

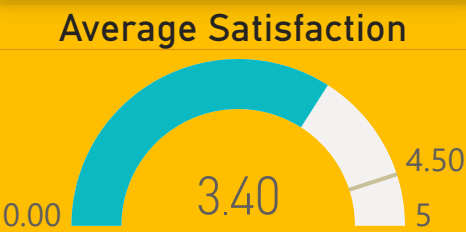
Analysis based on
different KPIs

Agent
All

Topic
All

Date
1/1/2021 3/31/2021

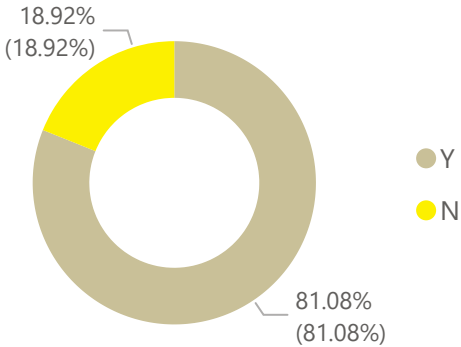
Average Speed of Answer
67.52



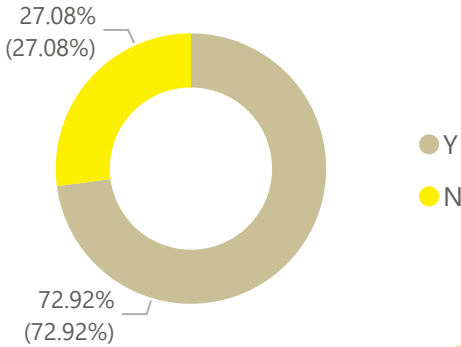
Call Center Trends at PhoneNow



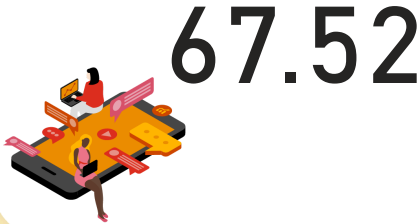
Answered



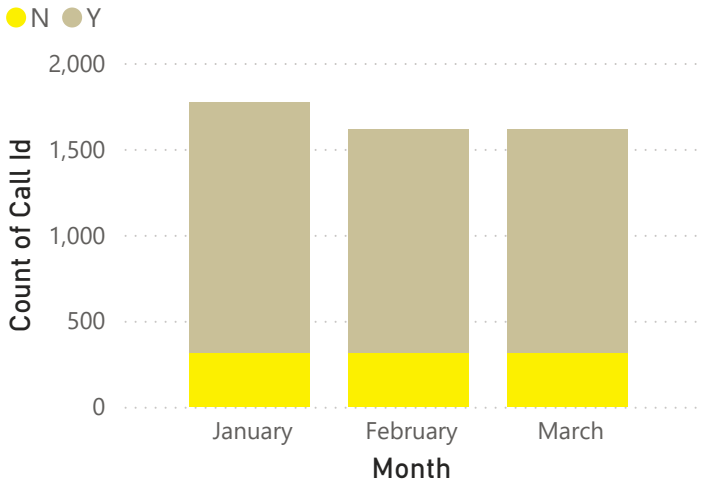
Resolved



Average Speed of Answer (s)



Number of calls per month



Agent Statistics

Agent	# of answered	# of resolved	Average Satisfaction Rate	Average Sp
Becky	517	462	3.37	
Dan	523	471	3.45	
Diane	501	452	3.41	
Greg	502	455	3.40	
Jim	536	485	3.39	
Joe	484	436	3.33	
Martha	514	461	3.47	
Stewart	477	424	3.40	
Total	4054	3646	3.40	

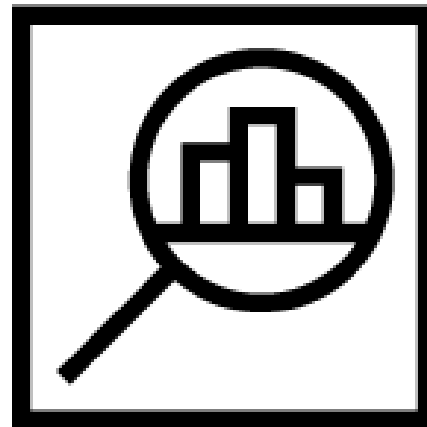
Key Performance Indicators

- 1) Increase tech support capacity for Fiber Optic customers and lower tech tickets per customer to 0.5
- 2) Increase sale of 1 and 2 year contracts by 5% each
- 3) Yearly increase of automatic payments by 5%

