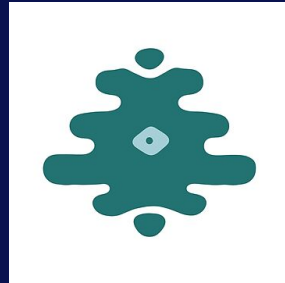
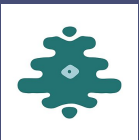


# Welcome To WalaWala Corp

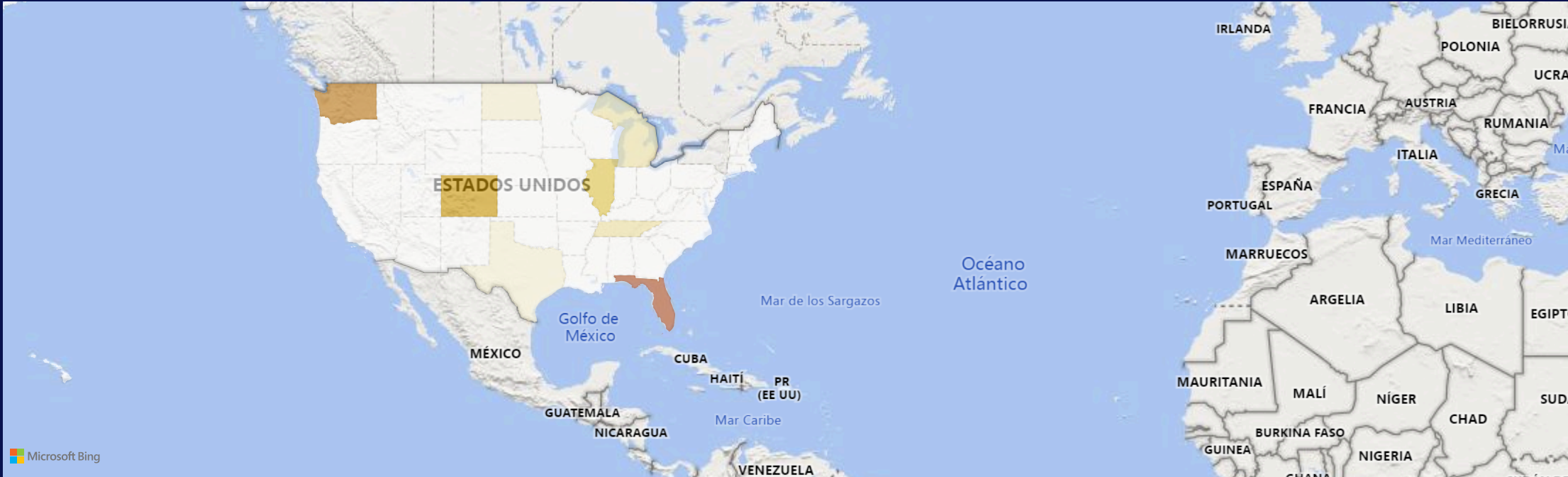
## PowerBI Report



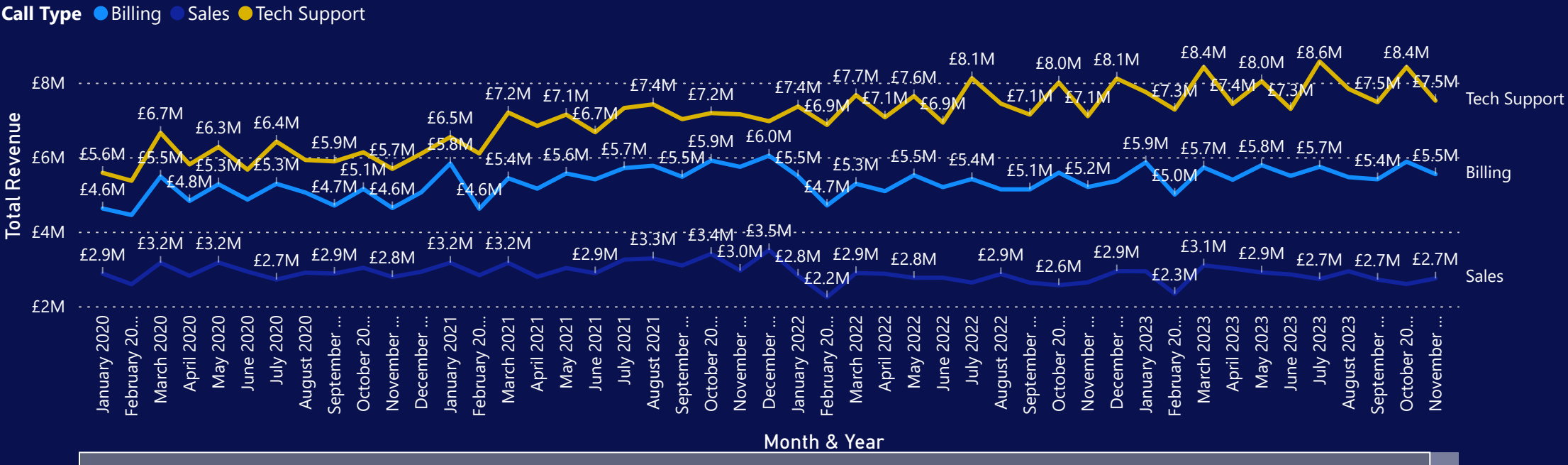
<b>Revenues</b>	<b>Customer Interaction</b>
<b>Operations</b>	<b>Employees</b>



