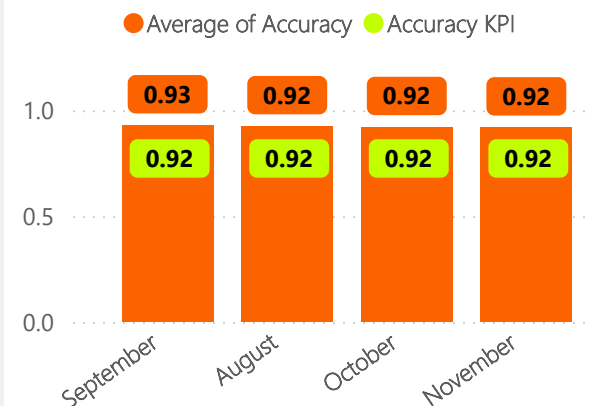
11/21/2024



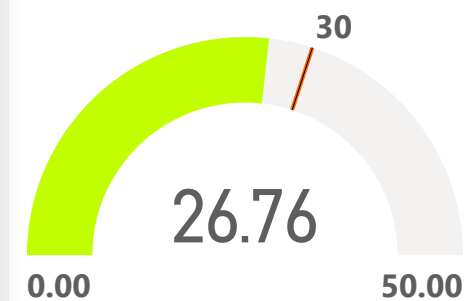
Utilization KPI



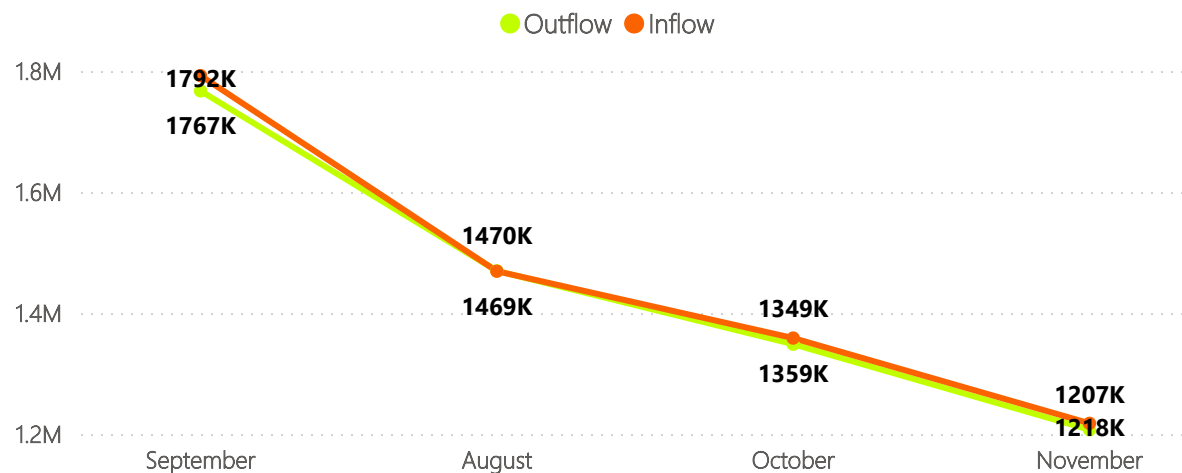
Accuracy KPI



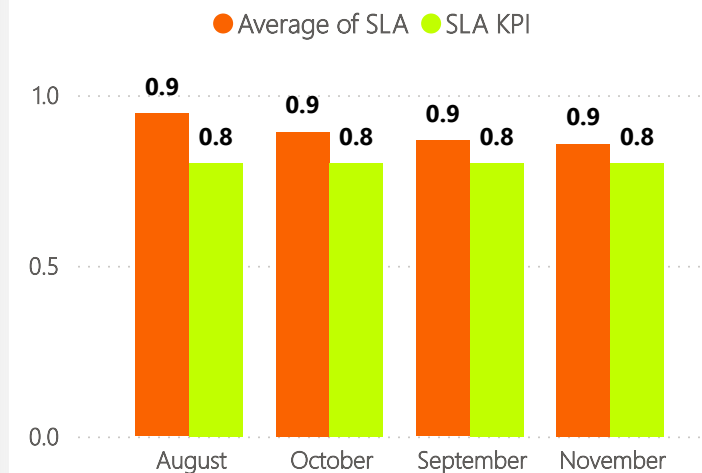
AHT KPI



Outflow and Inflow by Month



Average of SLA and SLA KPI by Month



YOUR
LOGO

26.76

Average of AHT

88.87%

Average of SLA

65.25%

Average of Utilization Rate

92.33%

Average of Accuracy

