

OVERVIEW

25/11/2024
Start
08/12/2024
End

Week
All

89

REAL HC

7,54

AHT (avq)

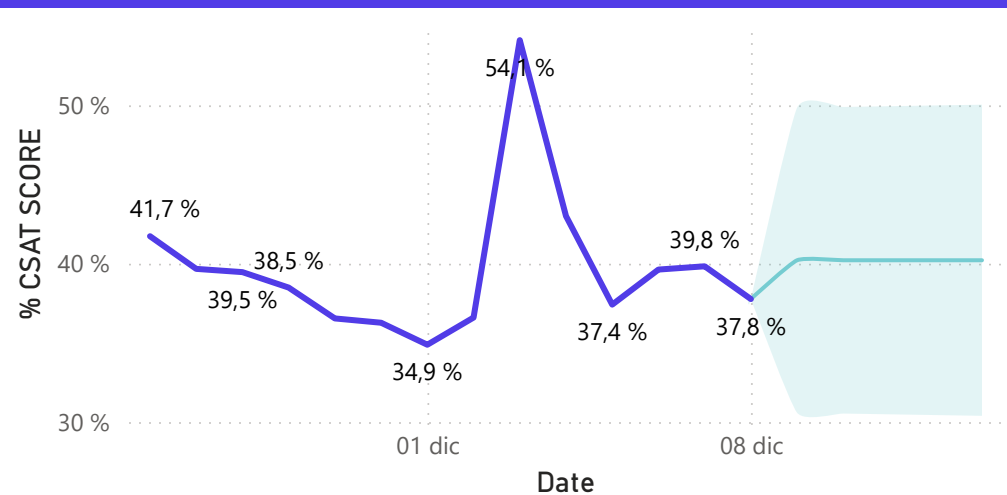
75,1 %

% SLA

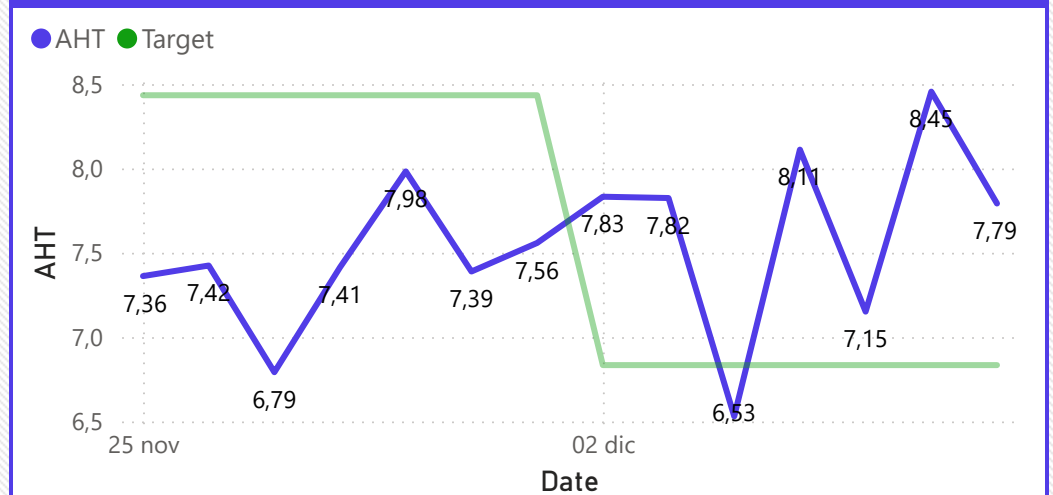
39,9 %

% CSAT SCORE

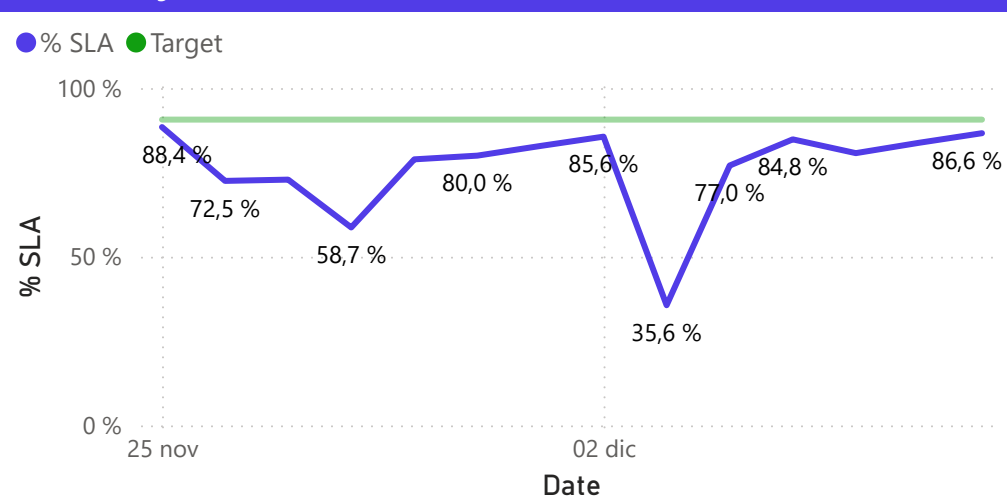
