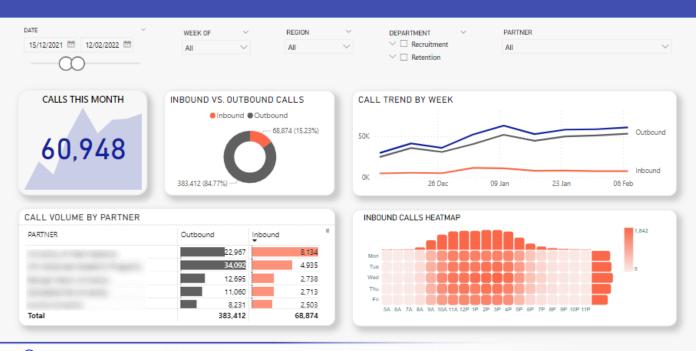
Call center dashboard – built by integrating data from Five9 call system and Salesforce CRM system.

Heatmap created with Deneb custom visual.

CALL CENTER DASHBOARD



CALL VOLUME BY AGENT

(Outbound)

6,013 5,862 5,737

5,172 4,982

> 4,652 4,549

213,275

AGENT NAME

Talk Time

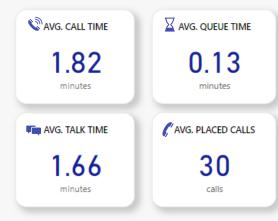
(hours)

84.2 83.3 Talk time by

7,794.2

Placed calls by Placed Calls

CALL STATS BY AGENTS



This dashboard (with drill through feature) serves as a repository for UX Research initiatives.

Digital Ed UX Research Unique Participants by Role **User Payment** 517 Paid False True False True **Participants** \$5.00 AVG PAYMENT TOTAL Minimum Amount Instructor \$75.00 Student \$24.36 \$6.87K Maximum Amount 285 \$10.00 227 Median Amount **Unique Participants** Participants by Discipline 21 12 Accounting Physics Engineering Participants by Institution Participants by Initiative University of Toronto Course Marketplace/Pre-Built Course Muhlenberg College Instructor Assignment View - Content Delgado Community College **Practice Problems** Delta College Instructor Assignment View - Functionality Delta State University **Question Titles** San Diego State University WileyPLUS Math Palette Valencia College WileyPLUS Course Builder Indiana State University Assignment Player 12 Kansas State University Question Set Builder 11

50

100

Report on User Activity on a platform for an Employee Educational Benefits program.

Platform Activity User Created Date Eligible Users Active Users Average Logins User Engagement % 12/01/2021 🔠 | 18/01/2023 🖼 Prior Month: 125,936 (+9.8%) Prior Month: 1,905 (+11.6%) Prior Month: 3.1 (-8.66%) Prior Month: 1.69% (-28.27%) Users by Type Login Date 12/01/2021 🛅 18/01/2023 2021 2021 2021 2021 2021 2021 2021 2022 2022 2022 2022 2022 2022 2022 Client ☐ Select All **Logins & Users** Total Logins Unique Users User Engagement % by Month/ Week

Quick Access

Report on Student Activity, built on Moodle Learning Management System data.

