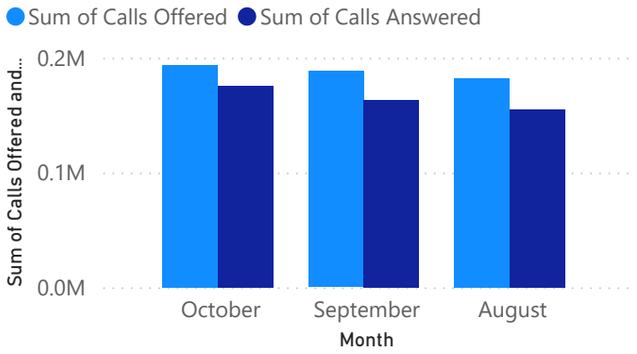
PERFORMANCE ANALYSIS FROM AUG 2025 TO OCT 2025

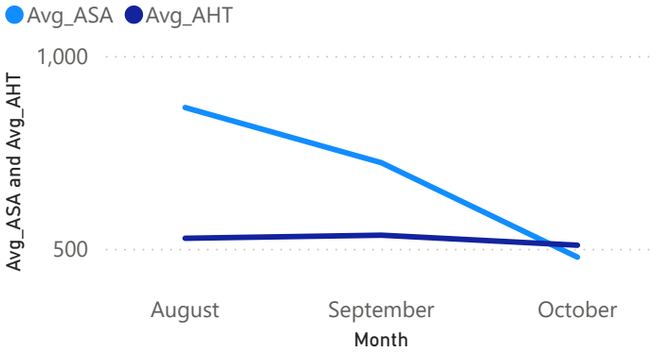
564K	493K	11:29	8:44	12.67	79.33
Total Calls Offered	Total Calls Answered	Average_ASA	Average_AHT	Abandon %	CSAT %

Calls Offered vs Calls Answered (Monthly)



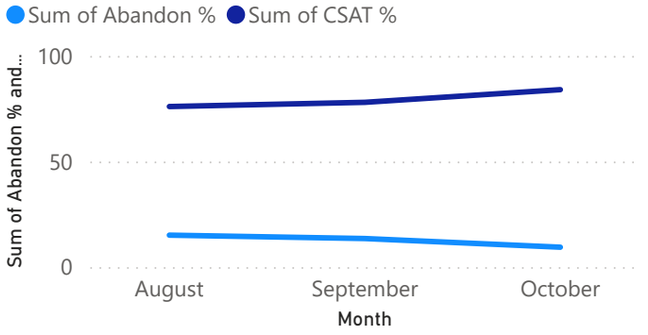
Call Volume Increased While Performance Improved

ASA & AHT Trend Line



Significant Improvement in ASA (Speed of Answer)
AHT Remained Stable

Abandon % and CSAT % Trend

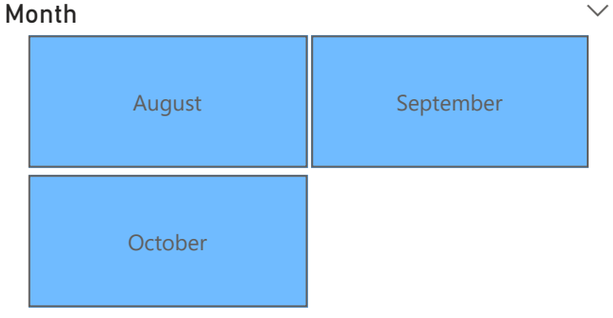


Abandon Rate Trending Down
CSAT Increasing Month-over-Month

SLA_AbandonRate and SLA_Target

SLA Gauge Shows We Are Close to Target

- Created sample SLA target
- Assumed SLA target should **< 10% Abandon Rate**..
- The gauge helps how current performance compares to SLA.
- October is the closest month to SLA compliance.
- Added Monthly slicer on right to have view of all the metrics month wise.

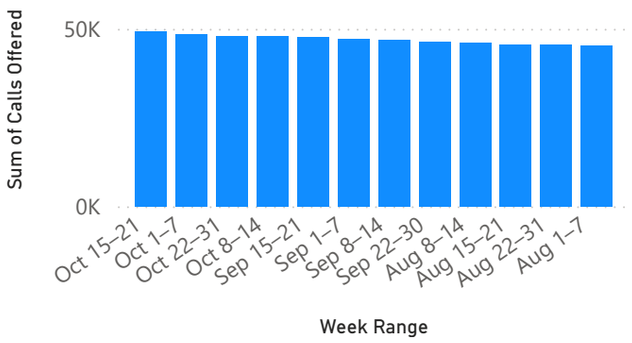


Quick measure

WEEKLY PERFORMANCE ANALYSIS

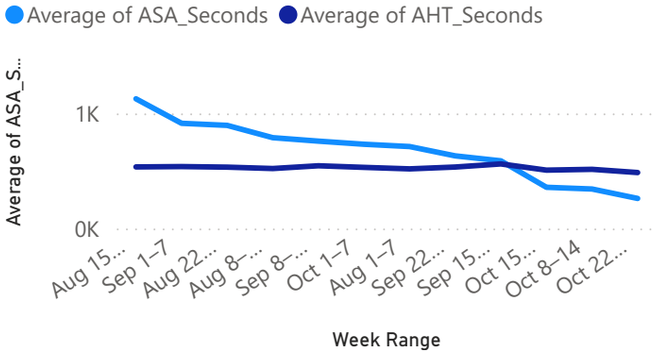
564K	675.83	526.92	12.68	79.00
Total Weekly Calls	Average Weekly ASA	Average Weekly AHT	Average Abandon%	Average weekly CSAT %

Calls Offered vs Calls Answered (Monthly)



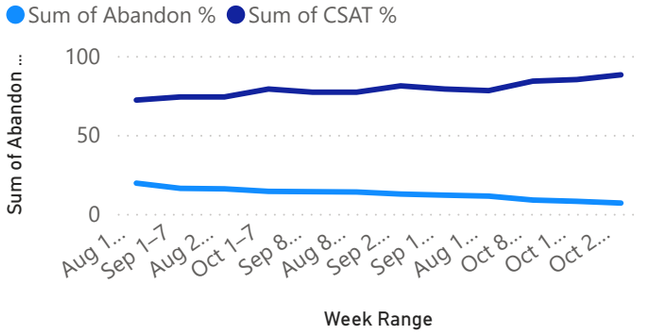
Call volume increases across months, with October showing highest weekly traffic.

ASA & AHT Trend Line



ASA reduces sharply in October and best weekly performance.
AHT remains stable across weeks, no major change in call complexity.

Abandon % and CSAT % Trend



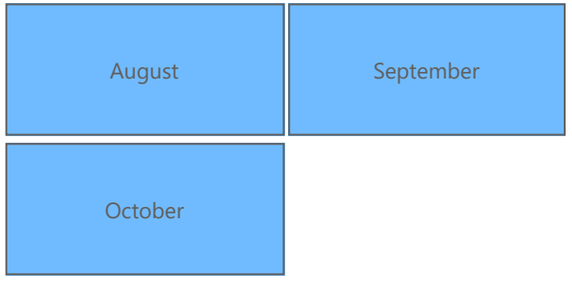
Weeks with higher ASA show higher abandon %, confirming wait time drives call drop-offs.
CSAT increases steadily into October.

Week Range

- [ ] Aug 15–21
- [ ] Aug 1–7
- [ ] Aug 22–31
- [ ] Aug 8–14
- [ ] Oct 15–21

Use the Month slicer to view performance and trends for specific months.
Use the Week Range slicer to drill down into weekly performance and uncover root causes.

Month



Quick measure