

Business Report

Context : Business report intended for the regional director of an American call center with multiple offices, specializing in the sale of marketing products (exercise based on real data anonymized).

XXXXXXX COMPANY

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LOUIS MARECHAL



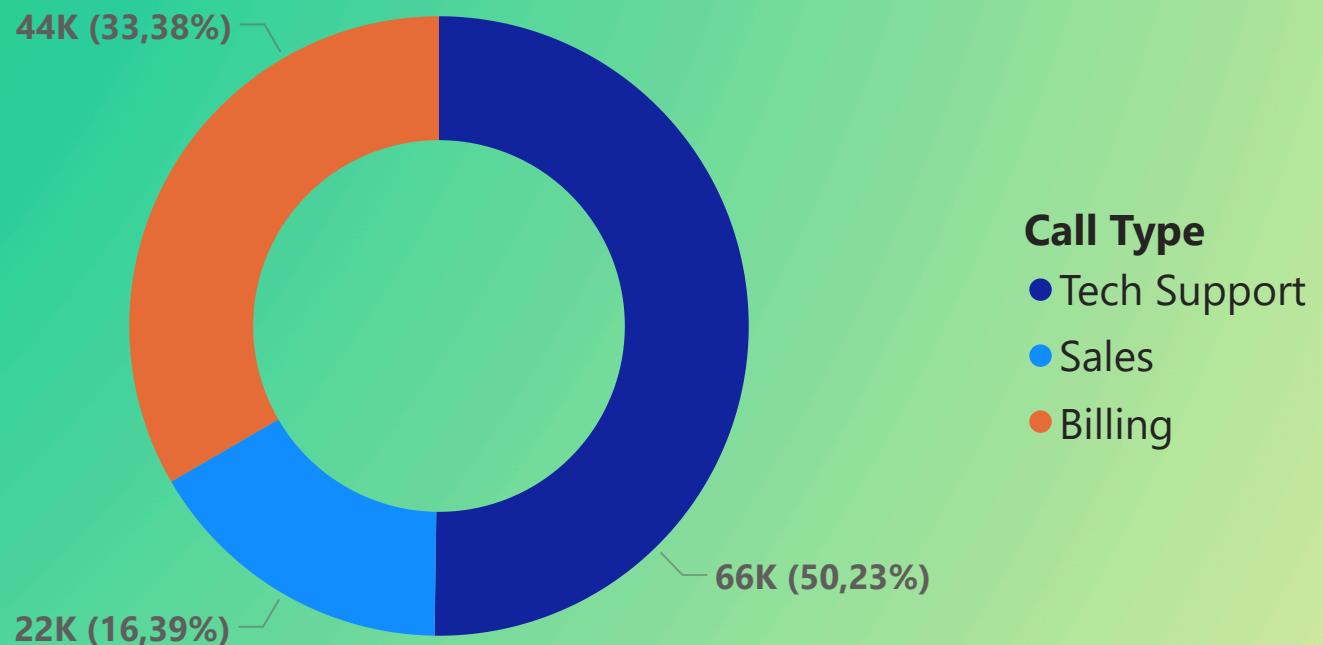
Total revenue
10,79M

Mean Call Duration (sec)
752,31

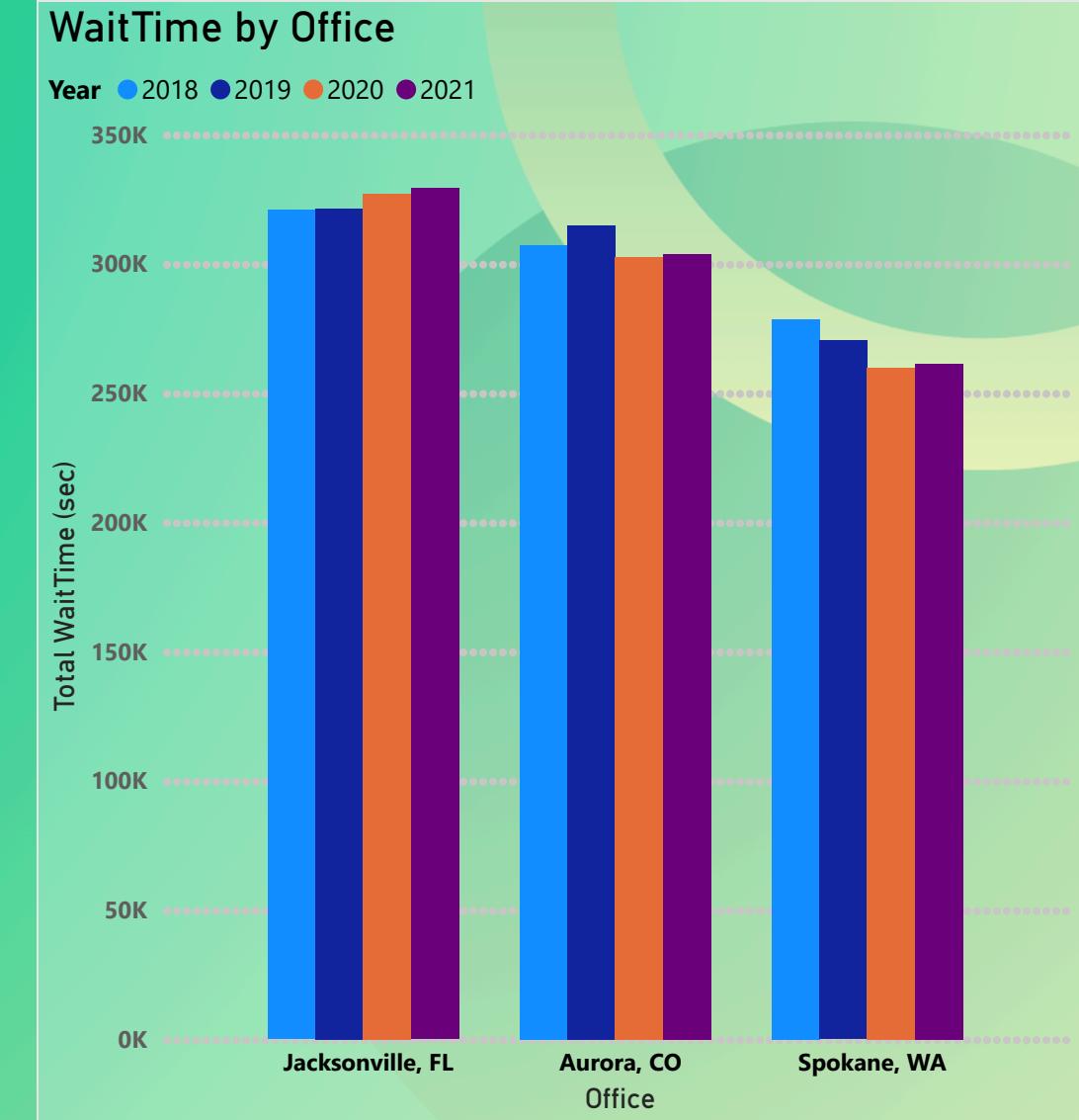
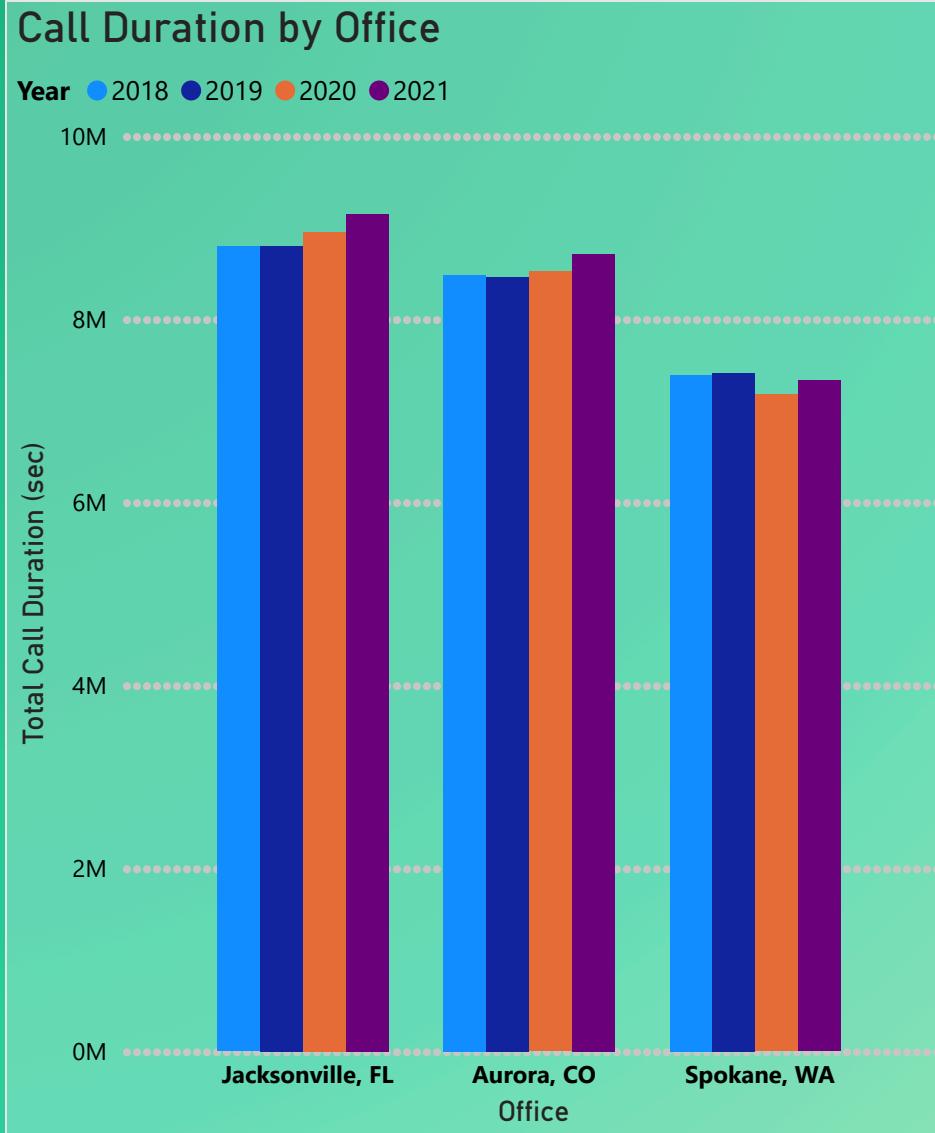
Mean Revenue (\$, per call)
81,84