% CSAT SCORE by Date



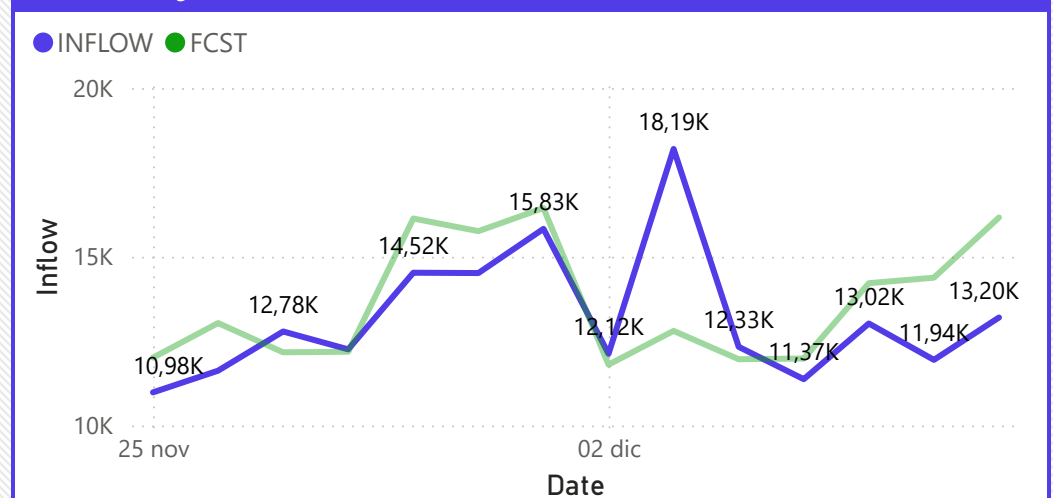
AHT by Date



% SLA by Date



Inflow by Date



CORRELATION ANALYSIS

25/11/2024

Start

08/12/2024

End

Week

All

2,66

HC INFLOW

7,54

AHT (avg)