PROJECT 1W

PROJECT 2W

PROJECT 3W

By Week

By Month

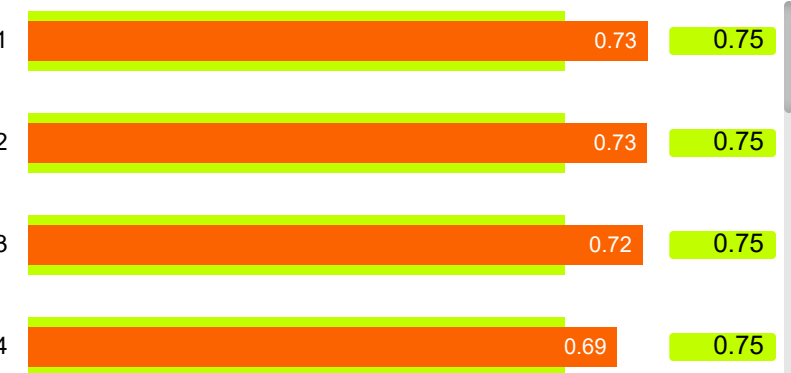
8/7/2024



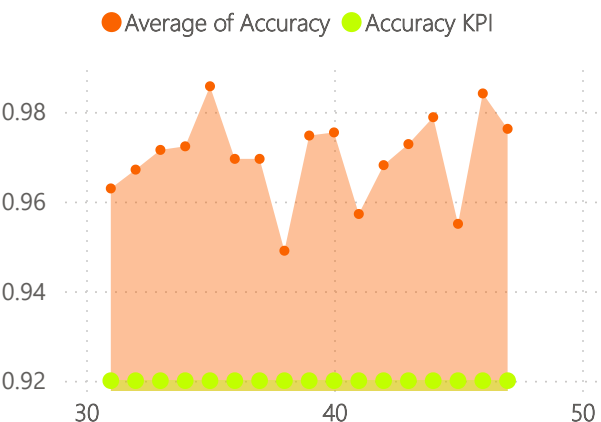
11/27/2024



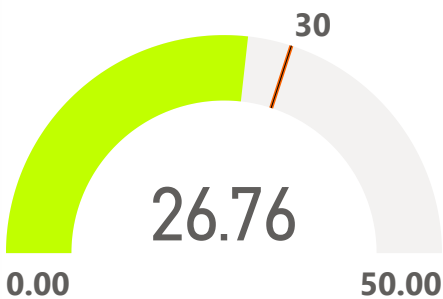
Utilization KPI



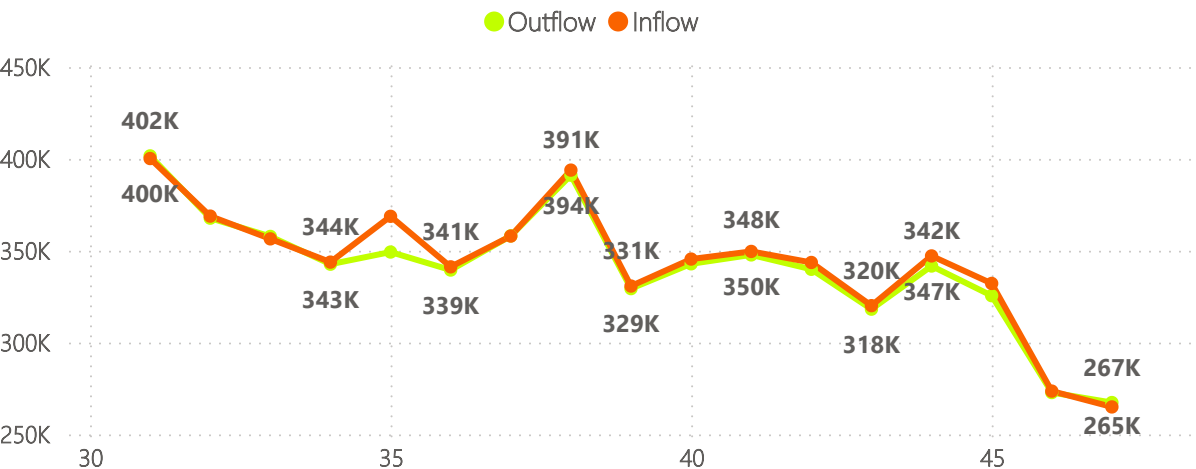
Accuracy KPI



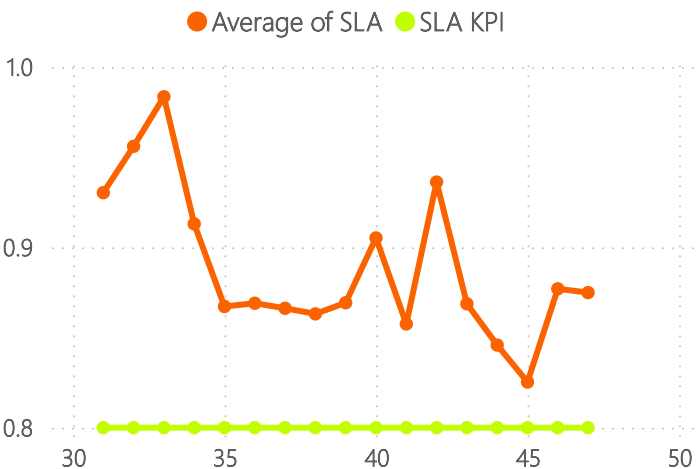
AHT KPI



Outflow and Inflow by Week



Average of SLA and SLA KPI by Week