General Overview

Calls by Sector



KPI - Durations

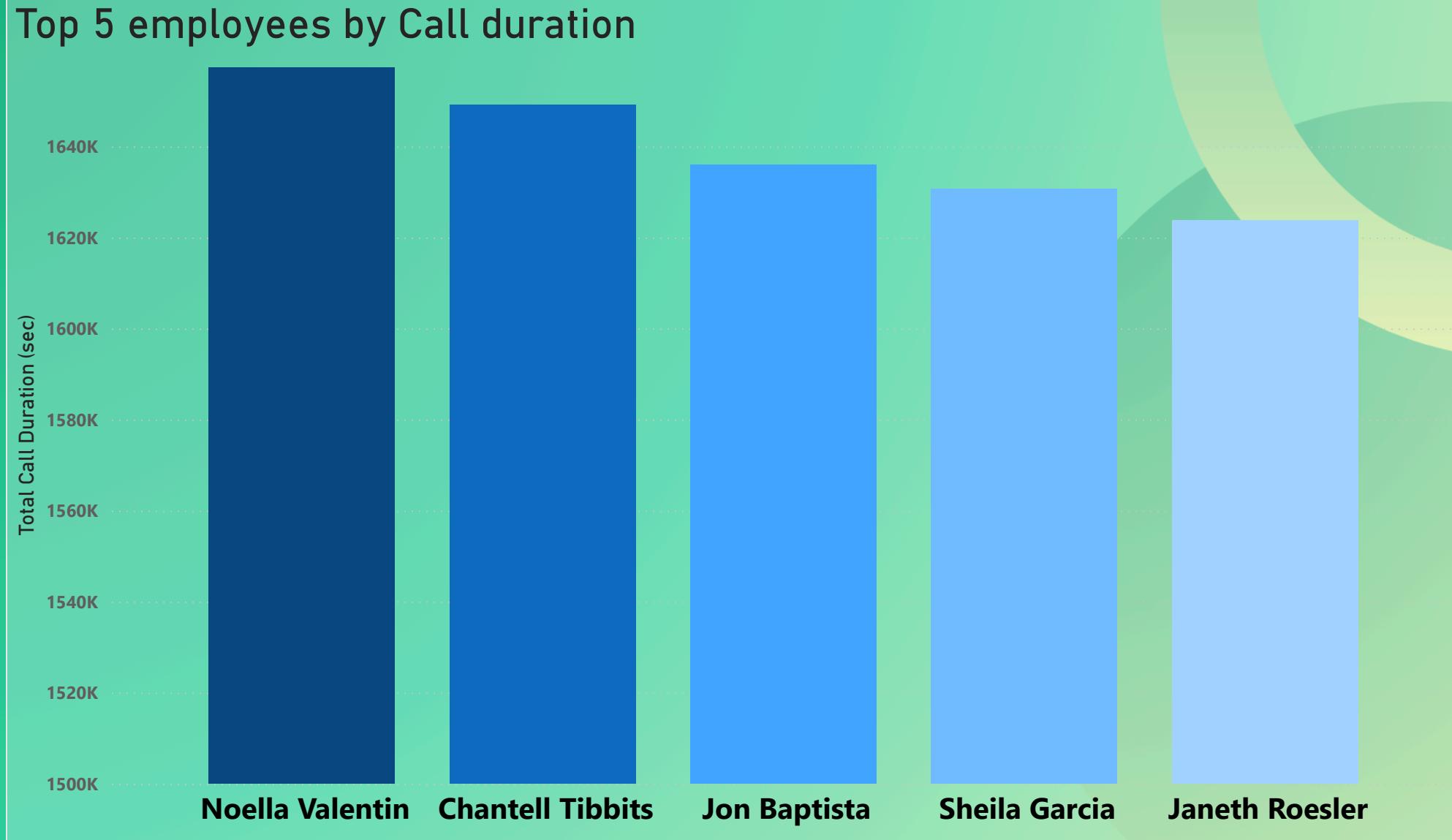