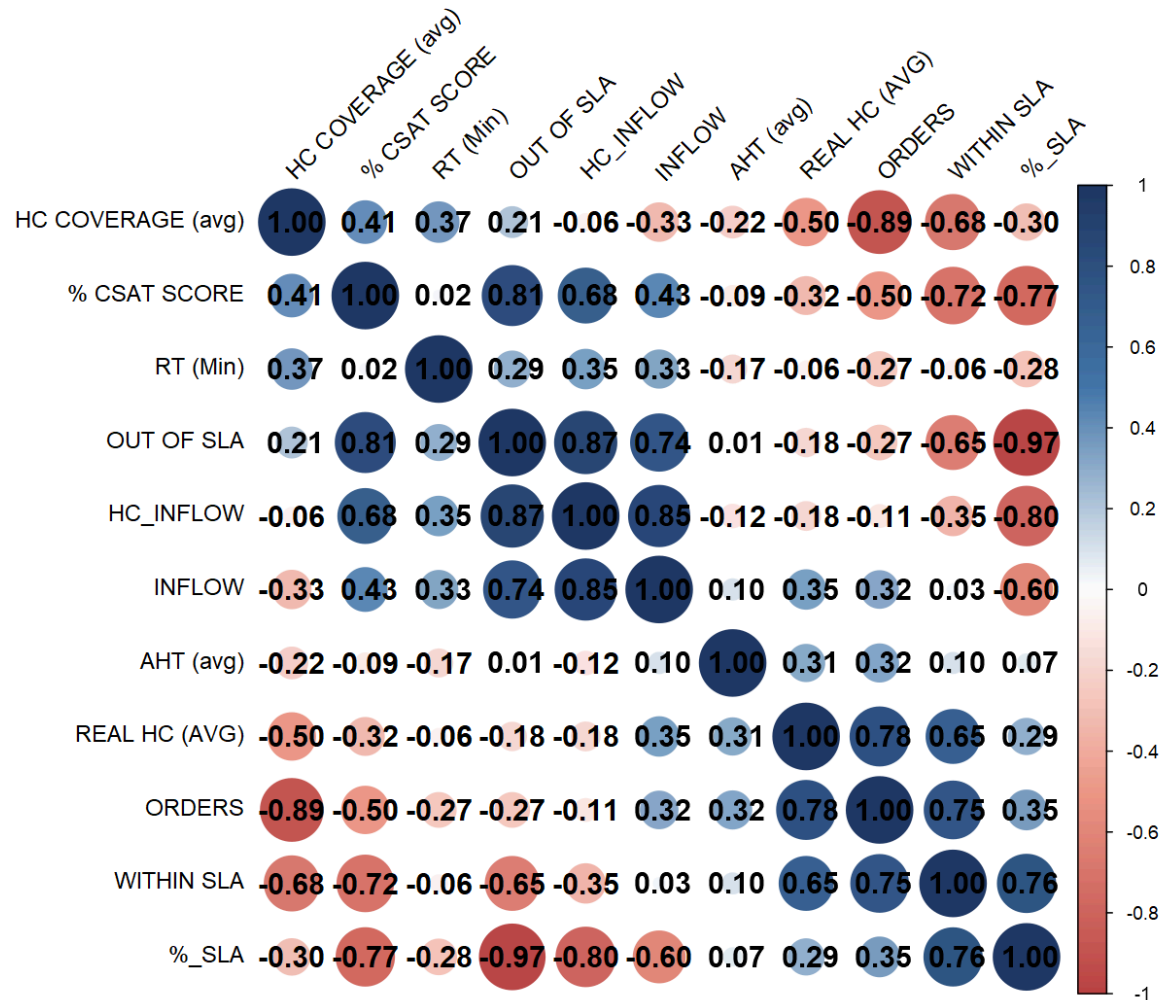
75,1 %

% SLA

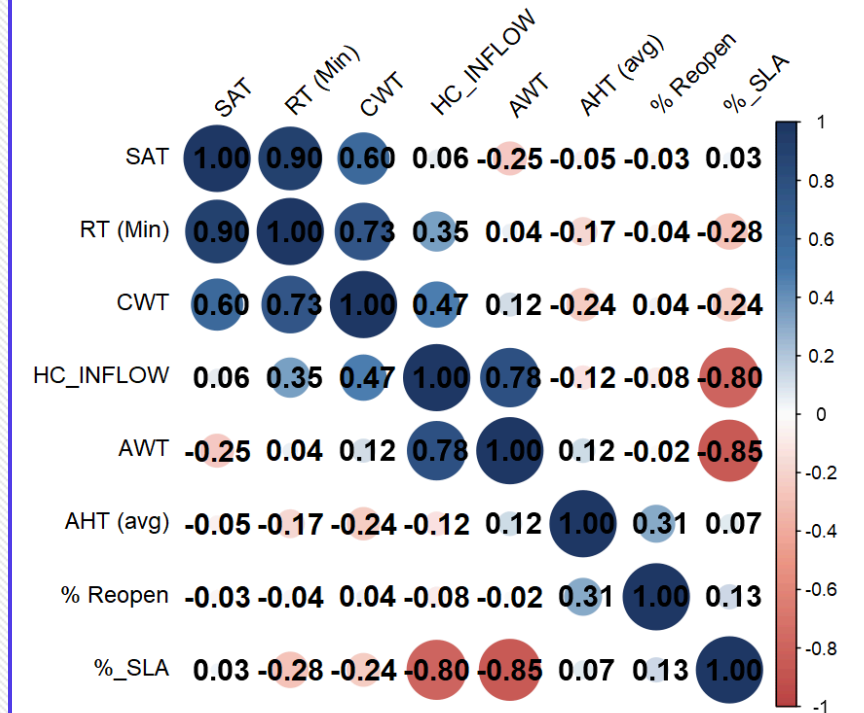
39,9 %

% CSAT SCORE

CORRELATION ANALYSIS (MAIN VARIABLES)



CORRELATION ANALYSIS (OPERATION)



DEEP DIVE - CSAT SCORE