YOUR
LOGO

35.15

Average of AHT

81.89%

Average of SLA

77.53%

Average of Utilization Rate

97%

Average of Accuracy

PROJECT 1

PROJECT 2

PROJECT 3

By Week

By Month

8/1/2024



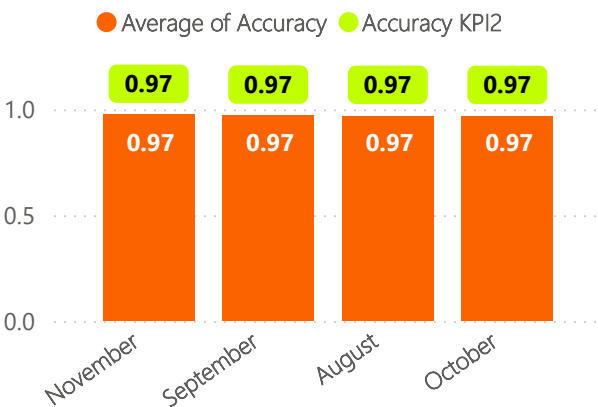
11/21/2024



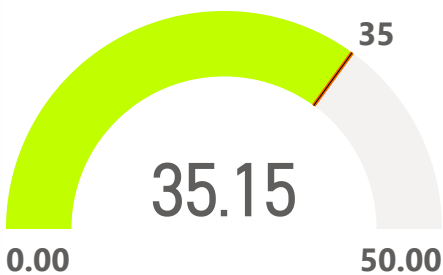
Utilization KPI



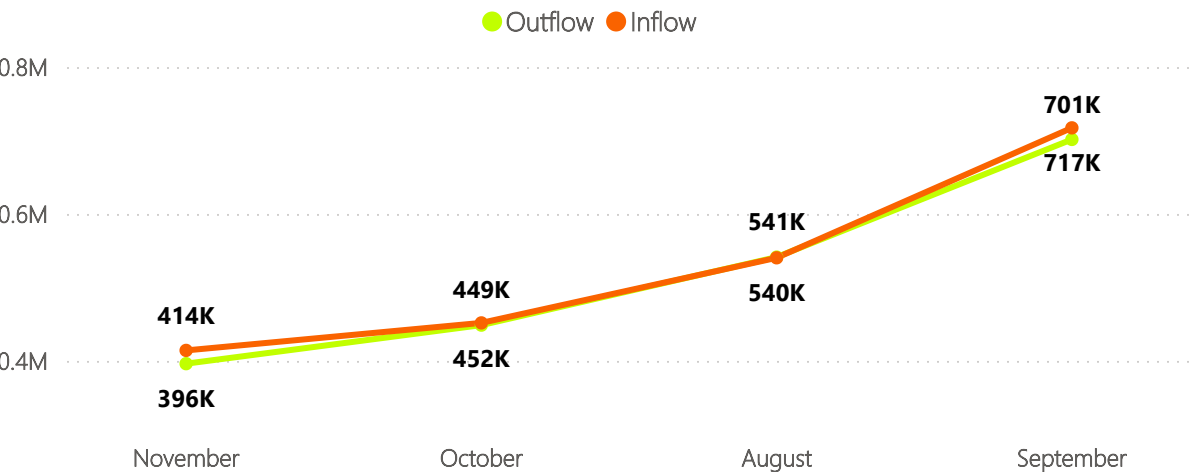
Accuracy KPI



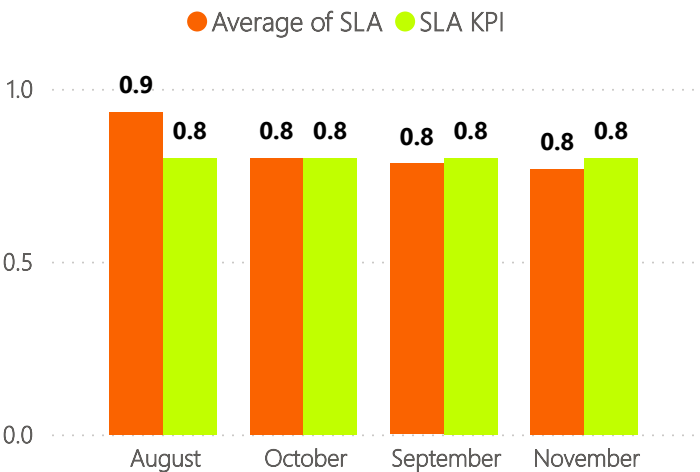
AHT KPI



