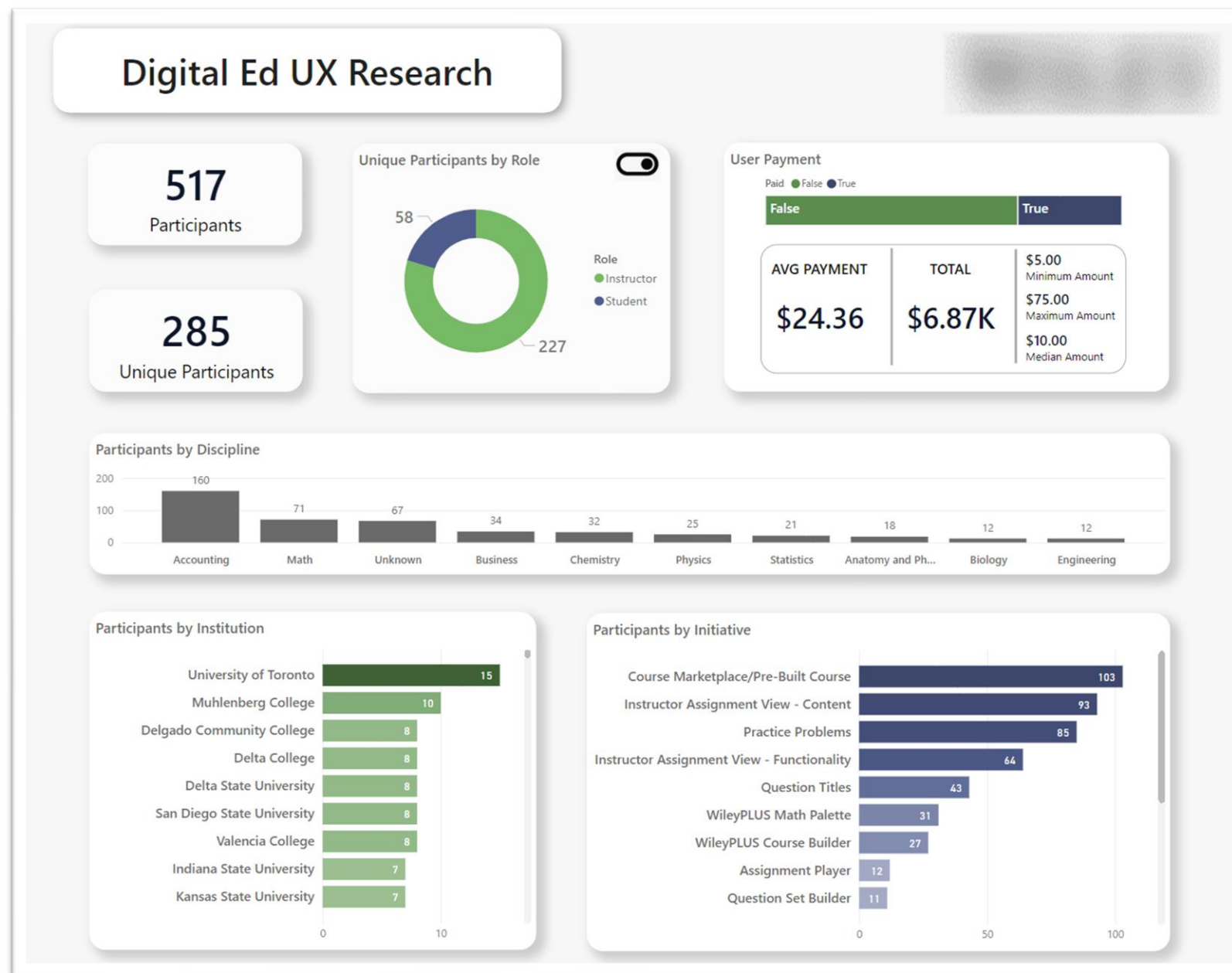


This dashboard (with drill through feature) serves as a repository for UX Research initiatives.