Performance

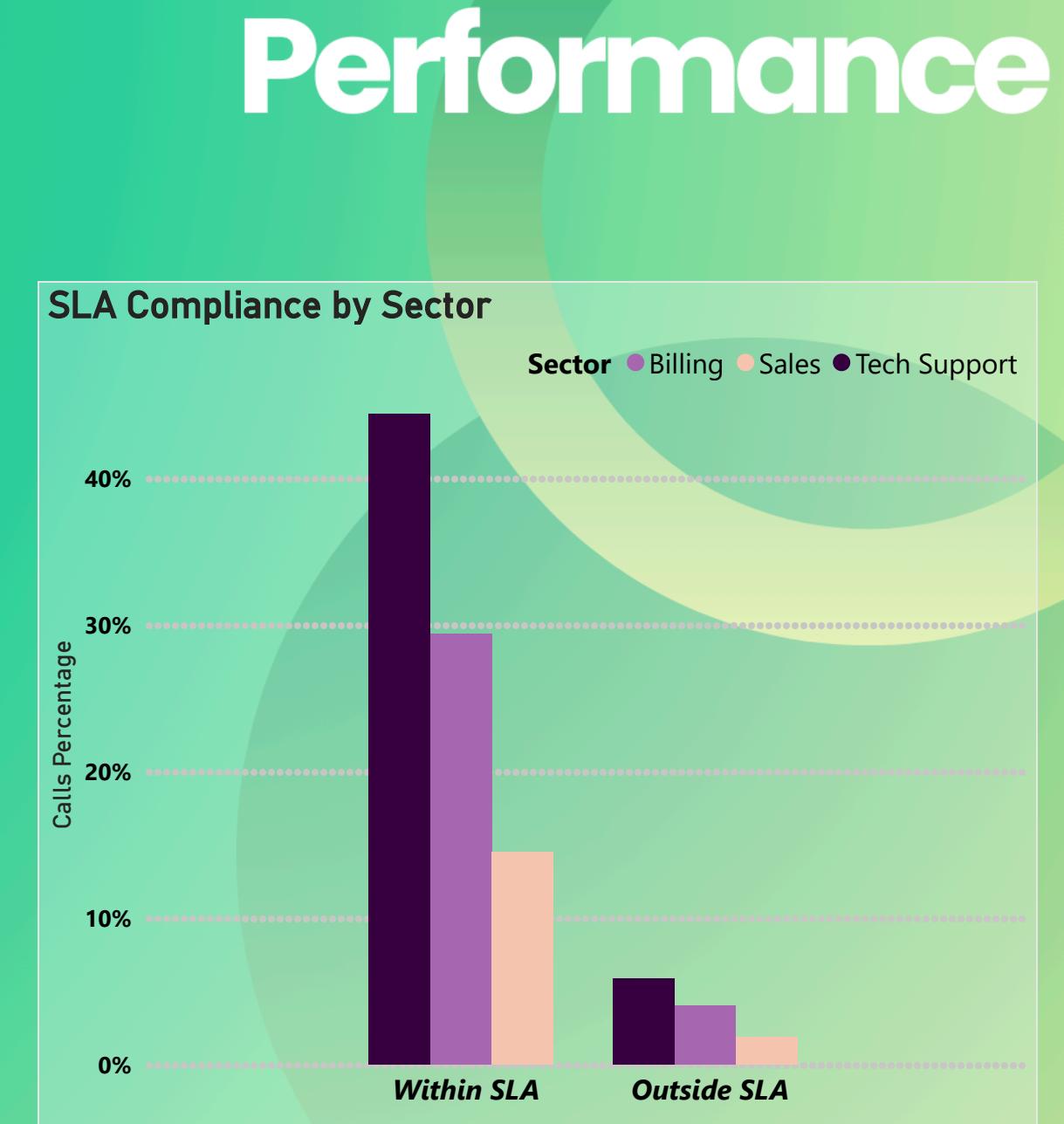
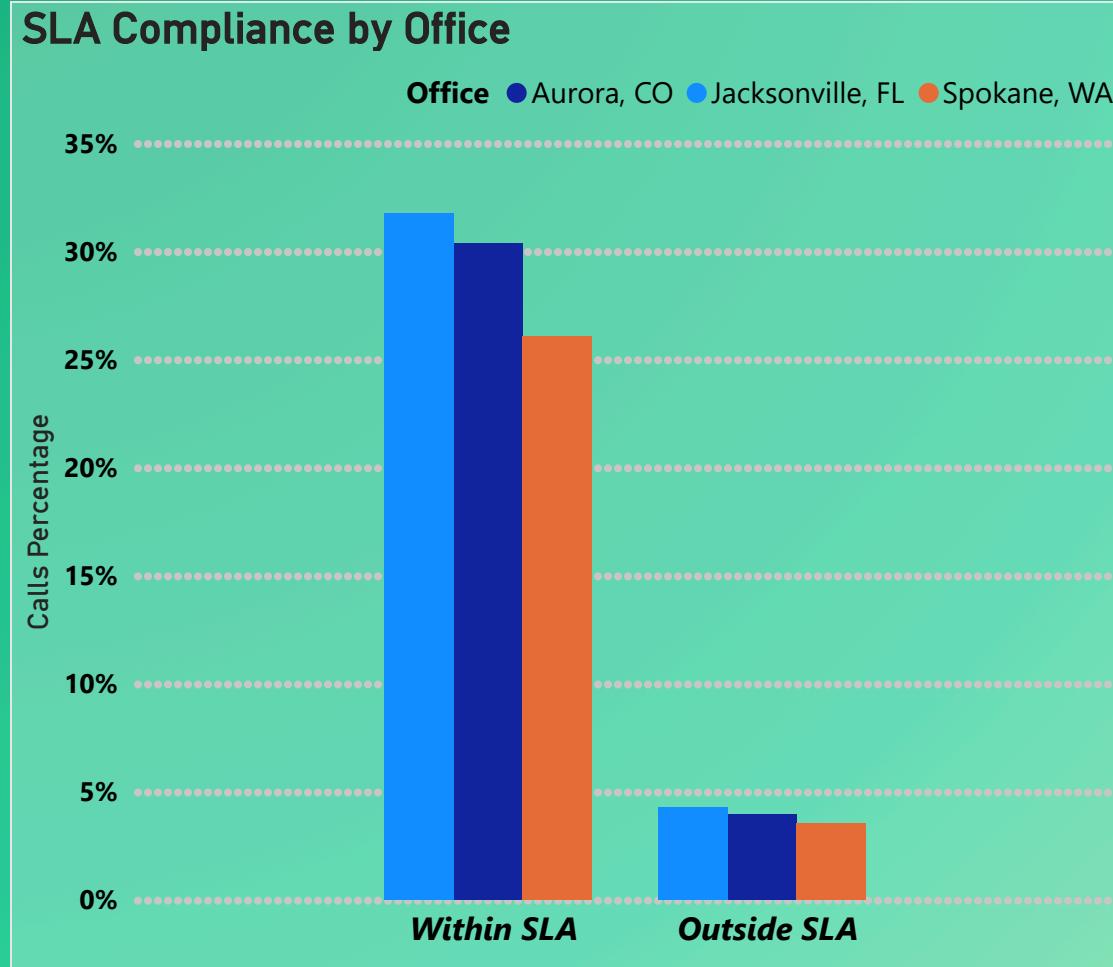
Performance