Welcome

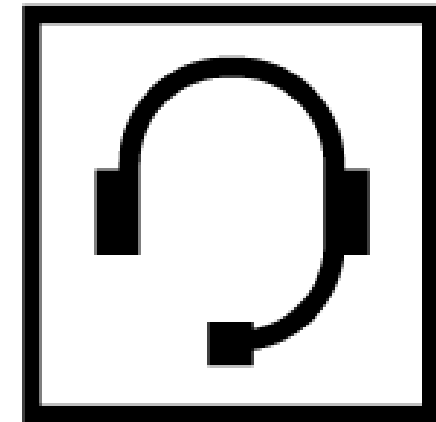


Churn Dashboard



- Demographics
- Customer Account Information
- Services

Customer Risk Analysis



- Internet Service
- Type of Contract
- Payment Method





Churn Dashboard



Customer at Risk

7043

of Tech Tickets

2955

of Admin Tickets

3632

Yearly Charges(\$)

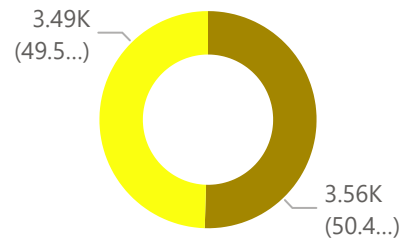
16.06M

Monthly Charges(\$)

456.12K

Demographics

Male Female



25.47

Senior Citizen

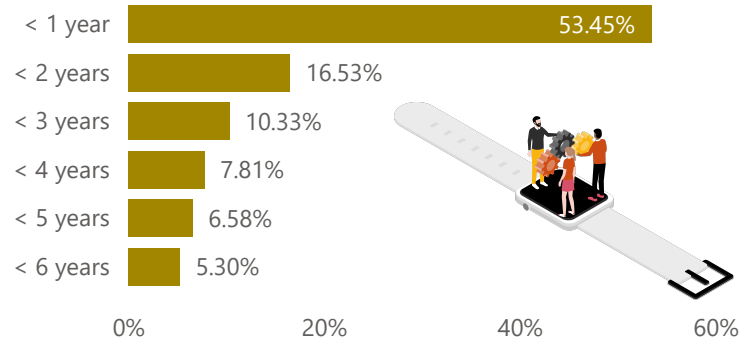
35.79

Partner

17.44

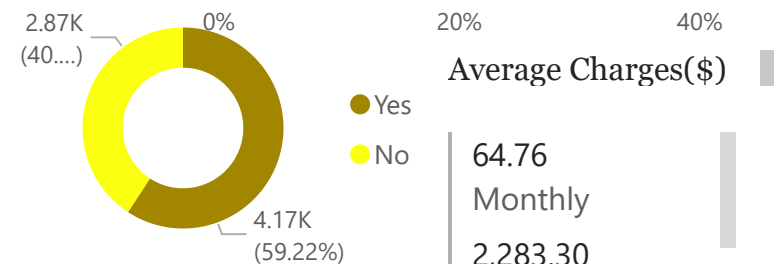
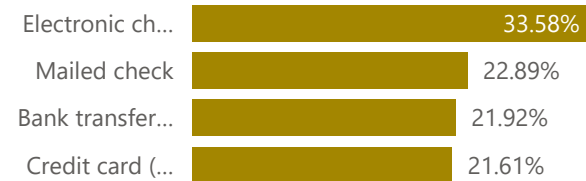
Dependents

Subscription Time



Customer Account Information

Payment Method



Average Charges(\$)

64.76
Monthly
2,283.30



Services Customers Signed Up for

90.90

Phone Service in %

Multiple Lines?