Outflow and Inflow by Month



Average of SLA and SLA KPI by Month



YOUR
LOGO

35.15

Average of AHT

81.89%

Average of SLA

77.53%

Average of Utilization Rate

97.00%

Average of Accuracy

PROJECT 1W

PROJECT 2W

PROJECT 3W

By Week

By Month

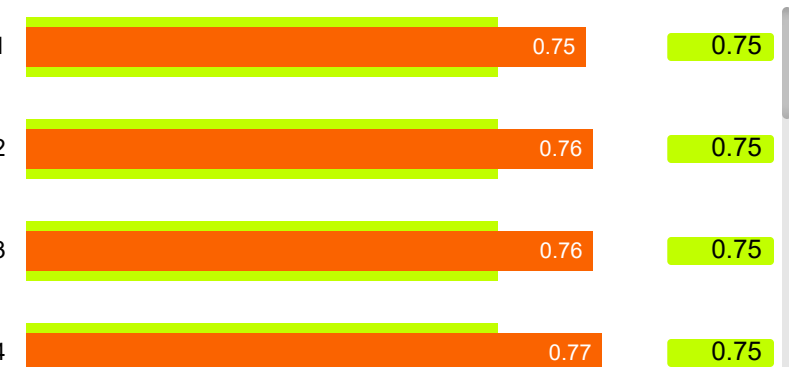
8/7/2024



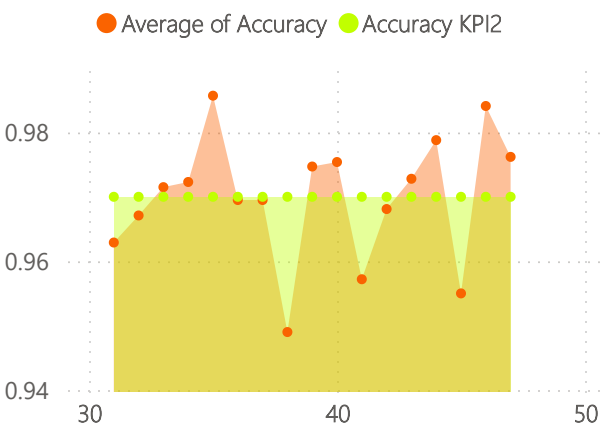
11/27/2024



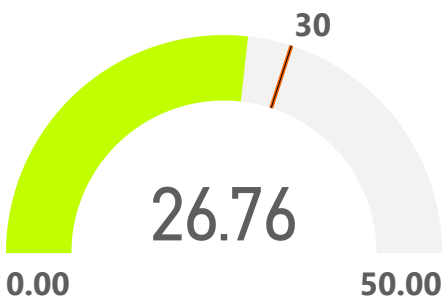
Utilization KPI