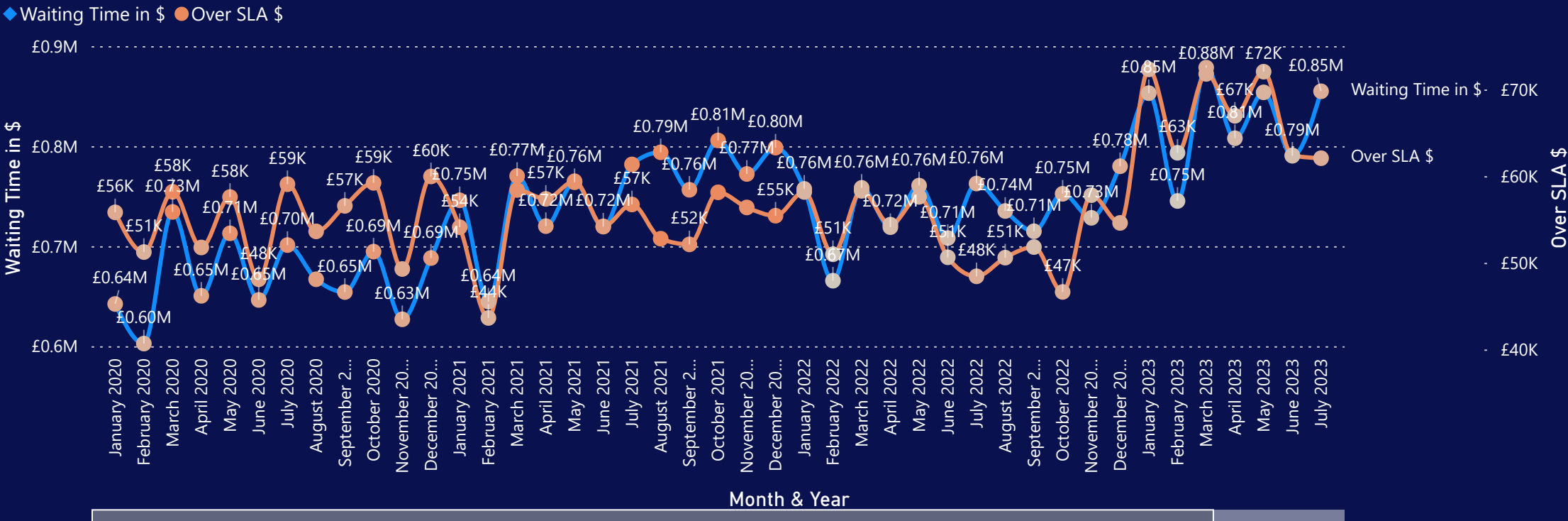
Revenues per states

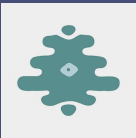


Revenue Over Time



Potential Harmed Revenue





Abandoned calls - Billing

40.67

Mean Waiting Time (sec.)

Abandoned calls - Sales

58.70

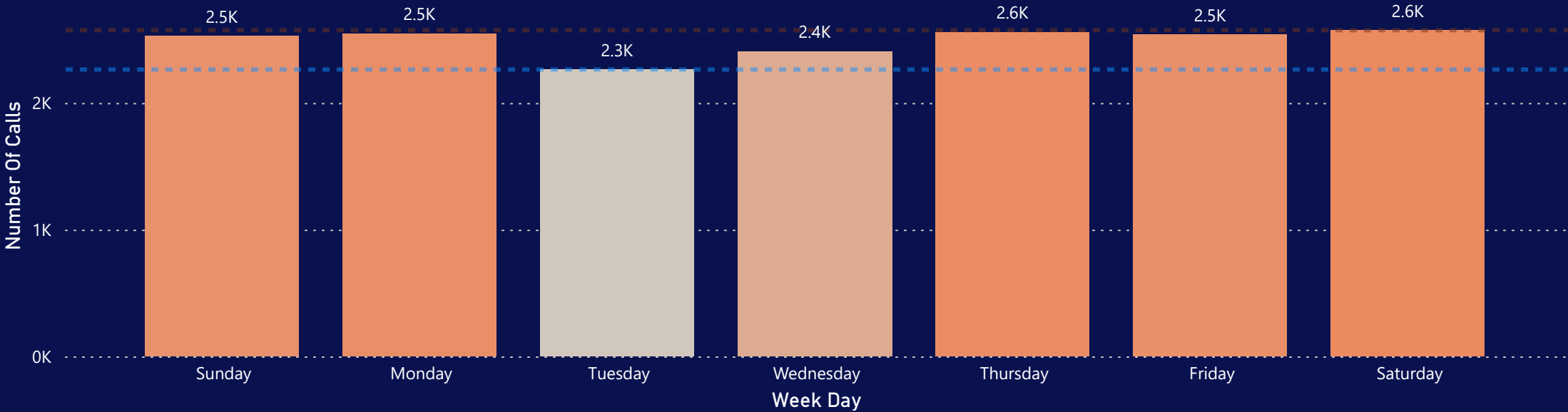
Mean Waiting Time (sec.)

