



Sample Dashboard & Documentation.

Call Center.

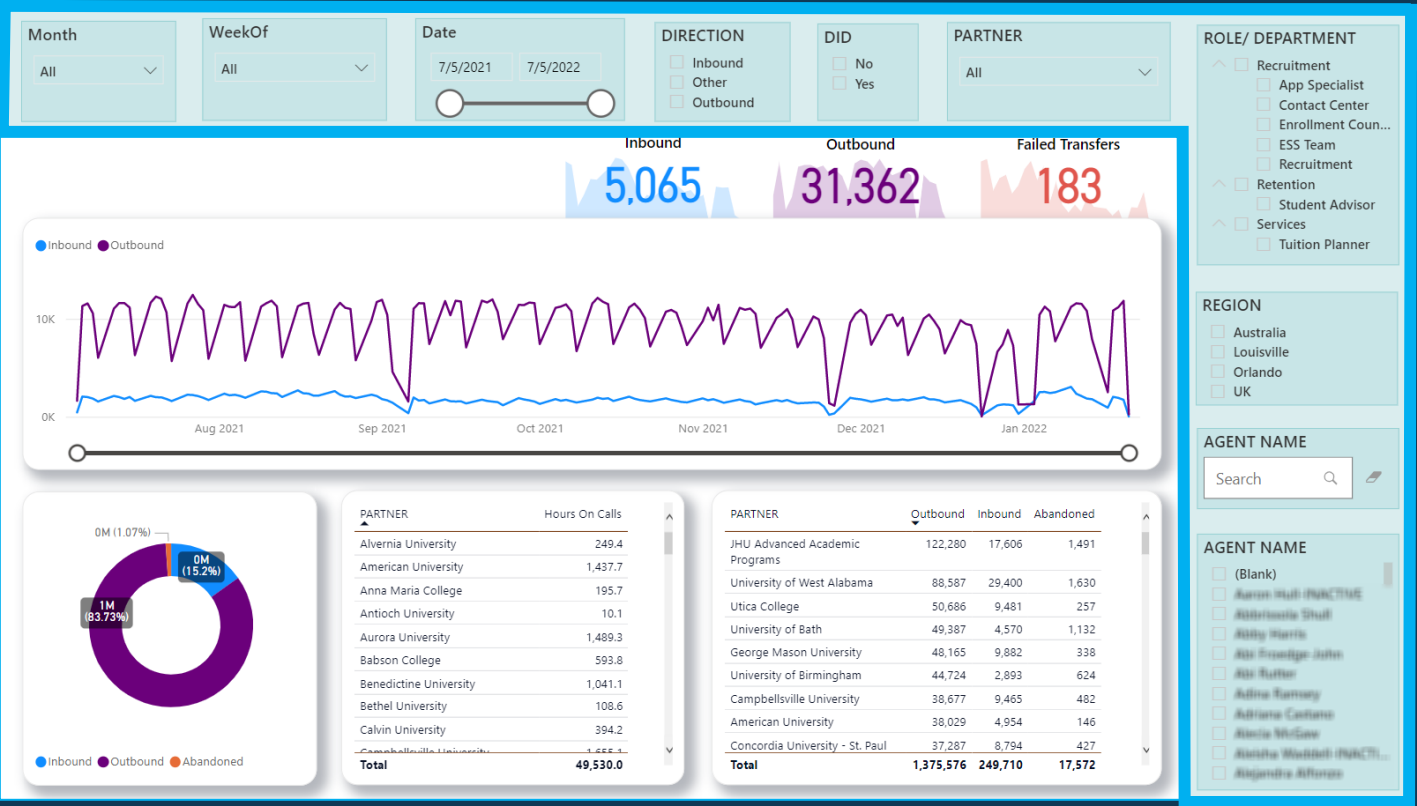
How to filter reports?

What is a Slicer?

Slicer helps narrow the portion of the dataset that is shown in the report visualizations.

SLICER PANEL

- Users may filter the displayed information through various slicers.
- Multi-select is available on all slicers, except for the *Date* range and *Agent Name* lookup slicer, where this is not applicable.
- To remove the selected filter, uncheck the box.



Call Details page

Total number of calls
(includes Inbound and
Outbound).

TOTAL CALLS

1.24M

calls

AVG. CALL TIME

1.97

minutes

AVG. QUEUE TIME

0.09

minutes

AVG. TALK TIME

1.89

minutes

AVG. AFTER CALL WORK

0.52

minutes

Average Call Time,
Queue Time, Talk Time,
After Call Work.

