CALL CENTER DASHBOARD

"Anonymous Bank" Call Center Data

Month: All | Issue Type: All

General Insights:

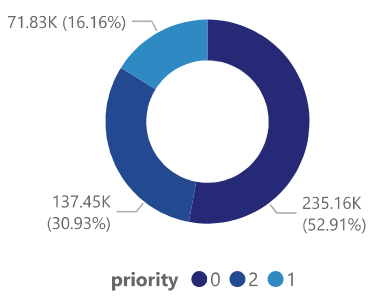
- Alarmingly high abandon rate of 19.73% found - highest abandon rate on March with 27%.
- Highest volume of issue type involves PS (Regular Activity) with 68% yearly share and moderate average handling time (AHT) of 2.52 minutes. AHT are highest on April and December.
- Consistently high AHT for IN issues within yearly average of 6.80 mins and highest monthly AHT on September with 7.82 mins.

Total Number of Calls	Completion Rate	Abandon Rate	Phantom Rate	Ave Mins per Completed Call	Ave Seconds in Queue
444.44K	79.46%	19.73%	0.81%	3.18	58.37

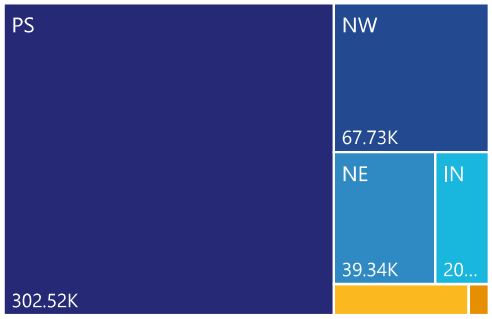
Top Agents

Agent	Ave Handling Minutes	No. of Actioned Calls
AVNI	3.89	20111
KAZAV	3.03	18694
STEREN	3.02	20500
MORIAH	2.76	19736
SHARON	2.30	27492
AVI	2.23	19455
NO_SERVER	0.07	96499
Total	**1.64**	**222487**

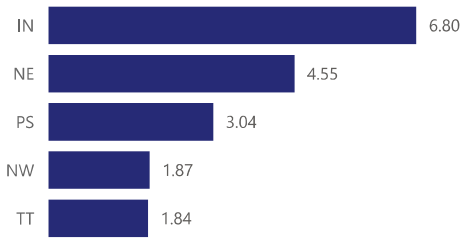
Priority Type by Calls Volume



Issue Types by Volume

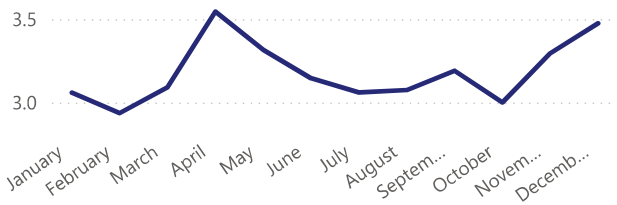


Top Issue Types with Highest Ave Handling Minutes (Resolved)

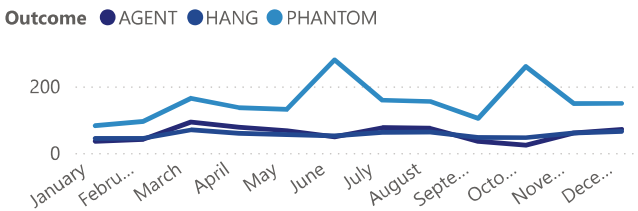


YTD data

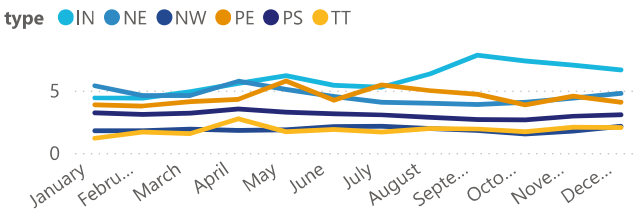
Average Handling Minutes for Resolved Cases



Average Queue Time in Seconds

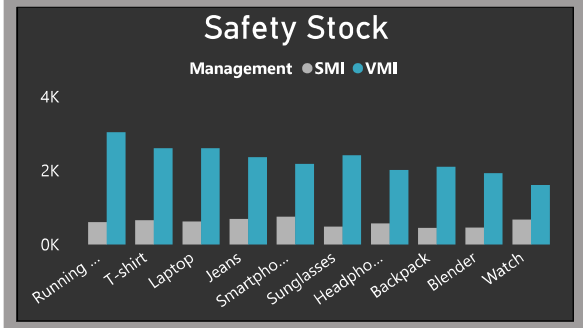


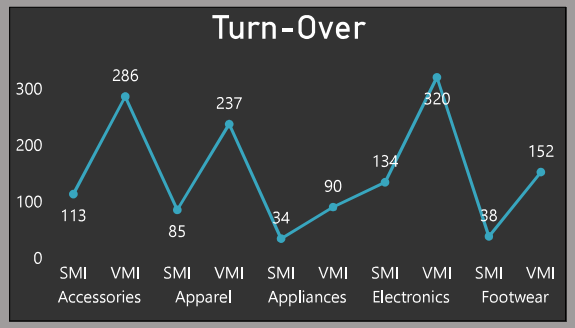
Average Handling Minutes per Issue Type (Resolved)