Abandoned calls - Tech Support

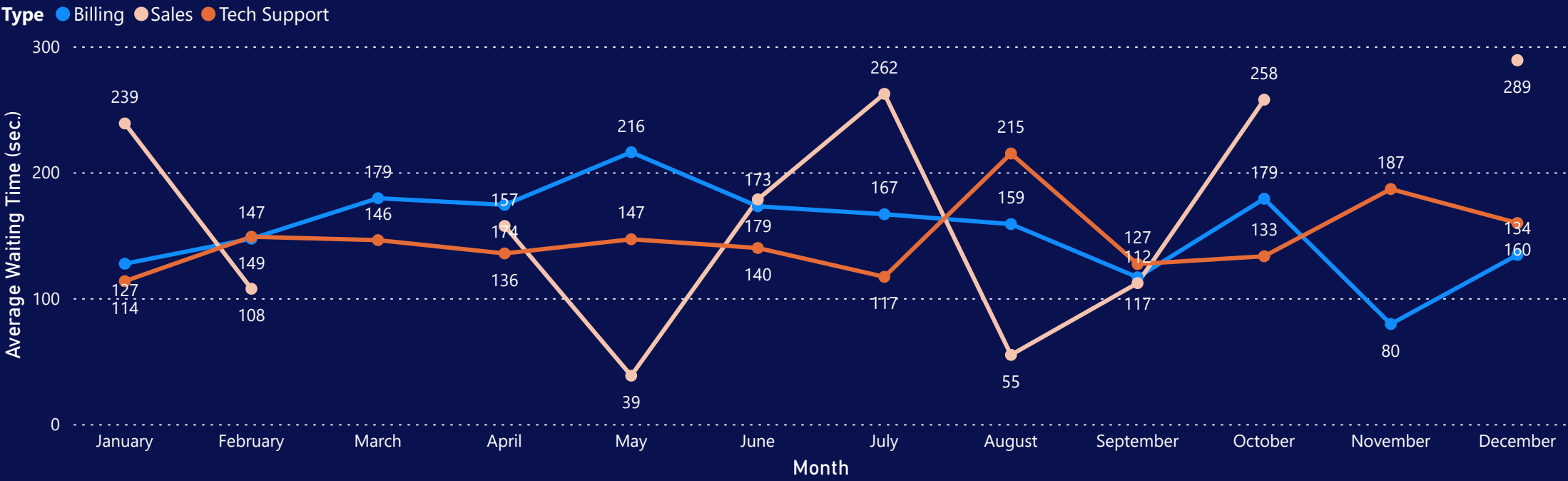
19.81

Mean Waiting Time (sec.)