25/11/2024

Start

08/12/2024

End

Week

All

STATISTICS

Right-skewed distri...

90,0 %

CSAT (MAX)

7,7 %

CSAT (MIN)

39,4 %

CSAT (MEAN)

38,6 %

CSAT (MEDIAN)

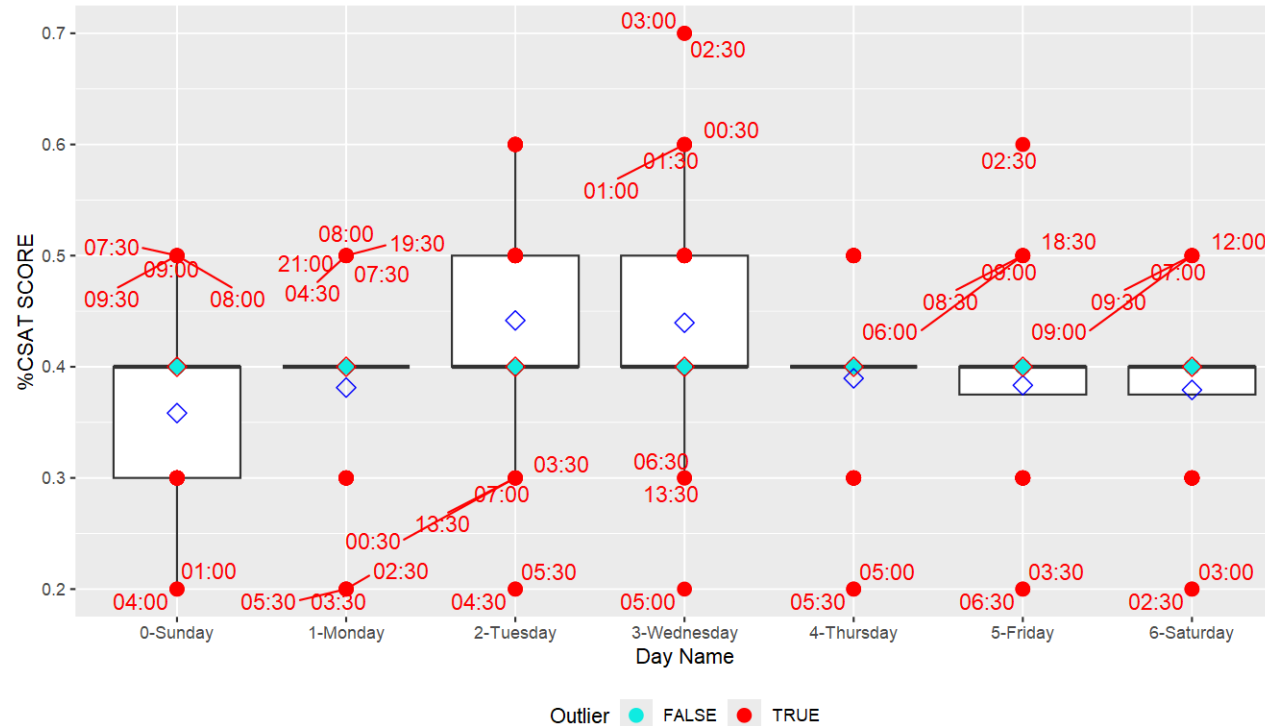
9,7 %

CSAT (STD)