KPI - Durations

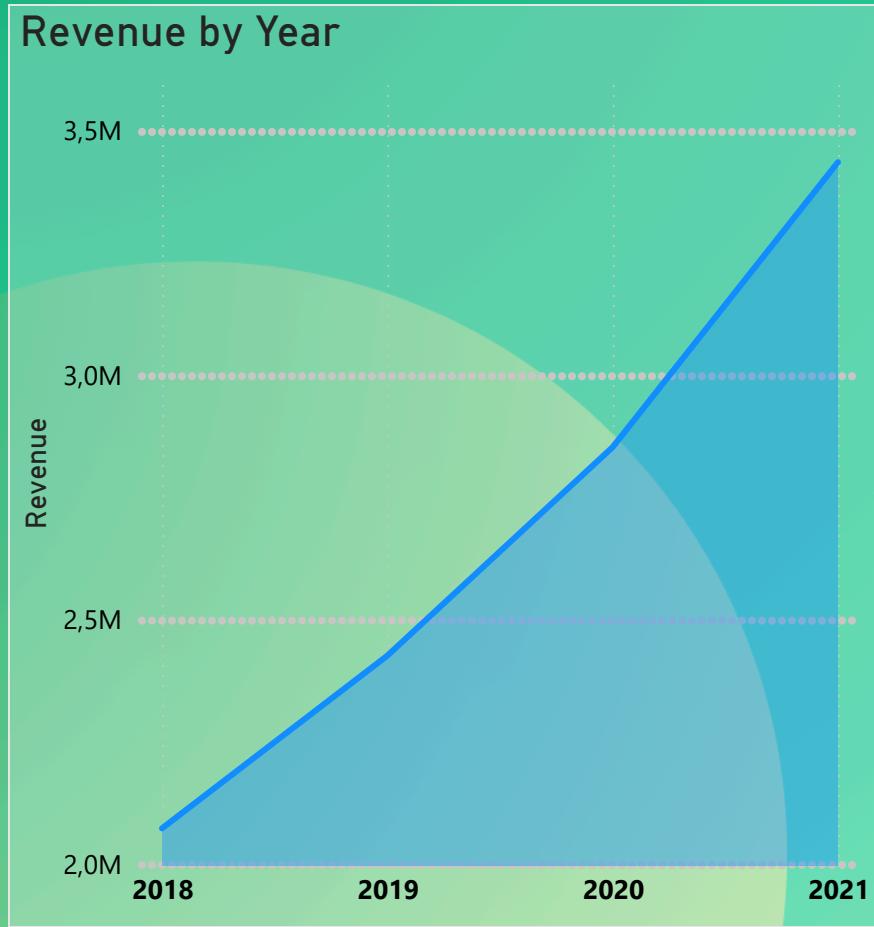
Top 5 employees by Call duration



KPI - SLA Compliance



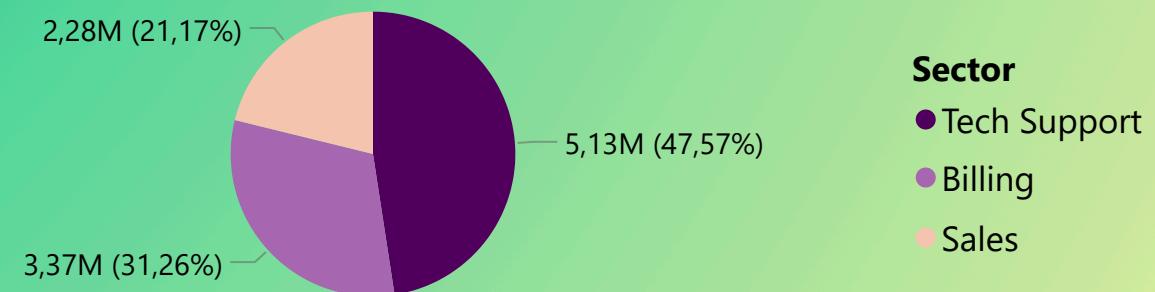
Financial Overview



Revenue by Office

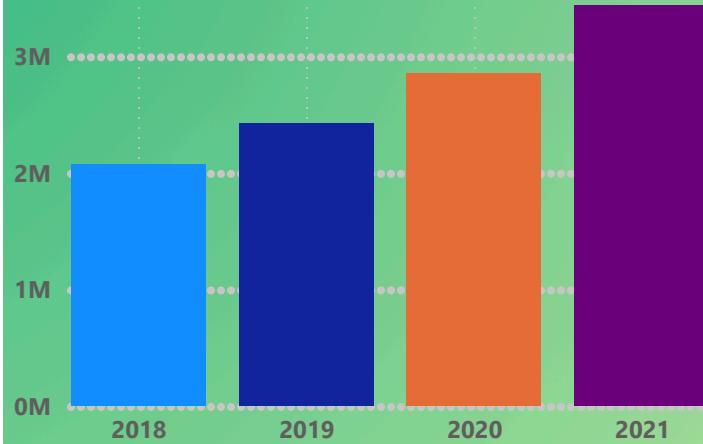


Revenue by Sector