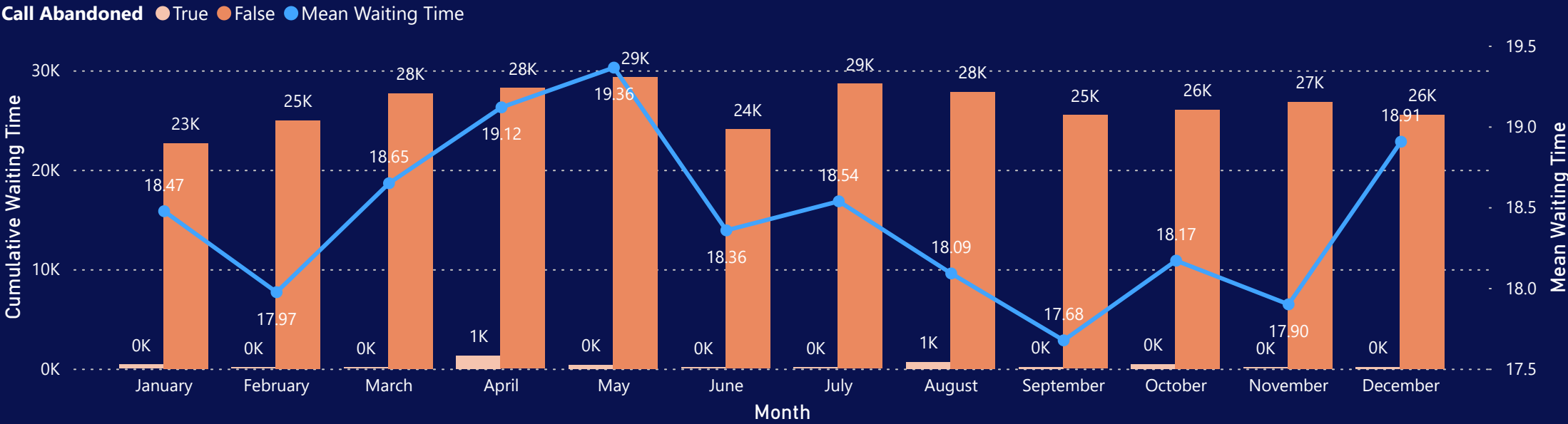
Number Of Calls Per Day Of The Week

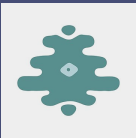


Mean Waiting Time for Abandoned Calls