- By Agent:
- Number of Placed calls
 - Placed calls trend by hour
 - Hours of Talk time
 - Talk time trend by hour

The red dots on the trend line
represents min/ max values.
Hovering over the visual will
display these values.

PLACED CALLS VS. TALK TIME

Placed calls by hour	Placed Calls	AGENT NAME	Talk Time (hours)	Talk time by hour
	23,211	Samantha Sudner	319.8	
	20,943	Kayla Rodriguez	291.6	
	20,402	Heather Weaver	218.3	
	19,440	Clayton Adams	208.9	
	19,333	Andrew Aguirre	206.6	
	18,795	Jasmine Goodbar	232.0	
	18,025	Kel Wilson-Mercado	180.2	
	17,997	Abby Harris	252.1	
	17,937	Nataliah Weaver	141.3	
	17,133	Heidi Garcia	168.9	
	17,104	William Dougherty	183.5	
	16,644	Madeleine Oline	157.7	
	16,385	Madeline Hernandez	141.3	
	16,171	Estely Sanchez	161.3	
	16,021	Queen Penny	180.7	
	15,989	Sarah Watson	123.2	
	15,642	Heidi Weidling	166.2	
	1,156,635		38,846.2	

MESSAGES LEFT VS. RECEIVED

Received	AGENT NAME	Left
796	Morgan Hall	426
188	Nataliah Weaver	14,263
132	Terrell Nightowner	14,556
99	Samantha Sudner	18,800
96	Jennice Begner	9,853
83	Autumn Wood	449
66	Abby Harris	14,440
58	Andrew Buckley	2,069
58	Heidi Weidling	15,519
50	Kayla Rodriguez	13,593
41	William Dougherty	17,099
38	John Charlier	239
24	Lafellia Smith	5,242
22	Alison Dickey	1,074
20	Queen Penny	11,393
20	Rene Page	8,482
18	David Cortez	1,608
2,254		596,424

- Count of calls where
Disposition is "Left
Message," parsed by
call direction:
- "Received"-
Inbound
 - "Left" - Outbound.

Transfer page

These heatmap visuals allow users to view trends in the data. The larger the count, the darker the color saturation in the background.

SUCCESSFUL TRANSFER HEATMAP																										
Name	12A	1A	2A	3A	4A	5A	6A	7A	8A	9A	10A	11A	12P	1P	2P	3P	4P	5P	6P	7P	8P	9P	10P	11P	Total	
Monday	0	0	0	0	1	4	3	1	4	48	63	61	38	61	71	80	77	33	7	5	1	0	0	0	558	
Tuesday	0	0	0	0	4	0	0	1	1	35	65	63	47	92	84	86	76	37	20	12	3	0	0	0	626	
Wednesday	0	0	0	0	3	0	2	1	4	53	58	62	43	71	78	63	67	22	5	3	3	0	0	0	538	
Thursday	0	1	0	0	5	3	2	1	3	39	60	52	49	62	63	61	62	29	19	1	4	1	0	0	517	
Friday	0	0	0	0	1	1	2	1	0	4	28	58	50	45	36	42	39	50	5	3	0	0			365	
Total	0	1	0	1	14	9	8	4	16	203	304	288	222	322	338	329	332	126	54	21	11	1	0	0	2,604	

Number of successful transfers by Hour and Day of the Week.
These are calls with Dispositions as "Transfer".

FAILED TRANSFER HEATMAP																								
Name	2A	3A	4A	5A	6A	7A	8A	9A	10A	11A	12P	1P	2P	3P	4P	5P	6P	7P	8P	9P	10P	11P	Total	
Monday	2	0	8	8	5	6	6	69	157	183	159	173	157	203	188	198	146	45	4	1	0	0	1,718	
Tuesday	0	2	4	6	1	3	7	98	149	152	154	177	172	184	229	208	156	46	11	2	0	0	1,761	
Wednesday	0	0	3	5	4	3	3	102	137	184	198	179	176	207	197	161	106	27	8	1	0	0	1,701	
Thursday	0	1	4	6	8	2	10	73	89	102	115	119	126	164	150	126	82	22	2	1	3	1	1,206	
Friday	0	1	2	3	1	0	4	48	65	72	90	90	88	80	84	48	6	3	0				685	
Total	2	4	21	28	19	14	30	390	597	693	716	738	719	838	848	741	496	143	25	5	3	1	7,071	

Number of failed transfers by Hour and Day of the Week.
These are calls with Dispositions as "Failed Transfer".