Financial Overview

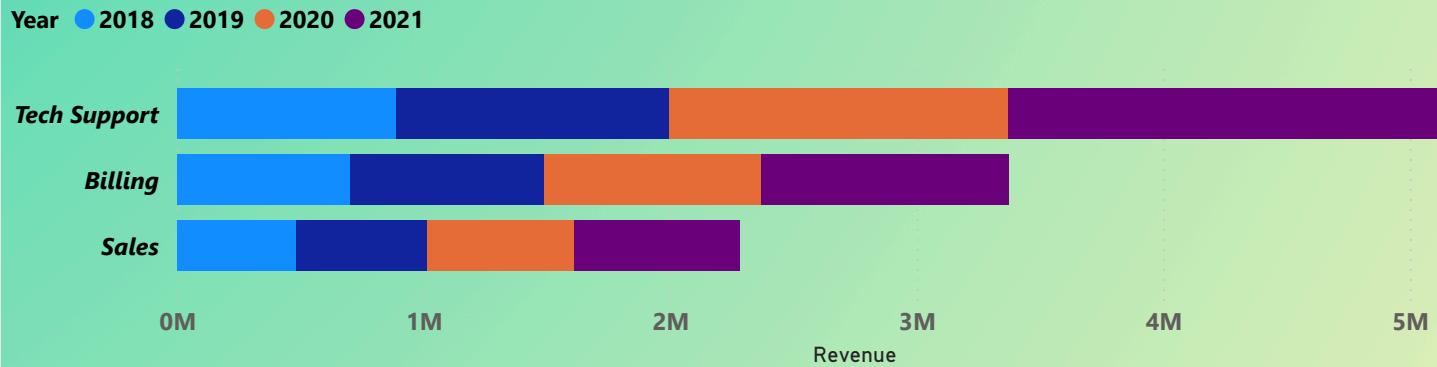
Revenue by Year



Revenue by Office / Year



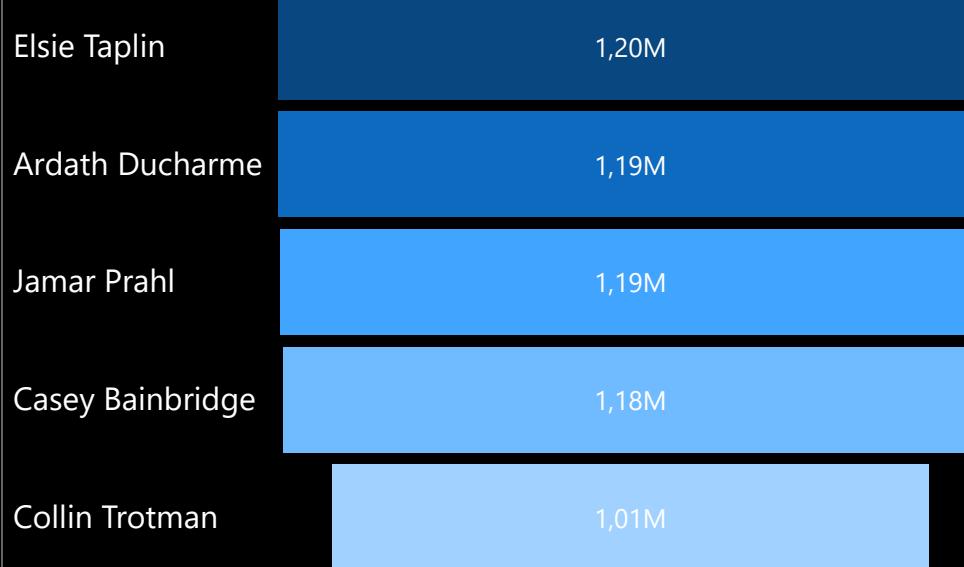
Revenue by Sector / Year



Revenue by: Manager

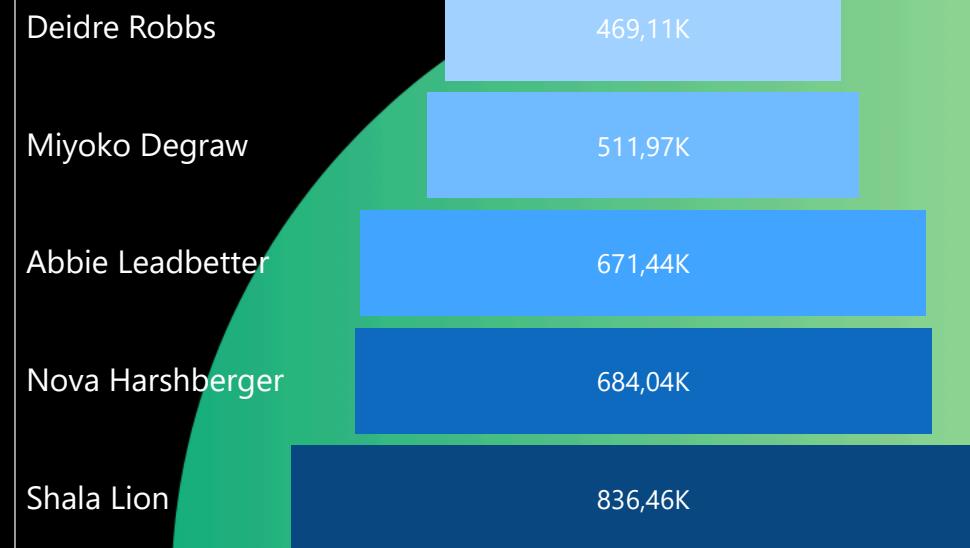
TOP 5 - Manager by Revenue