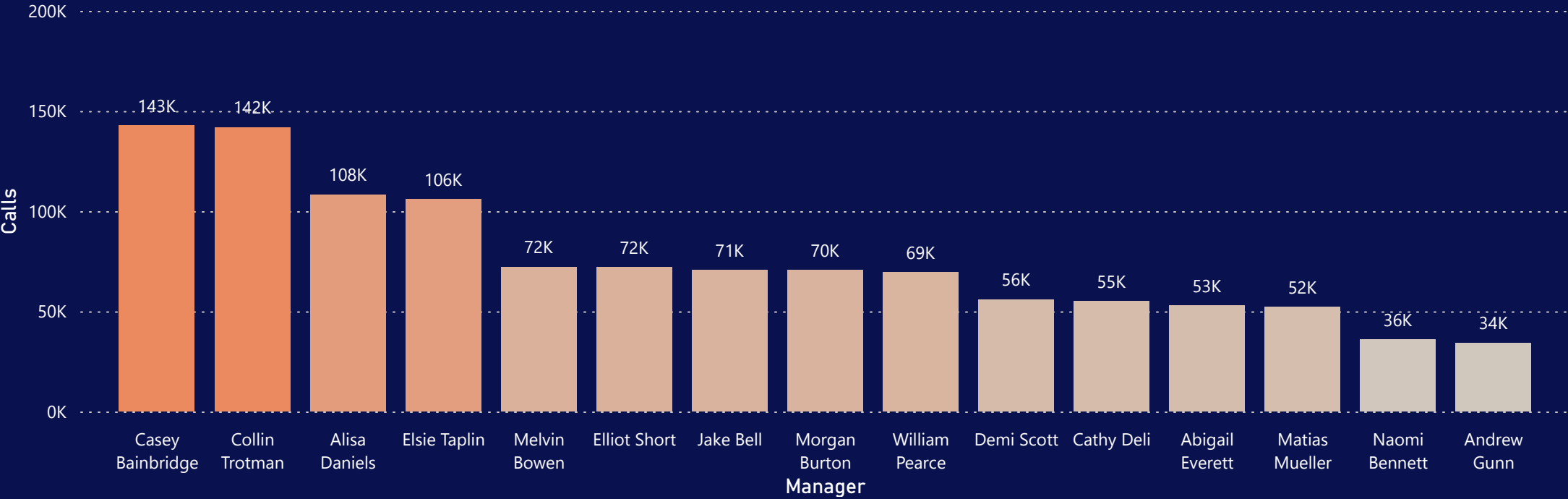


Waiting Time (sec.) by Month

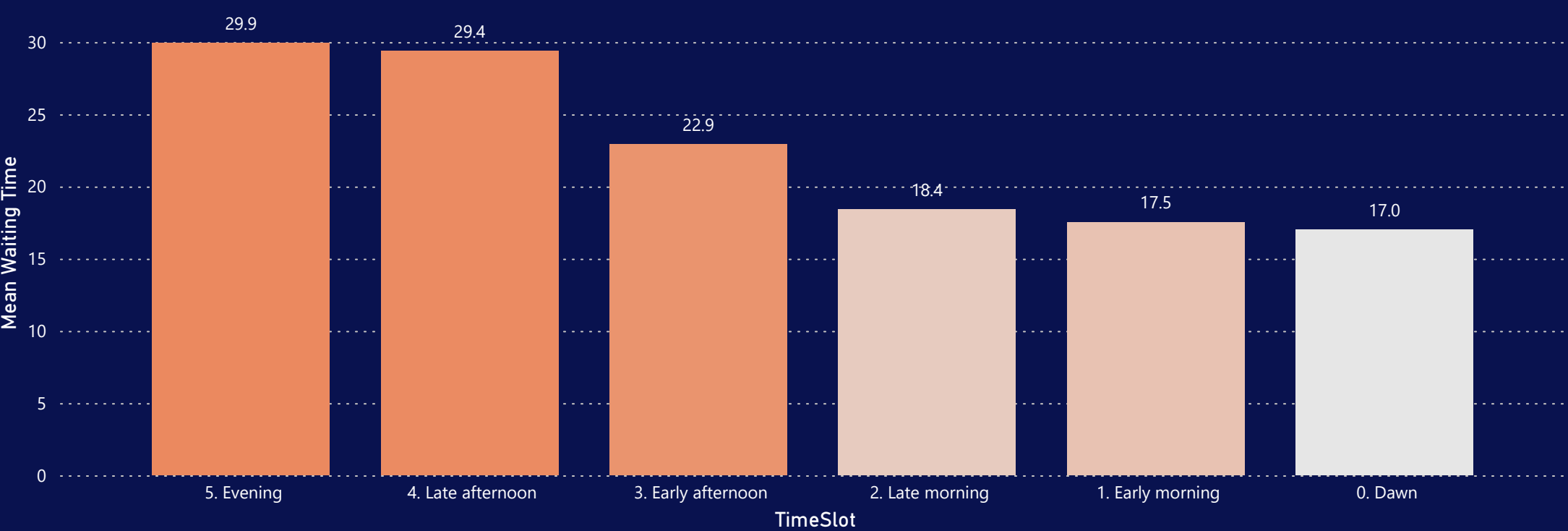




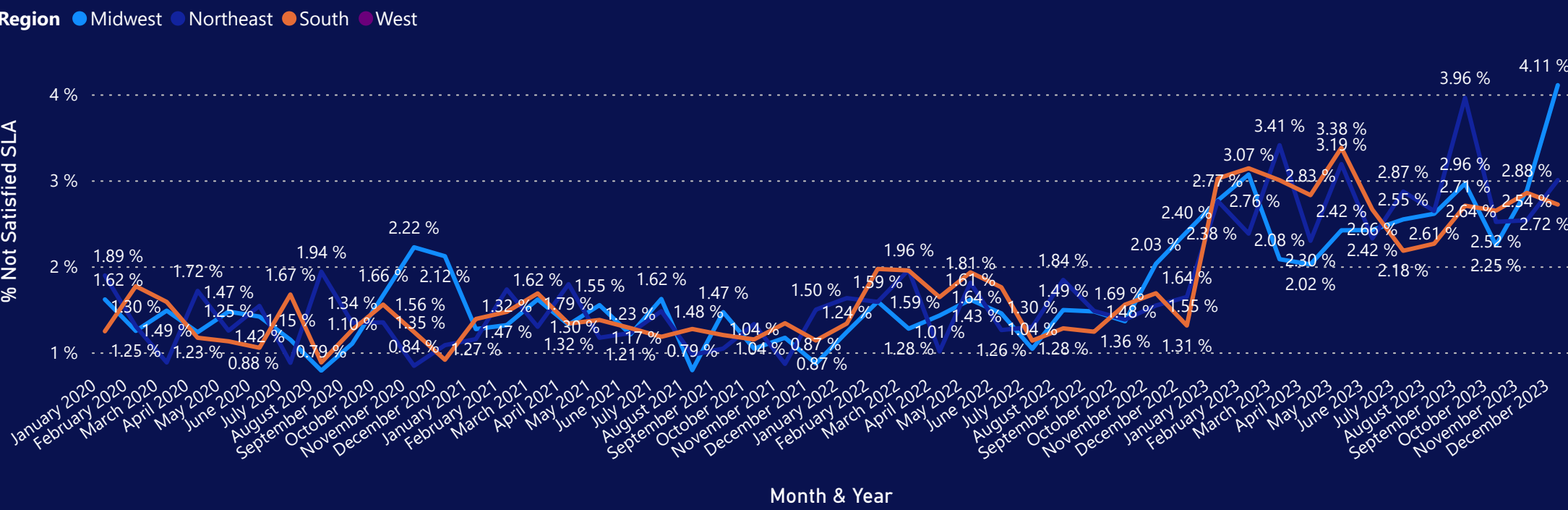