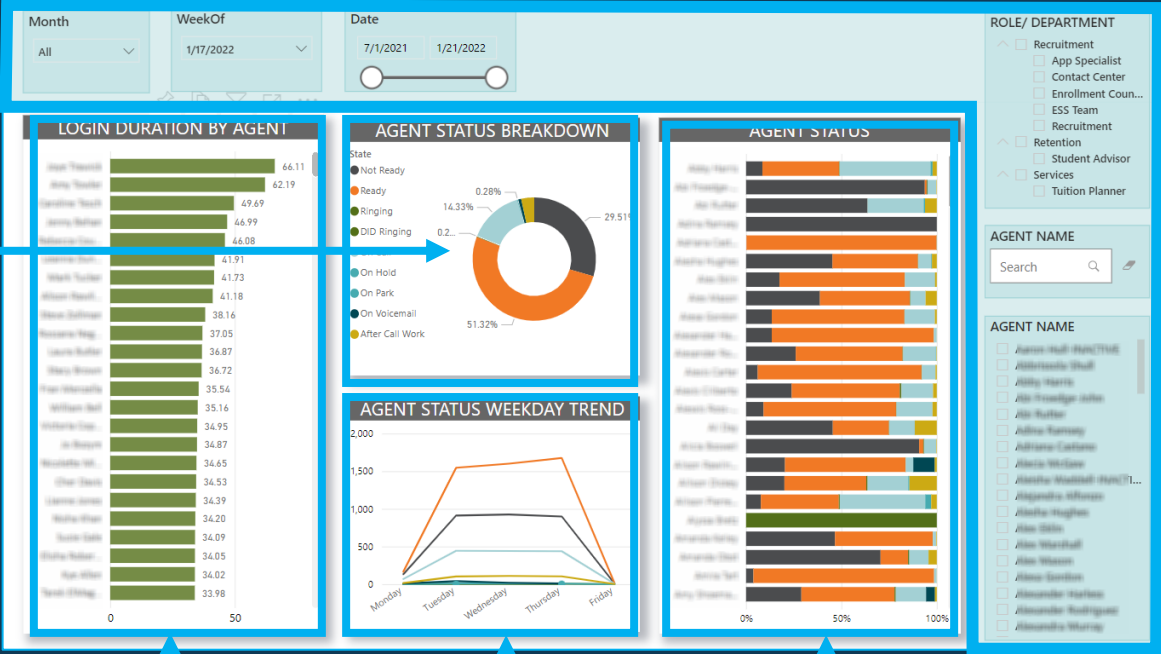
TOTAL ATTEMPTED TRANSFER HEATMAP																										
Name	12A	1A	2A	3A	4A	5A	6A	7A	8A	9A	10A	11A	12P	1P	2P	3P	4P	5P	6P	7P	8P	9P	10P	11P	Total	
Monday	0	2	2	0	9	12	8	7	10	117	220	244	197	234	228	283	265	231	153	50	5	1	0	0	2,278	
Tuesday	2	2	0	2	8	6	1	4	8	133	214	215	201	269	256	270	305	245	176	58	14	2	0	0	2,391	
Wednesday	1	1	0	0	6	5	6	4	7	155	195	246	241	250	254	270	264	183	111	30	11	1	0	0	2,241	
Thursday	0	2	0	1	9	9	10	3	13	112	149	154	164	181	189	225	212	155	101	23	6	2	3	1	1,724	
Friday	0	0	0	2	3	5	2	0	8	76	123	122	135	126	130	119	134	53	9	3	0				1,050	
Total	3	7	2	5	35	37	27	18	46	593	901	981	938	1,060	1,057	1,167	1,180	867	550	164	36	6	3	1	9,684	

Total number of attempted transfers.
These are the sum of successful and failed transfers.

Agent Insights page

This visual displays the proportion of time being spent on each status overall.

On the left side of the visual, users can find the Legend – how statuses are color-coded, which is applicable to both AGENT STATUS WEEKDAY TREND and the AGENT STATUS visuals.



The slicer options available on this page are slightly different from the previous ones, due to the nature of the data source.

Log in duration by agent.

Agent status trend by weekday.

This visual displays the proportion of time being spent on each status by agent.