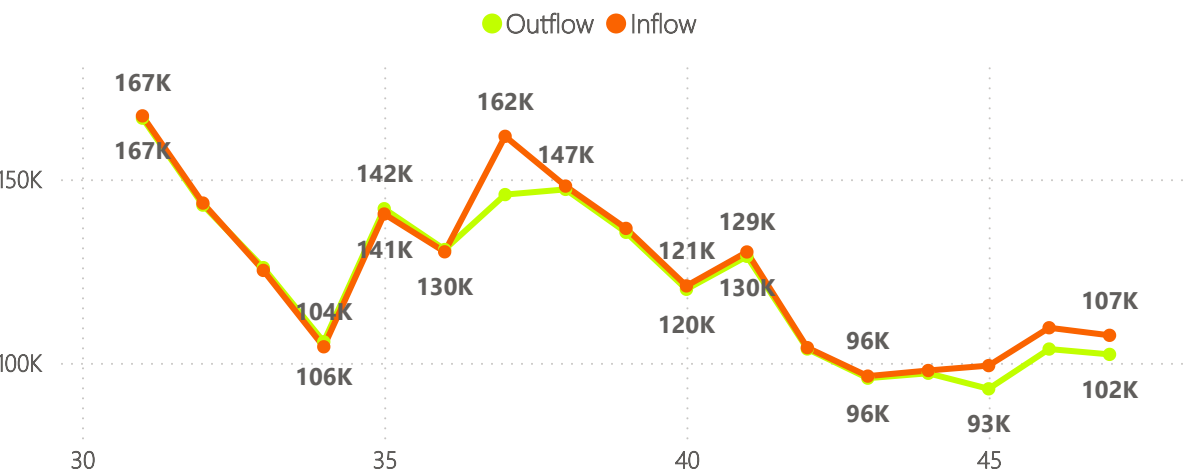
Accuracy KPI



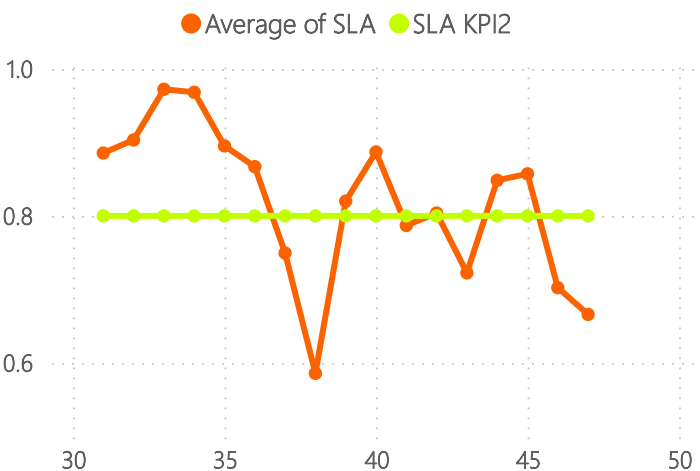
AHT KPI



Outflow and Inflow by Week



Average of SLA and SLA KPI2 by Week



YOUR
LOGO

23.90

Average of AHT

83.05%

Average of SLA

73.30%

Average of Utilization Rate

95.40%

Average of Accuracy

PROJECT 1

PROJECT 2

PROJECT 3

By Week

By Month

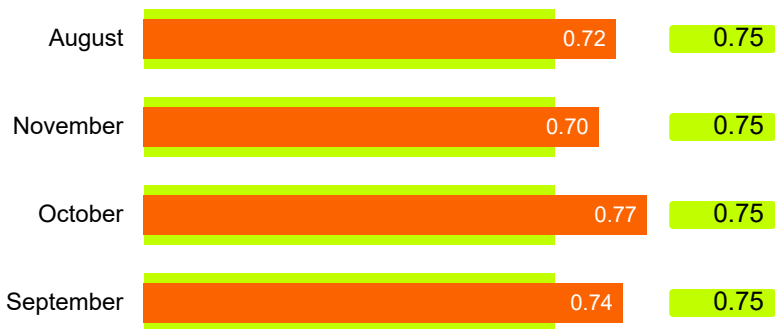
8/1/2024