CALL CENTER DASHBOARD

DATE
15/12/2021 12/02/2022

WEEK OF
All

REGION
All

DEPARTMENT
☐ Recruitment
☐ Retention

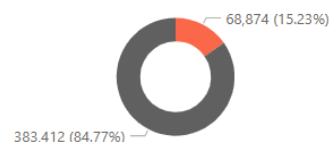
PARTNER
All

CALLS THIS MONTH

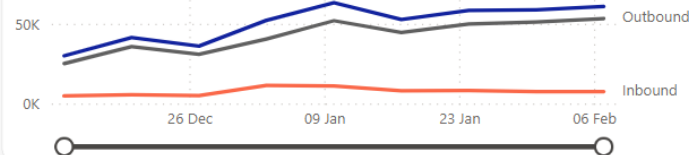
60,948

INBOUND VS. OUTBOUND CALLS

Inbound Outbound



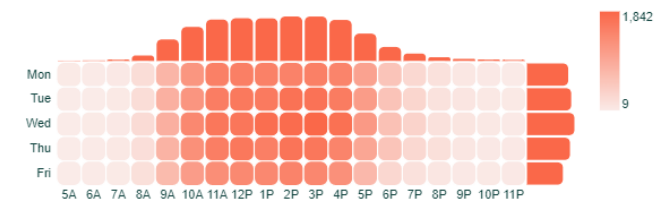
CALL TREND BY WEEK



CALL VOLUME BY PARTNER

PARTNER	Outbound	Inbound
	22,967	8,134
	34,092	4,935
	12,695	2,738
	11,060	2,713
	0,224	0,500
Total	383,412	68,874