Manager's Team Total Calls

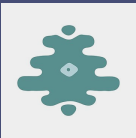


Average Waiting Time (sec.) per TimeSlot

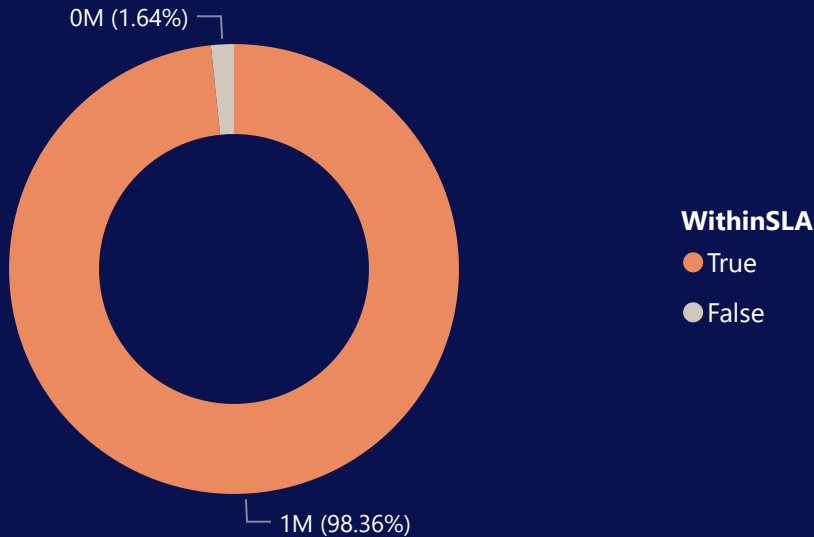