Highest revenues generated by manager



FLOP 5 - Manager by Revenue

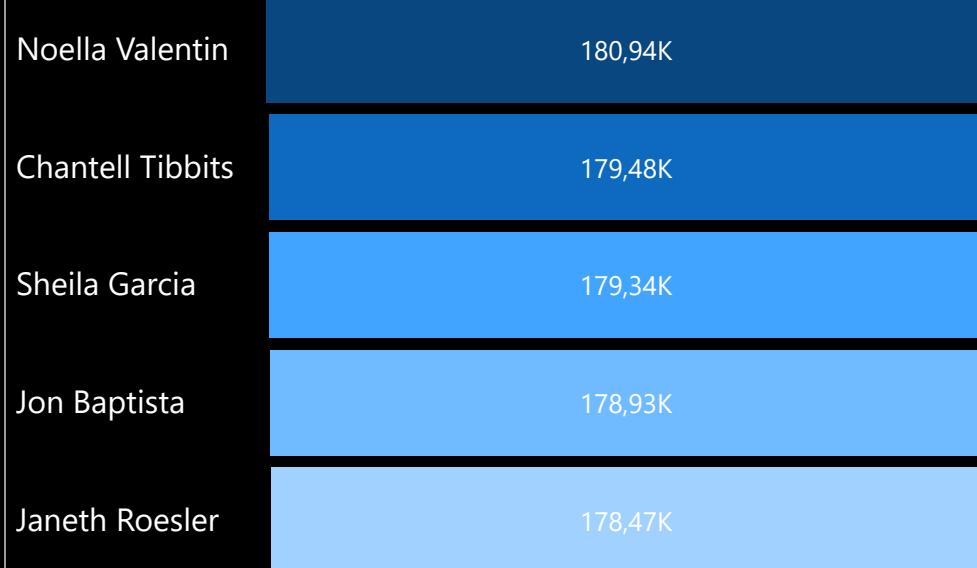
Lowest revenues generated by manager



Revenue by: Employee

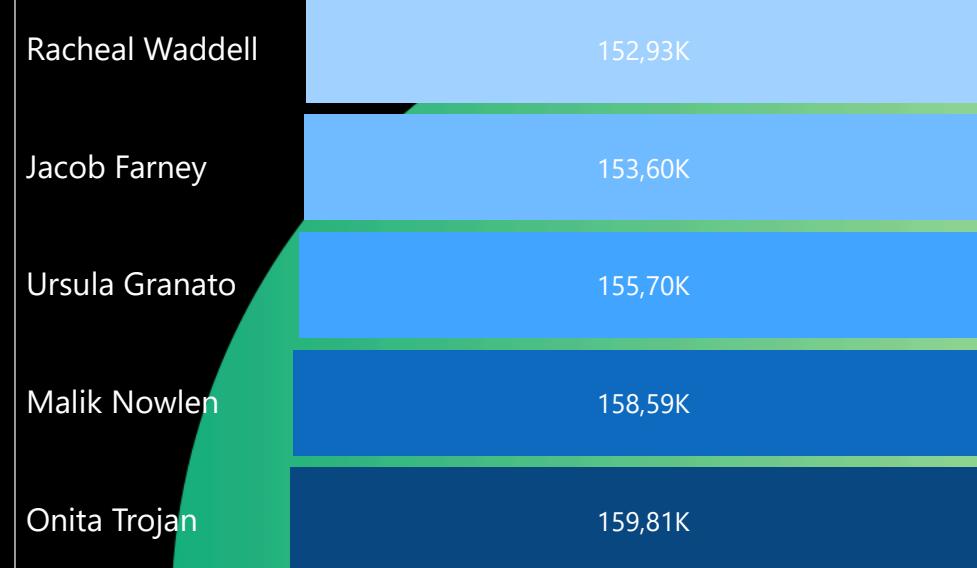
TOP 5 - Employee by Revenue