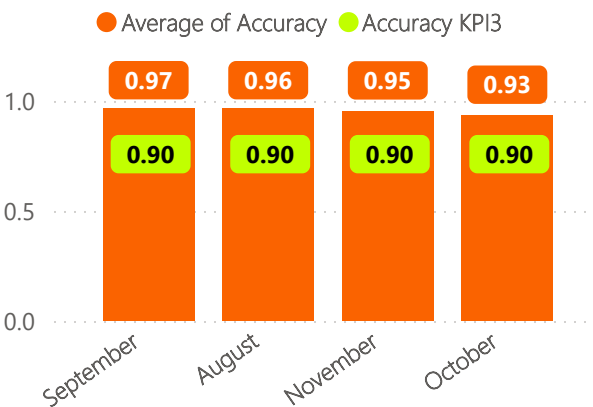
11/21/2024



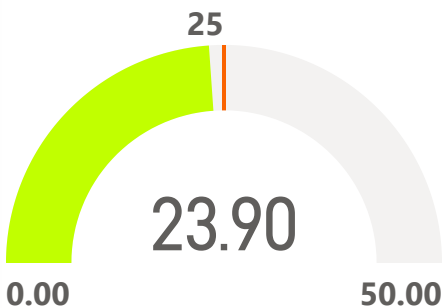
Utilization KPI



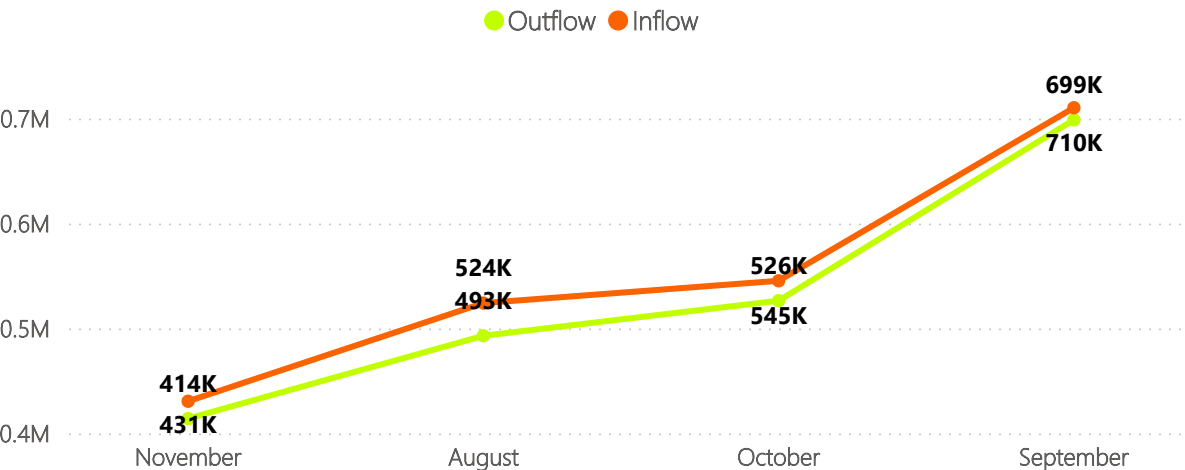
Accuracy KPI



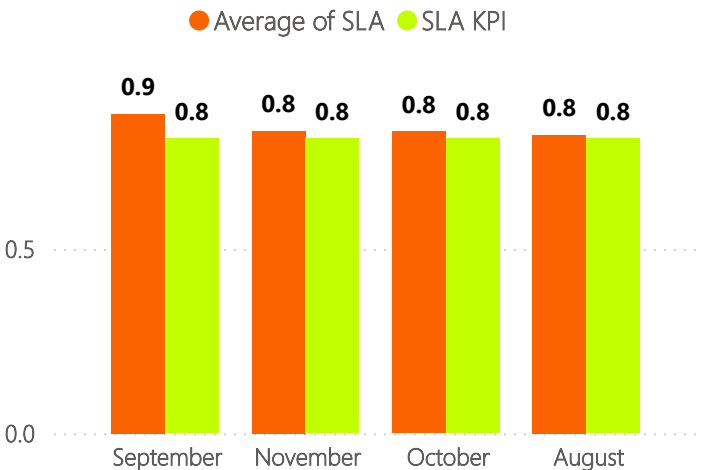
AHT KPI



Outflow and Inflow by Month



Average of SLA and SLA KPI by Month



YOUR
LOGO

23.90

Average of AHT

83.05%

Average of SLA

73.30%

Average of Utilization Rate

95.40%