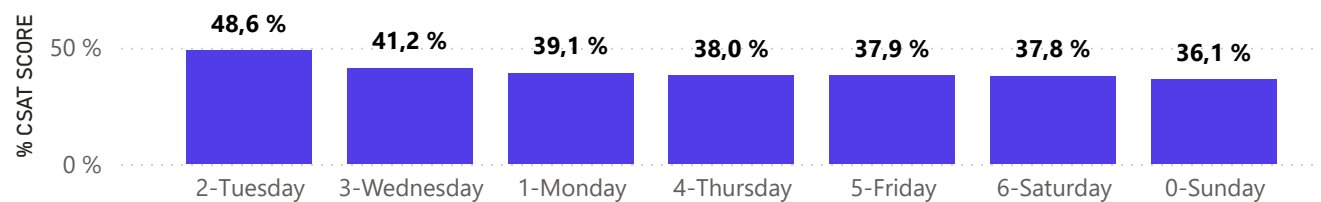
1,48

CSAT (VSF)

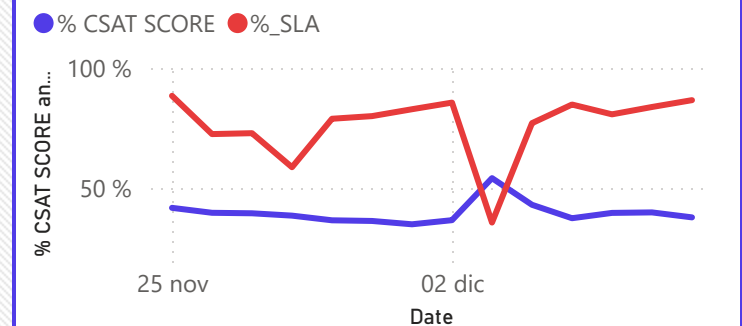
OUTLIERS by % CSAT SCORE



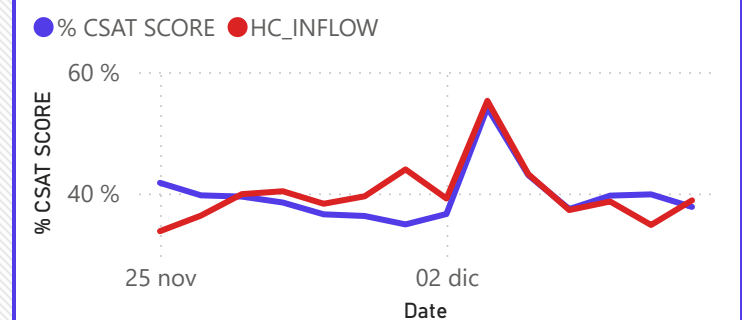
CSAT SCORE by Day Name



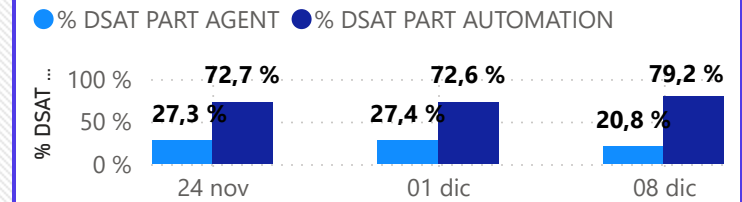
% CSAT SCORE and % SLA by Date



% CSAT SCORE and Inflow/HC by Date



DSAT PARTICIPATION



AVERAGE HANDLE TIME

25/11/2024
Start
08/12/2024
End

Week

All

STATISTICS

Right-skewed distri...