50.03

49.97

Yes

No

43.55

Streaming TV in %

43.77

Streaming Movies in %

29.16

Device protection in %

27.98

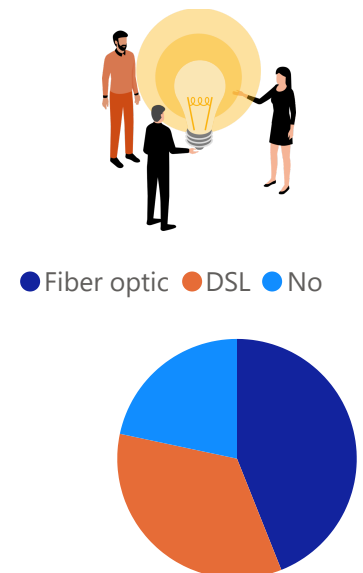
Online Backup in %

16.59

Tech Support in %

15.78

Online Sec. in %





Customer Risk Analysis based on different KPIs

Risk of churn

- ☐ No
☐ Yes

Internet Service

- ☐ DSL
☐ Fiber optic
☐ No

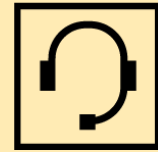
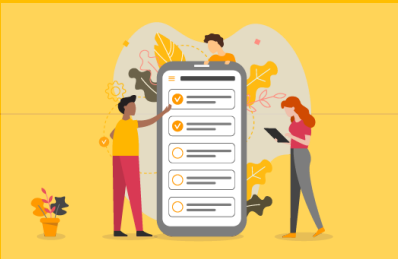
Months Subscribed

0 72



Contract Type

- ☐ Month-to-month
☐ One year
☐ Two year



Customer Risk Analysis

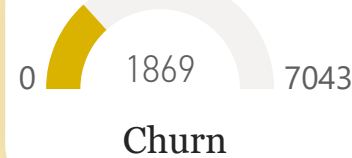


Total Customers

7043

Churn Rate %

26.54

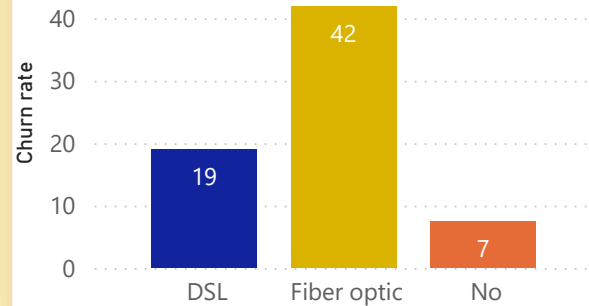


Yearly Charges(\$)