INBOUND CALLS HEATMAP



AVG. CALL TIME

1.82
minutes

AVG. QUEUE TIME

0.13
minutes

AVG. TALK TIME

1.66
minutes

AVG. PLACED CALLS/ DAY

30
calls

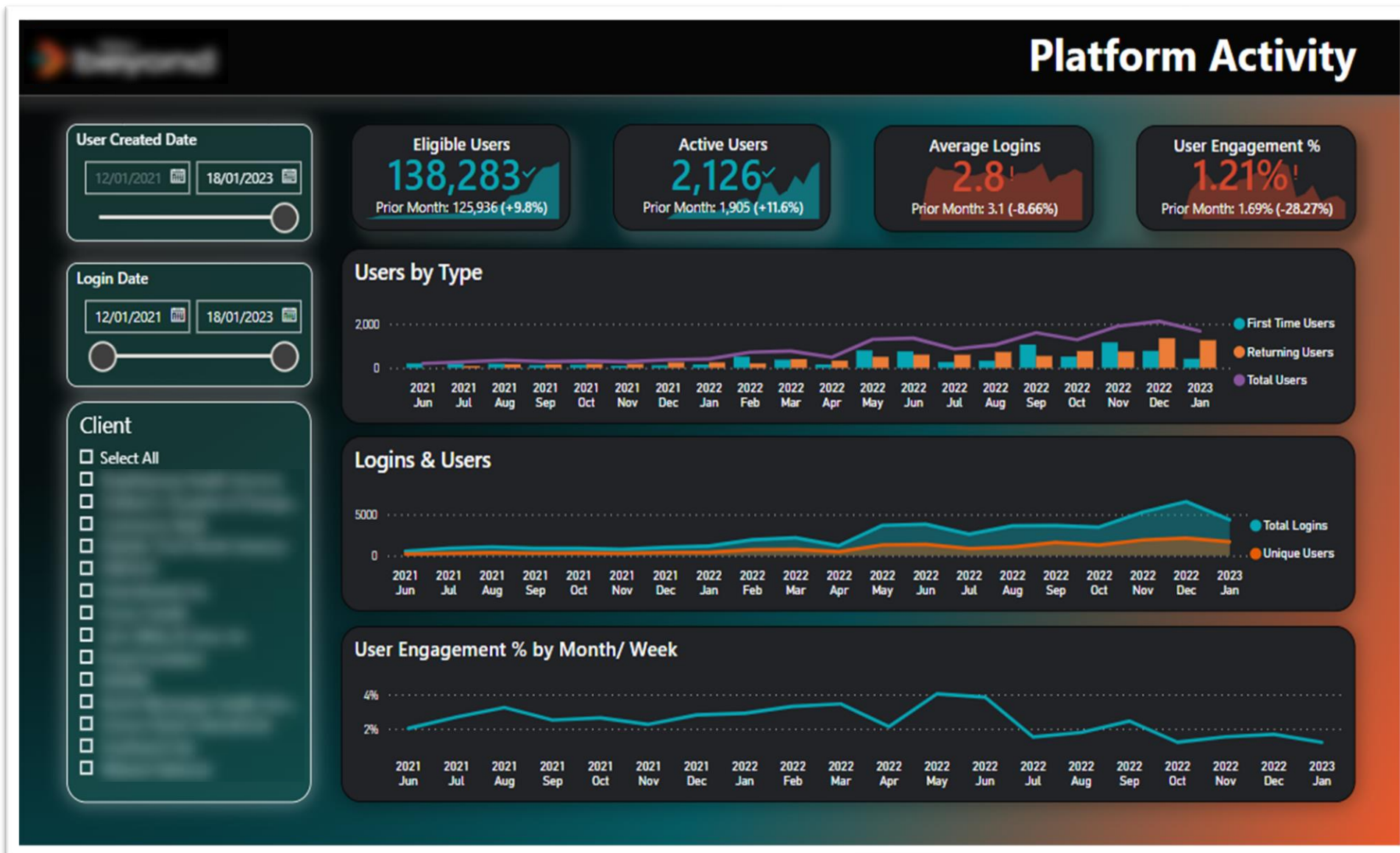
CALL VOLUME BY AGENT

Placed calls by hour	Placed Calls (Outbound)	AGENT NAME	Talk Time (hours)	Talk time by hour
	6,364		84.2	
	6,250		83.3	
	6,013		66.3	
	5,862		67.5	
	5,737		53.4	
	5,525		57.6	
	5,172		79.2	
	4,982		59.0	
	4,652		78.9	
	213,275		7,794.2	

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

Heatmap created with Deneb custom visual.

Report on User Activity to an employee (internal and external) benefits program.



Quick Access

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

Category Start Course Student	Email	Last Access	Days Ago	Assignment	Discussion	Feedback	Lesson	Quiz	Msg Sent	Msg Read	Other	Submitted Grade %	Overall Grade %	vs. Median
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			95%	96%	6%
		06/09/2021	[END]	03/07/2021	05/07/2021			19/06/2021	22/06/2021			61%		-29%
		08/09/2021	[END]	27/06/2021	02/07/2021	28/06/2021		19/06/2021	28/06/2021			68%		-21%
		05/07/2021	[END]	27/06/2021	01/07/2021	01/07/2021		17/06/2021	05/06/2021			96%		7%
		21/05/2021	[END]		17/05/2021			17/05/2021	19/01/2021			3%		-87%
CH2205A2105														
		07/07/2021	[END]		04/07/2021	04/07/2021		03/07/2021	23/10/2021			79%		27%
		05/07/2021	[END]		02/07/2021			02/07/2021	02/10/2021			92%		40%
		31/08/2021	[END]		06/07/2021	29/06/2021		02/07/2021	31/08/2021			95%		43%
		20/06/2021	[END]		20/06/2021			20/06/2021	10/10/2021			47%		-5%
		06/07/2021	[END]		03/07/2021	03/07/2021		03/07/2021	07/03/2021			92%		40%
		04/07/2021	[END]		04/07/2021			04/07/2021	05/09/2021			89%		38%
		04/07/2021	[END]		04/07/2021			04/07/2021	28/06/2021			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%
		04/07/2021	[END]	04/07/2021		04/07/2021		12/05/2021	28/06/2021			29%	22%	-1%
CV1005A2105														

Attained Course Points	Available Points on Submitted Items	Submitted Grade %
515	735	70%

Attained Course Points	Available Course Points	Overall Grade %
515	850	61%

Course Median Grade
762

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

Distribution of Average Course Grade

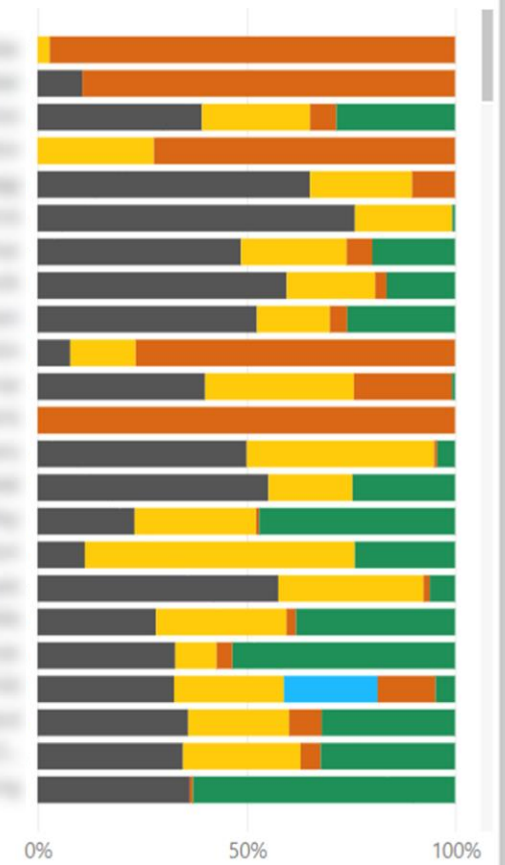


Overall Course Grade Metrics

Instructor	Max % Scored	Median % Scored	Average % Scored	Instances Graded	Graded Activities
	99.60%	98.20%	96.26%	15	17
	100.00%	99.50%	98.94%	14	19
	99.80%	96.35%	91.73%	18	19
	98.80%	93.10%	78.59%	21	26
	95.49%	85.01%	71.55%	21	33
	100.00%	80.46%	75.85%	10	28
	99.65%	98.78%	87.44%	11	13
	77.59%	71.75%	67.32%	26	19
	18.82%	17.74%	17.57%	73	26
	69.57%	66.13%	63.24%	97	28
	75.59%	67.60%	60.02%	45	30
	100.00%	100.00%	97.24%	14	14
	99.80%	98.30%	96.97%	18	24