19,20

AHT (MAX)

4,28

AHT (MIN)

7,54

AHT (MEAN)

7,25

AHT (MEDIAN)

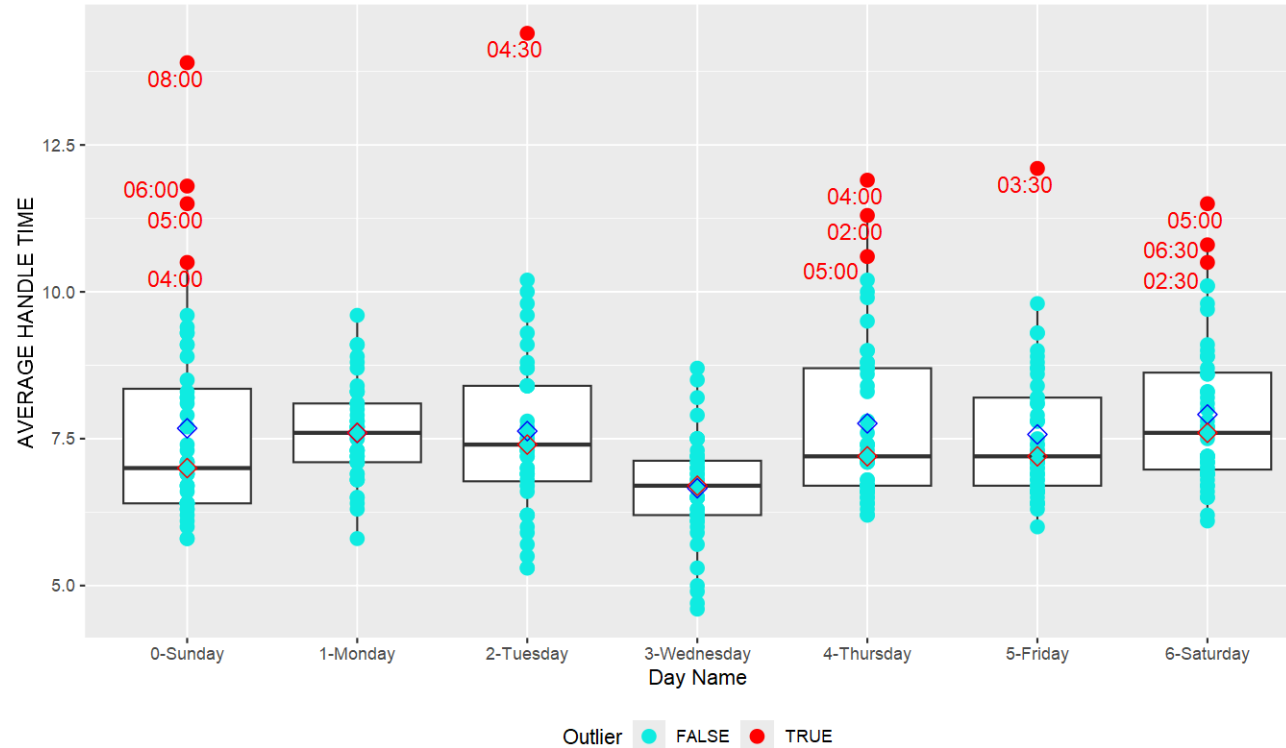
1,64

AHT (STD)

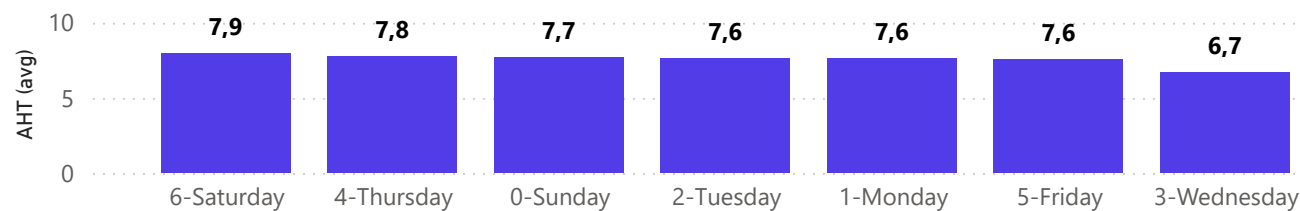
1,31

AHT (VSF)