Highest revenues generated by employee



FLOP 5 - Employee by Revenue

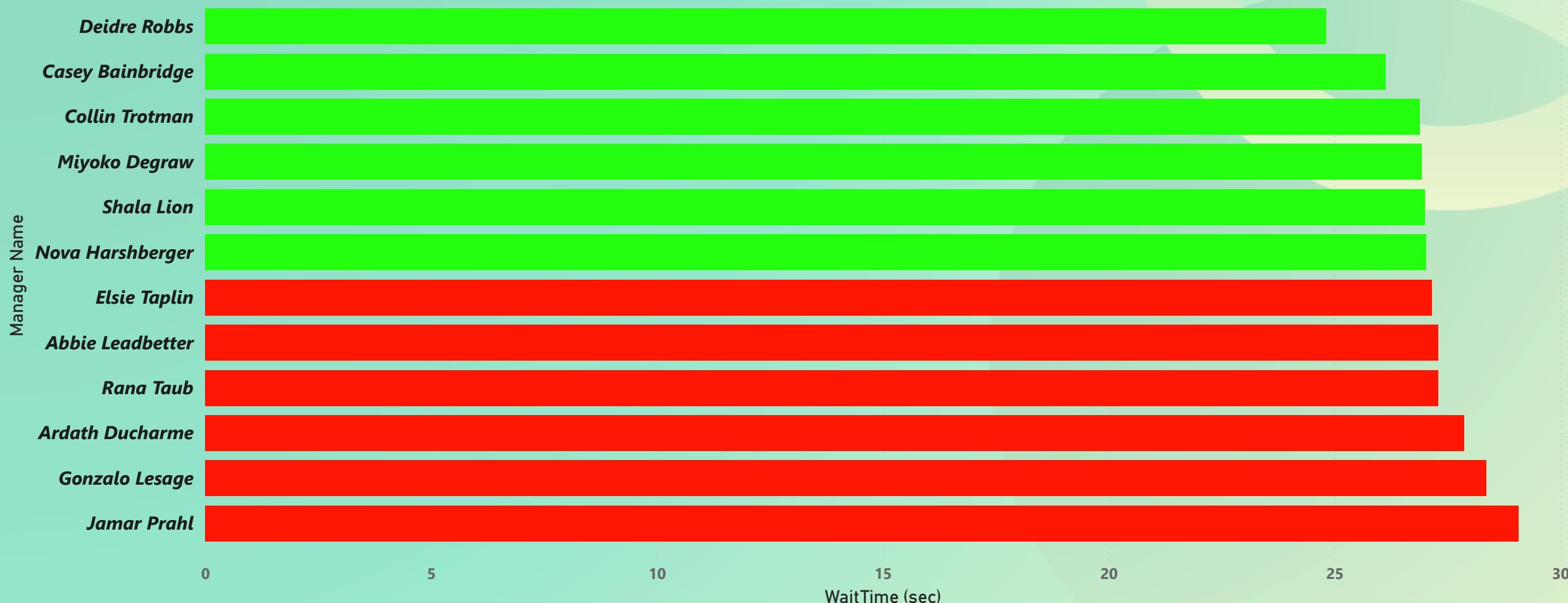
Lowest revenues generated by employee



Performance - Managers

KPI - WaitTime

WaitTime (mean) by Manager



Performance - Employees

KPI - WaitTime