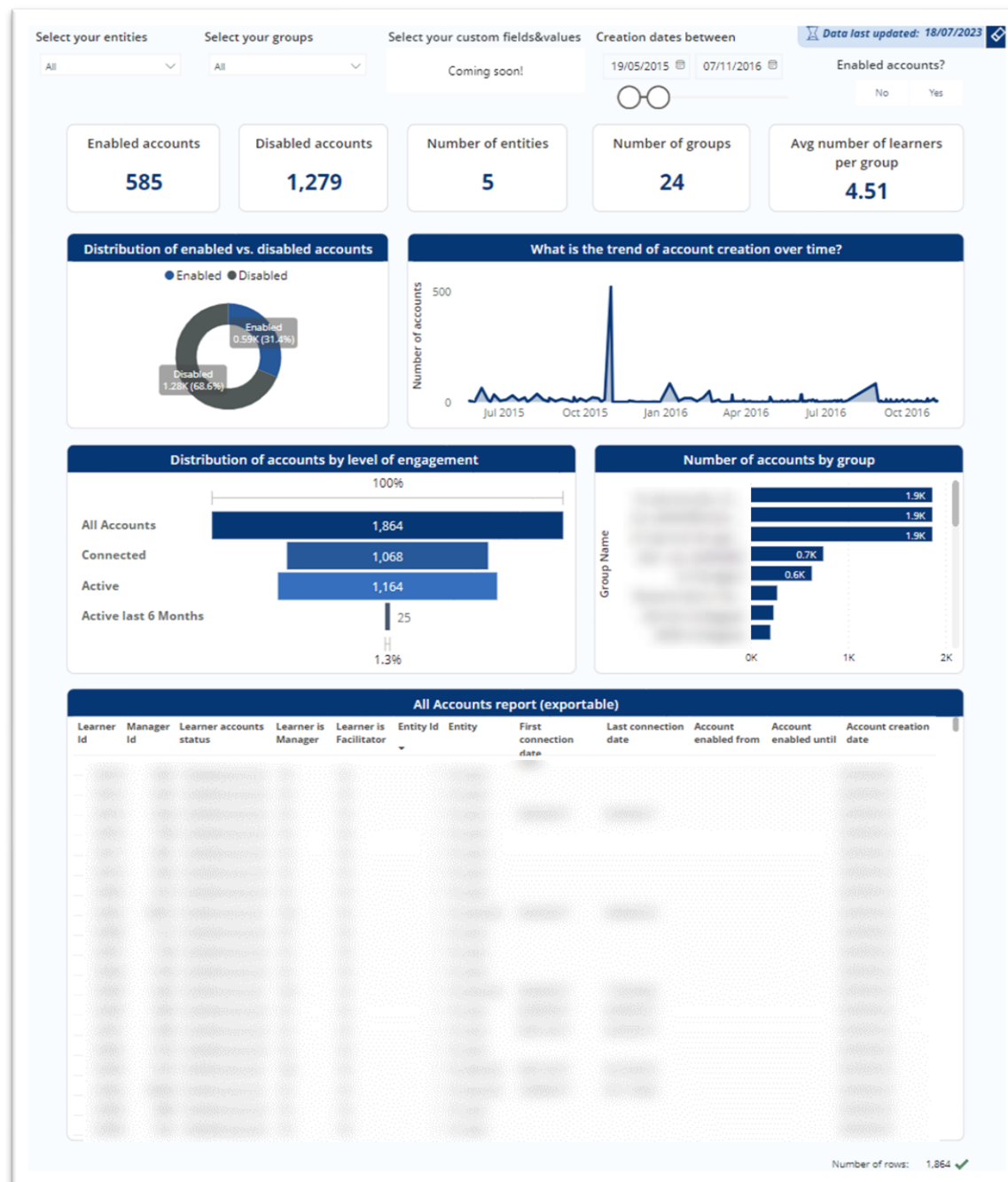
Activities by Type

Type ● Assignment ● Forum ● Journal ● Other ● Other Assessable ● Quiz



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

This platform serves accounts across multiple countries.



This platform serves accounts across multiple countries.