OUTLIERS by AHT

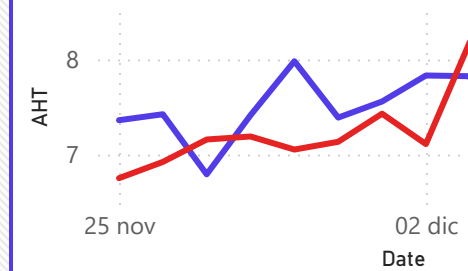


AHT by Day Name



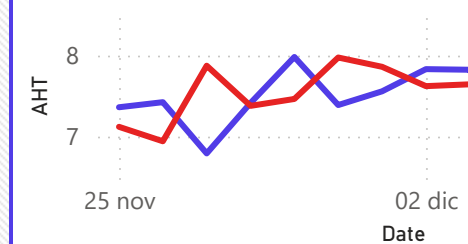
AHT and INFLOW/HC RATIO by Date

● AHT ● HC_INFLOW



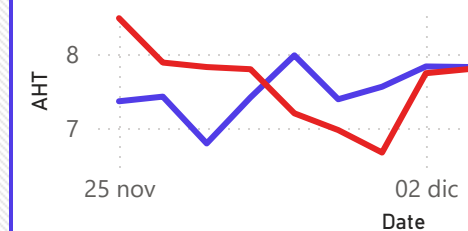
AHT and CWT by Date

● AHT ● CWT



AHT and HC COVERAGE by Date

● AHT ● HC COVERAGE



DEEP DIVE - SERVICE LEVEL AGREEMENT

25/11/2024
Start
08/12/2024
End

Week
All

STATISTICS

Left-skewed distrib...

100,0 %

SLA (MAX)

7,2 %

SLA (MIN)

80,1 %

SLA (MEAN)

85,1 %

SLA (MEDIAN)