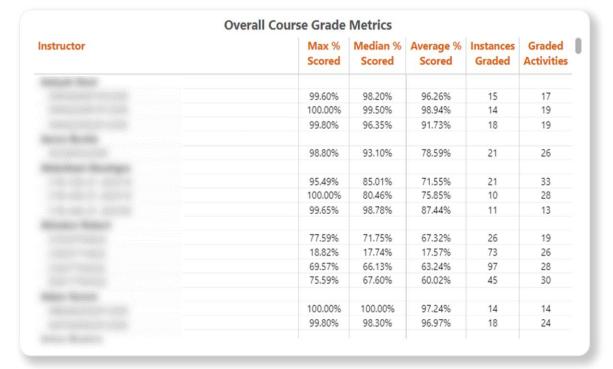
ategory Start Course Student	Email	Last Access	Days Ago	Assignment	Discussion	Feedback	Lesson	Quiz	Msg Sent	Msg Read	Other	Submitted Grade %	Overall Grade %	vs. Mediar
□ CA1005A2105														
		09/07/2021	[END]	27/06/2021	03/07/2021	28/06/2021		17/06/2021	20/06/2022			93%	91%	1
		06/07/2021	[END]	27/06/2021	01/07/2021	30/06/2021		17/06/2021				94%	94%	5
		10/07/2021	[END]	05/07/2021	05/07/2021			30/06/2021	19/12/2021			92%	90%	0
		16/01/2022	[END]	02/07/2021	02/07/2021	02/07/2021		20/06/2021	25/07/2022			88%	80%	-9
		06/07/2021	[END]	04/07/2021	04/07/2021			19/06/2021	12/05/2021			97%	97%	7
		28/10/2021	[END]	27/06/2021	03/07/2021	03/07/2021		19/06/2021	10/10/2022			94%	91%	2
		27/07/2022	[END]	27/06/2021	02/07/2021	02/07/2021		20/06/2021	02/10/2022			93%	90%	0
		18/07/2021	[END]	27/06/2021	04/07/2021	04/07/2021		20/06/2021	24/01/2022			90%	85%	-5
		09/05/2022	[END]	27/06/2021	09/05/2022			20/06/2021	25/09/2022			069/	96%	6
		06/09/2021	[END]	03/07/2021	05/07/2021			19/06/2021	22/06/2				61%	-29
		08/09/2021	[END]	27/06/2021	02/07/2021	28/06/2021		19/06/2021	28/06/20	Attained Course Points	Available Points Submitted Item		68%	-21
		05/07/2021	[END]	27/06/2021	01/07/2021	01/07/2021		17/06/2021	05/06/2			▼	96%	7
		21/05/2021	[END]		17/05/2021			17/05/2021	19/01/2	515		735 709	3%	-87
□ CH2205A2105														
		07/07/2021	[END]		04/07/2021	04/07/2021		03/07/2021	23/10/2	Attained	Available Cour	se Overall	79%	27
		05/07/2021	[END]		02/07/2021			02/07/2021	02/10/2	Course Points	Points	Grade %	92%	40
		31/08/2021	[END]		06/07/2021	29/06/2021		02/07/2021	31/08/2	515		850 61	% 95%	43
		20/06/2021	[END]		20/06/2021			20/06/2021	10/10/2				47%	-5
		06/07/2021	[END]		03/07/2021	03/07/2021		03/07/2021	07/03/2		Course Median Grade		92%	40
		04/07/2021	[END]		04/07/2021			04/07/2021	05/09/20		762		89%	38
		04/07/2021	[END]		04/07/2021			04/07/2021	28/06/2				56%	5
□ CH2215A2105														
		07/07/2021	[END]	04/07/2021		04/07/2021		10/05/2021	23/10/2022			95%	95%	72
		06/07/2021	[END]	02/07/2021				09/05/2021	02/10/2022			98%	98%	75
		29/08/2021	[END]	30/06/2021		29/06/2021		06/05/2021	31/08/2021			99%	99%	76
		30/05/2021	[END]	24/05/2021				10/05/2021	10/10/2022			30%	23%	-0
		06/07/2021	[END]	04/07/2021		03/07/2021		08/05/2021	07/03/2022			73%	73%	50
		04/07/2021	[END]	04/07/2021				10/05/2021	05/09/2022			88%	77%	54

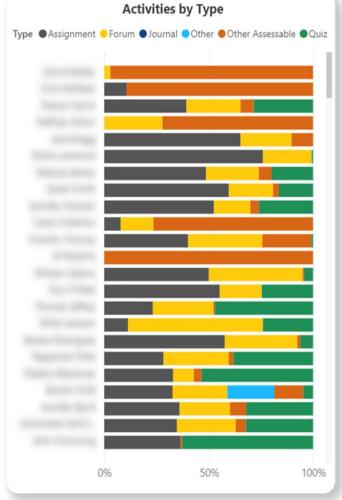
WILEY University Services

Instructor Activity



Report on Instructor
Activity, built on
Moodle Learning
Management System
data.





Report on Account statuses, built on an internal Learning Management System data.

This platform serves accounts across multiple countries.



Report on Connections status to a learning platform, built on an internal Learning Management System data.

This platform serves accounts across multiple countries.