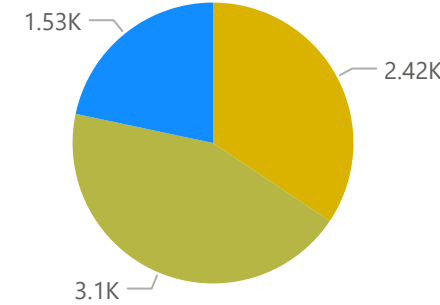
16.06M

2955
Tech Tickets
3632
Admin Tickets

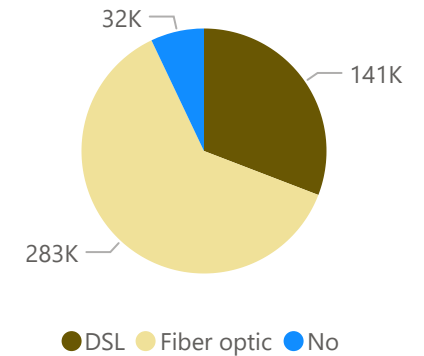
Churn by Type of Internet Service



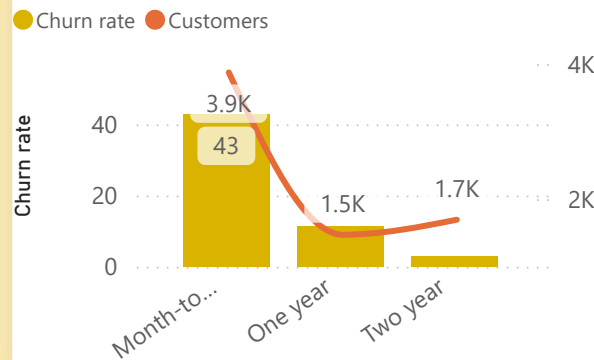
of Customers by Internet Services



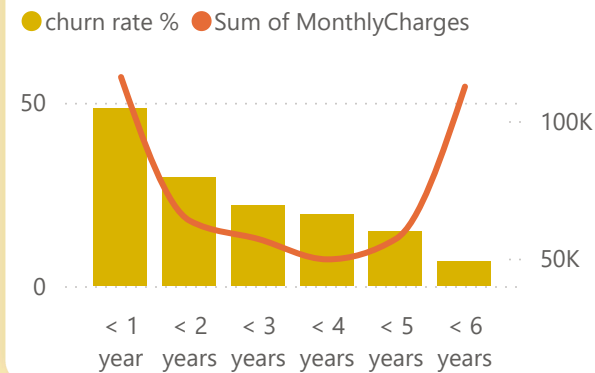
Sum of Monthly Charges



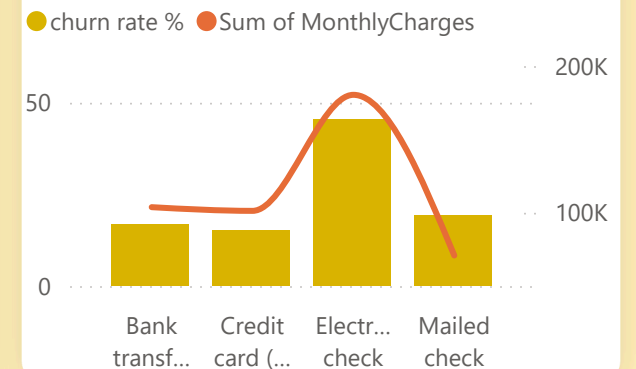
Type of Contract



Years of Contract



Churn by Payment Method





Diversity & Inclusion



Department
All

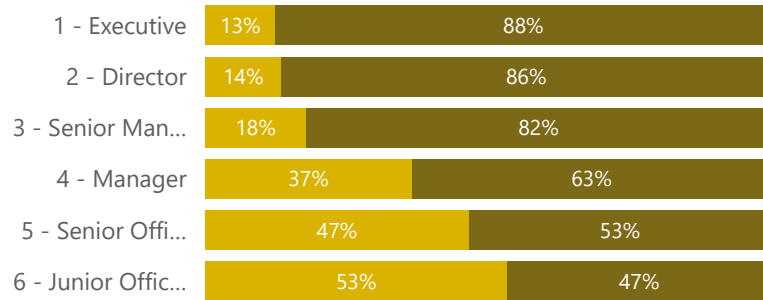
Job Level
All

Age group
All

Region Group
All

KPI 1 - Hiring

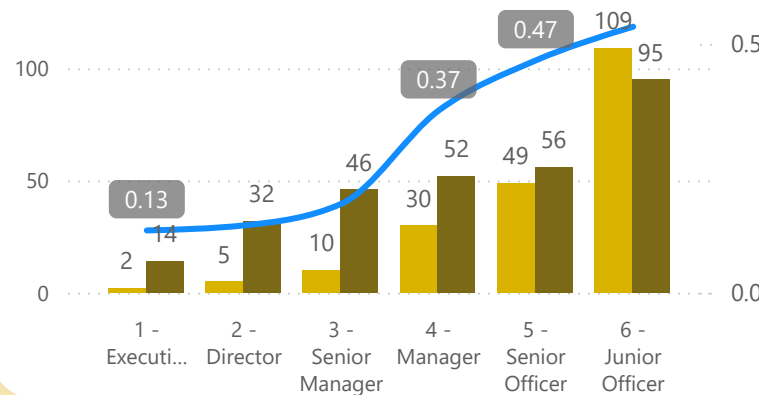
Gender ● Female ● Male