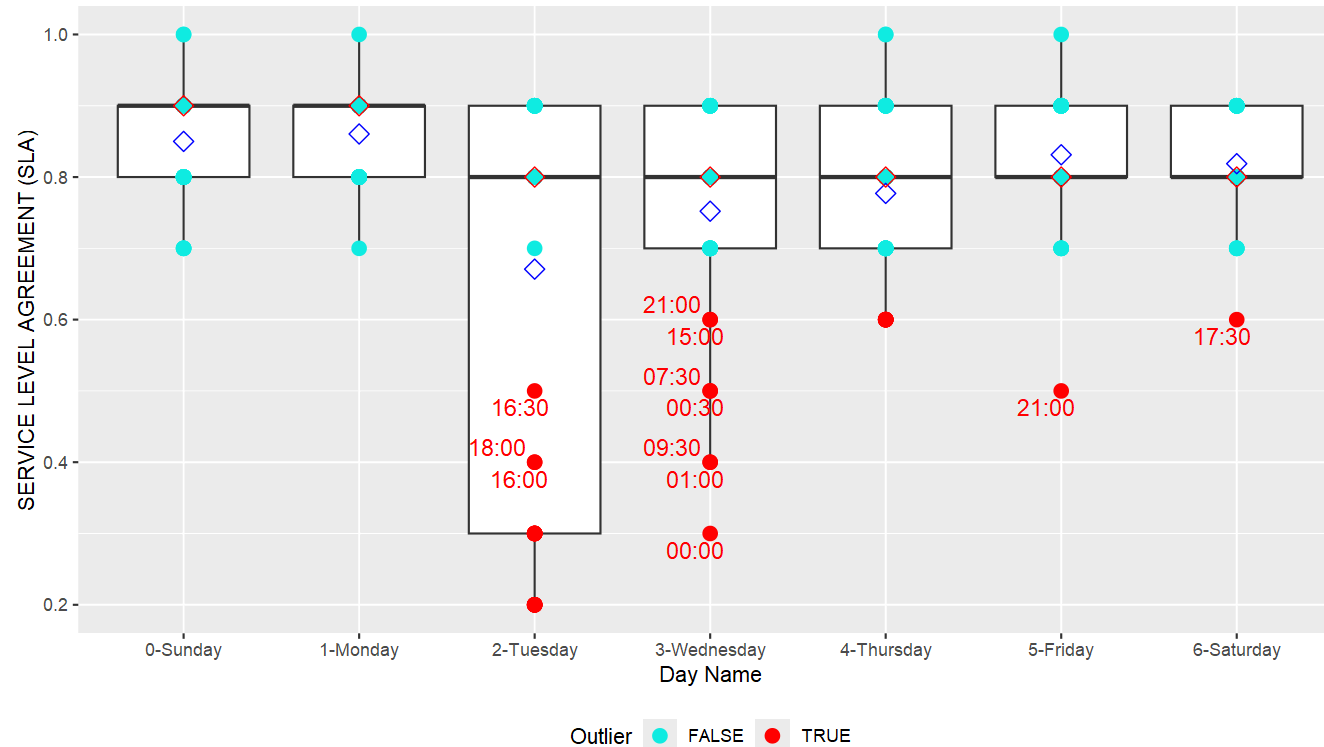
16,3 %

SLA (STD)

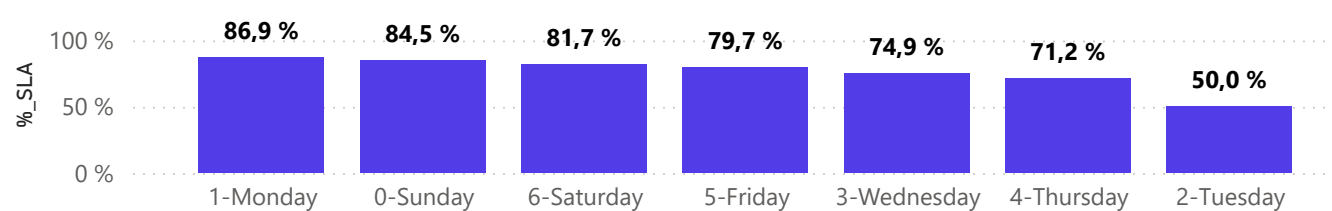
1,22

SLA (VSF)

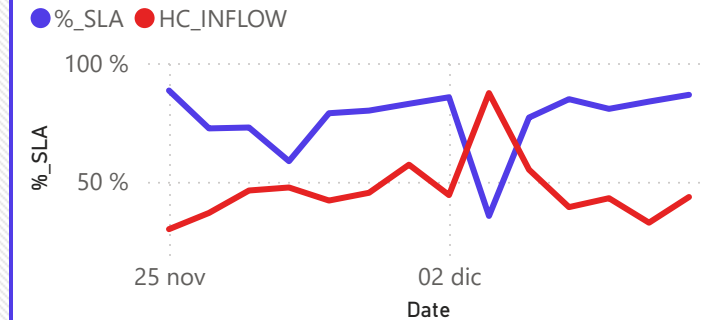
OUTLIERS by AHT



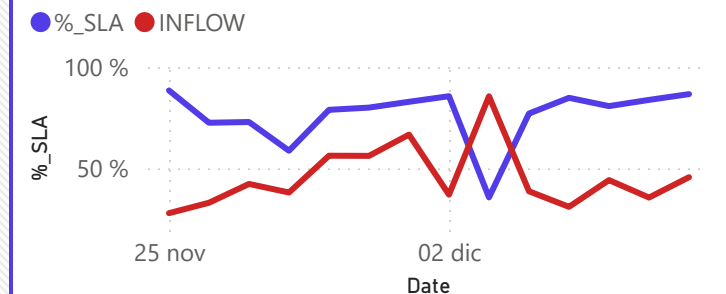
SLA by Day Name



%SLA and INFLOW/HC RATIO by Date



%SLA and INFLOW by Date



%SLA and AWT by Date