Average of Accuracy

PROJECT 1W

PROJECT 2W

PROJECT 3W

By Week

By Month

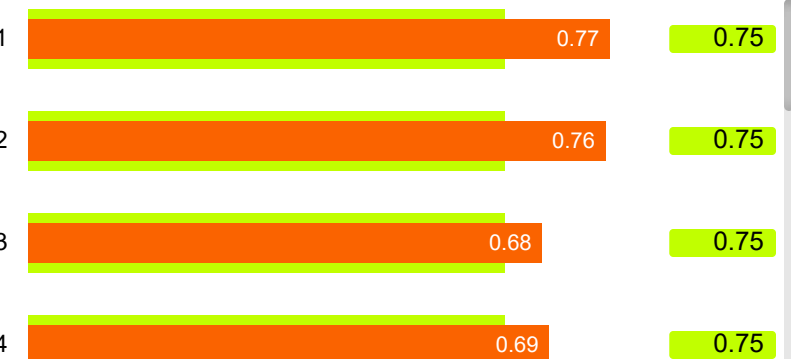
8/7/2024



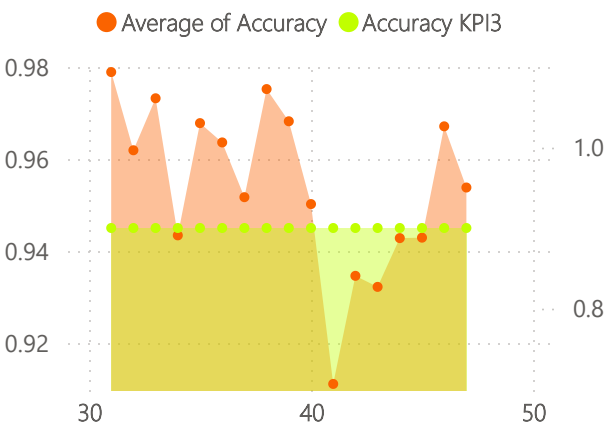
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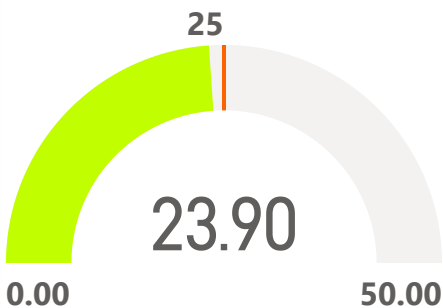
Utilization KPI



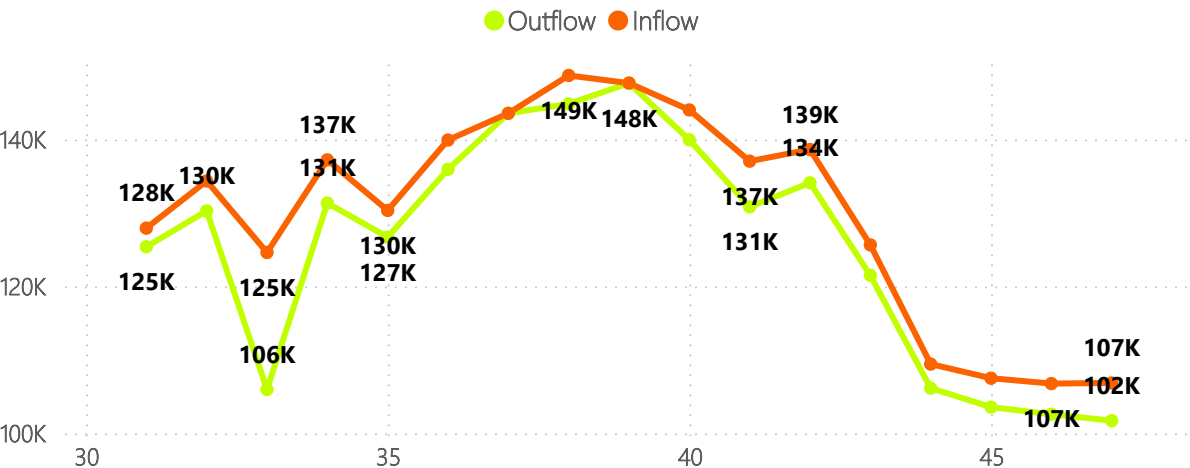
Accuracy KPI



AHT KPI



Outflow and Inflow by Week



Average of SLA and SLA KPI by Week