0.41
of hires were female

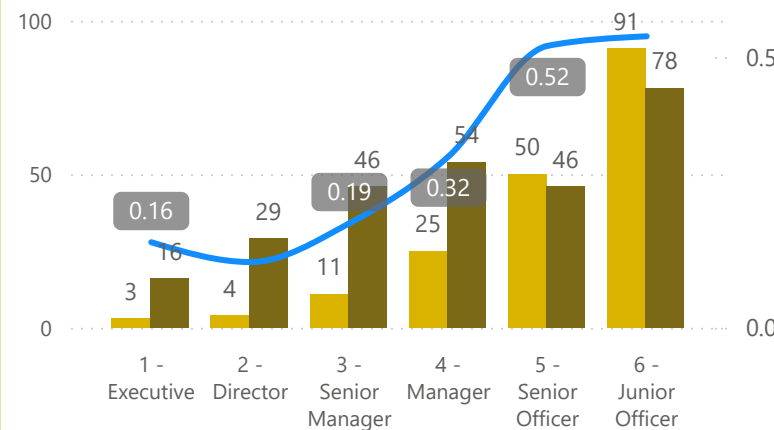
0.59
of hires were male

Gender ● Female ● Male ● % of hires women

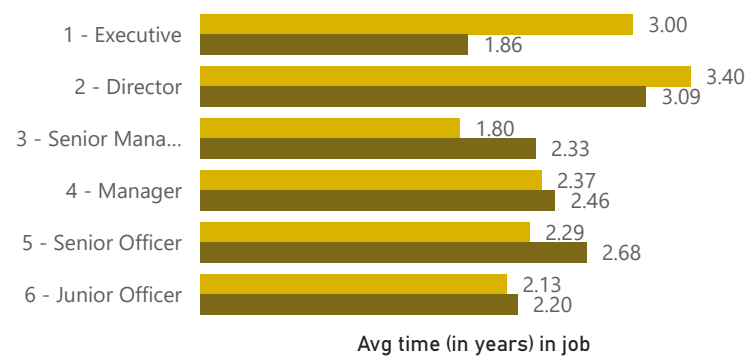


KPI 2 - Promotions (this year)

Gender ● Female ● Male ● % Promotees who were women



Avg. Time in Grade of employees promoted in FY21 (in years)

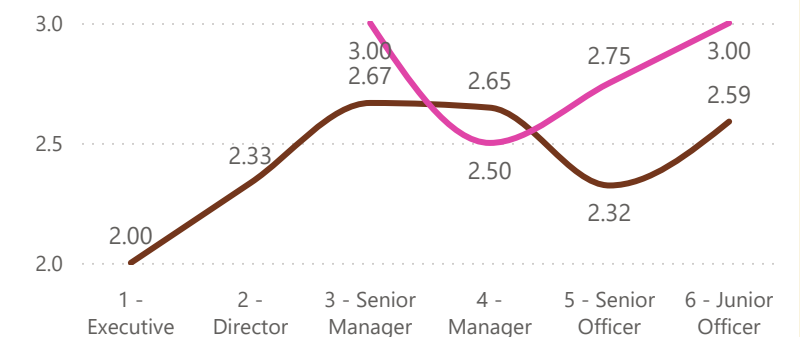


Gender ● Female ● Male

KPI 3 - Turnover Rate (FY20 leavers)

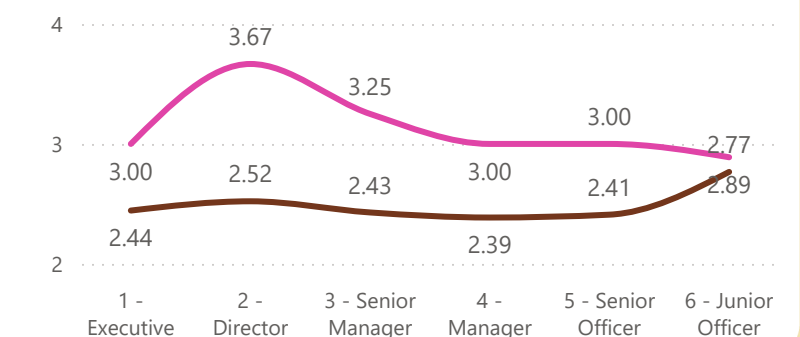
Average Performance Rating of Leavers vs non-Leavers (WOMEN)

Left this FY? ● No ● Yes



Average Performance Rating of Leavers vs non-Leavers (MEN)