Worst SLAs by Region





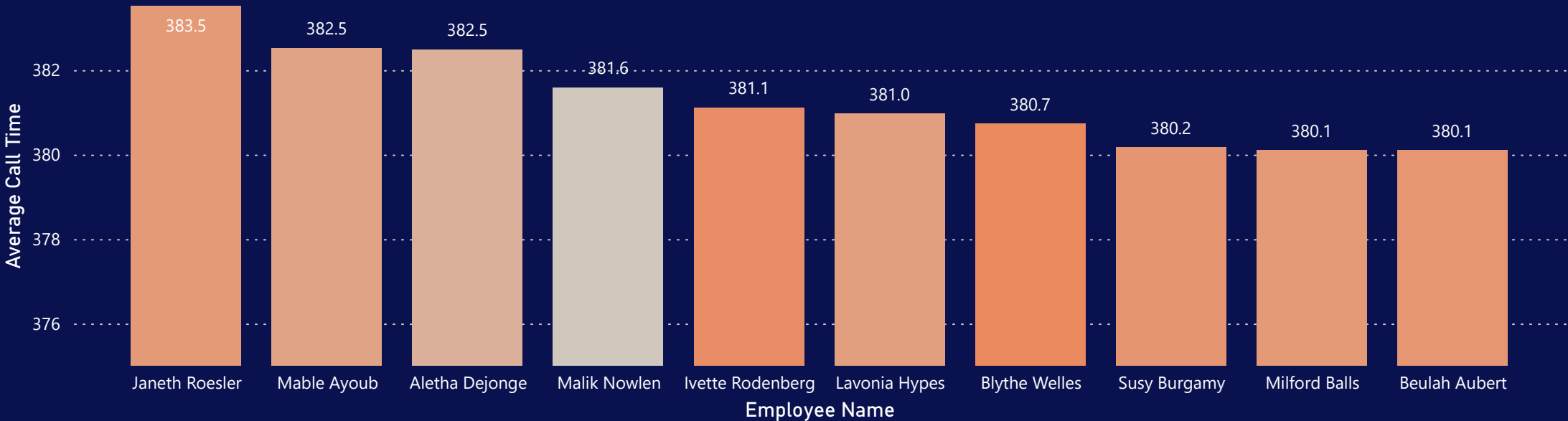
Q1: %Calls by With or without SLA



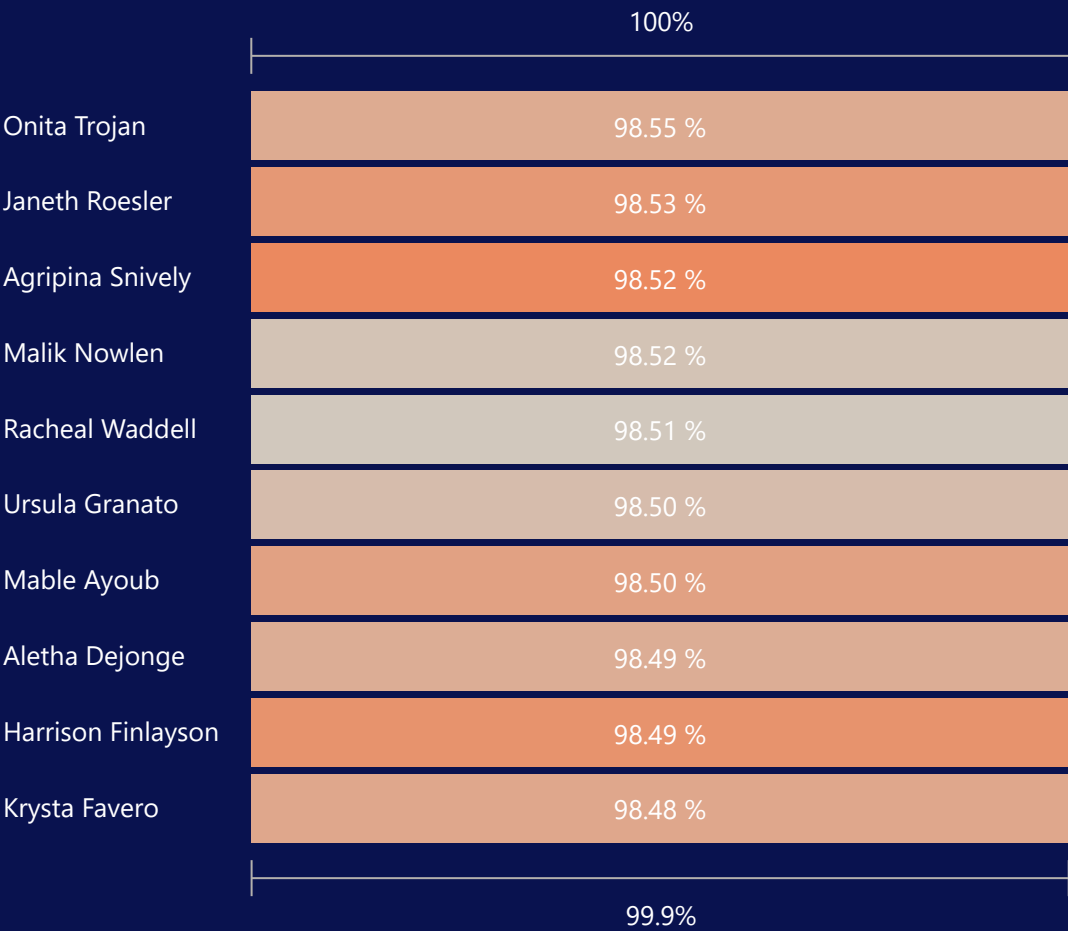
378.49

Mean Call Time (sec.)

Q2: Average Call Time (sec.) by Employee



Top 10 Best Performers by SLA



Top 10 Worst Performers by SLA