Left this FY? ● No ● Yes





Diversity & Inclusion



Department
All

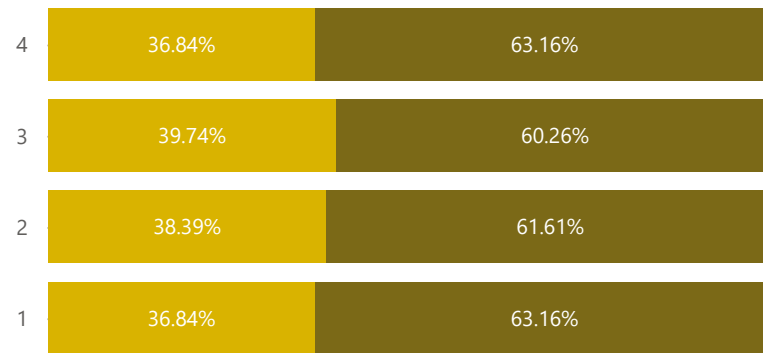
Job Level
All

Age group
All

Region Group
All

KPI 4 - Performance Rating

Gender ● Female ● Male



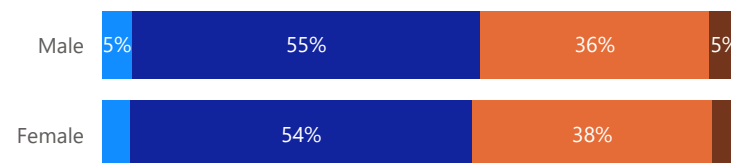
2.42

Avg Rating Women

2.41

Avg Rating Men

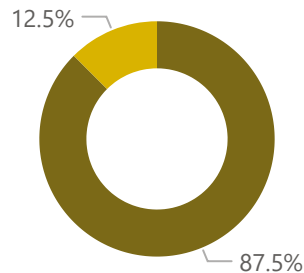
FY20 Perf. Rating ● 1 ● 2 ● 3 ● 4



KPI 5 - Executive Gender Balance

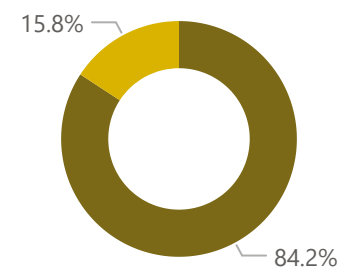
Executive split (FY20)

Gender ● Male ● Female



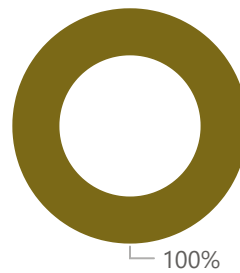
Executive split (FY21)

Gender ● Male ● Female



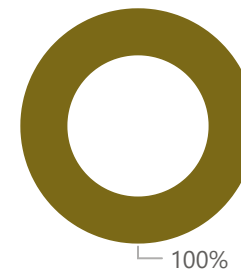
Executive Hires (FY20)

Gender ● Male



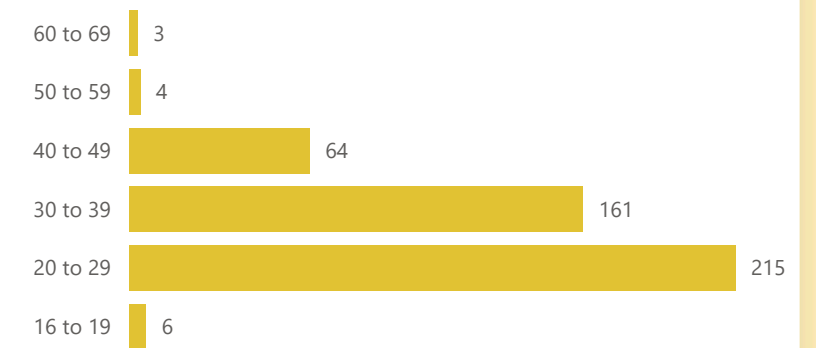
Promotion to Executive (FY20)

Gender ● Male



KPI 6 - Age group

Employees by Age group (end FY20)



Age group ● 16 to 19 ● 20 to 29 ● 30 to 39 ● 40 to 49 ● 50 to 59 ● 60 to 69