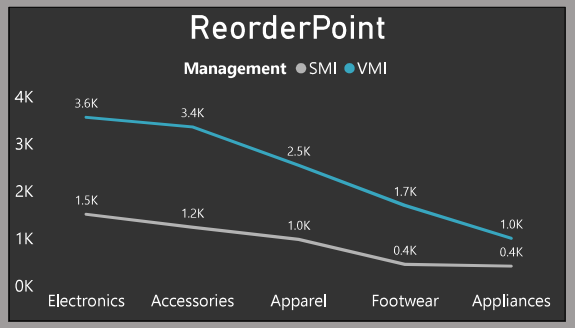


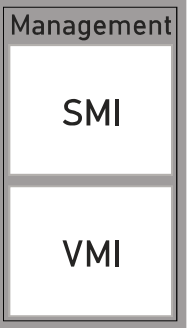
Data from Technion IIT Service Networks course | Dashboard Inspiration from Dundas Data Visualization

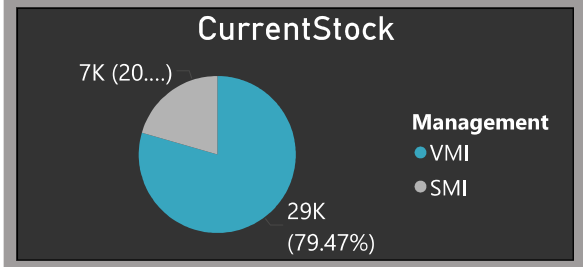
Vendor Managed Inventory Vs Self-Managed Inventory

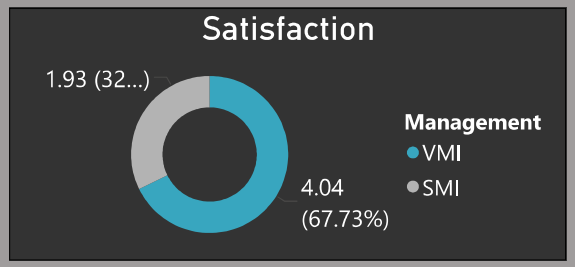


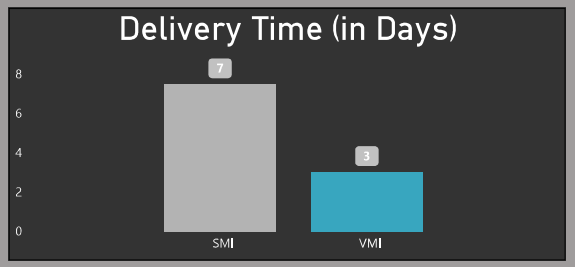


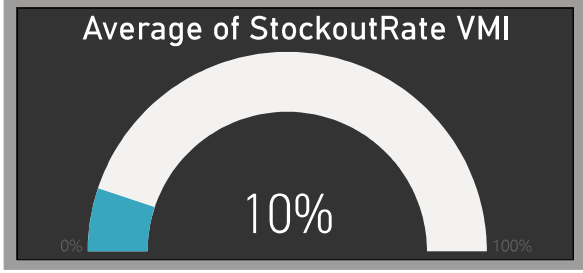


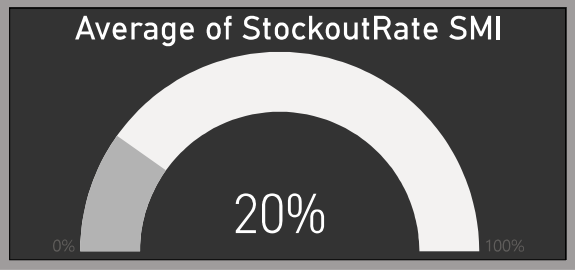


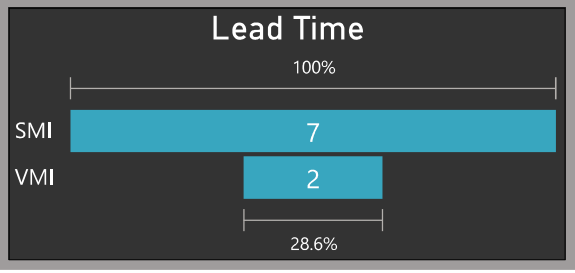


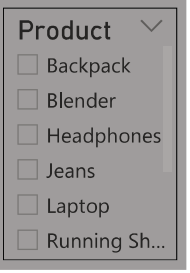




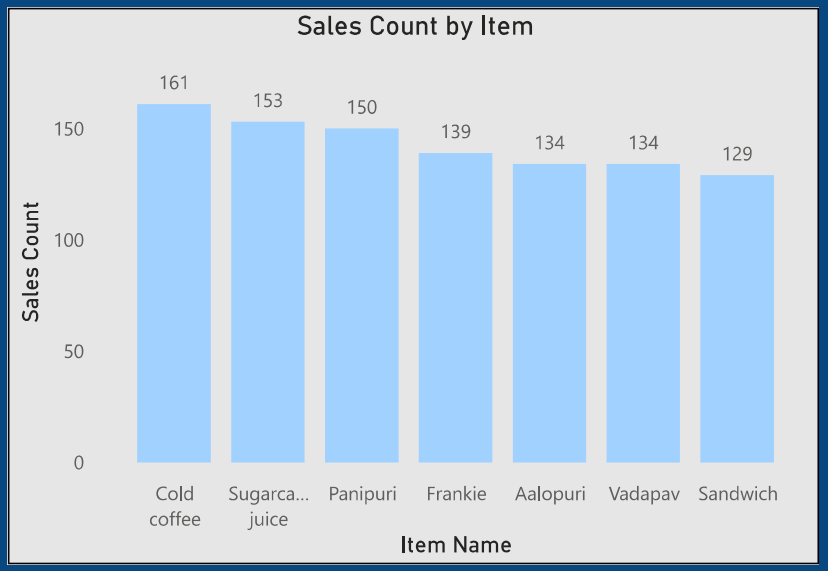


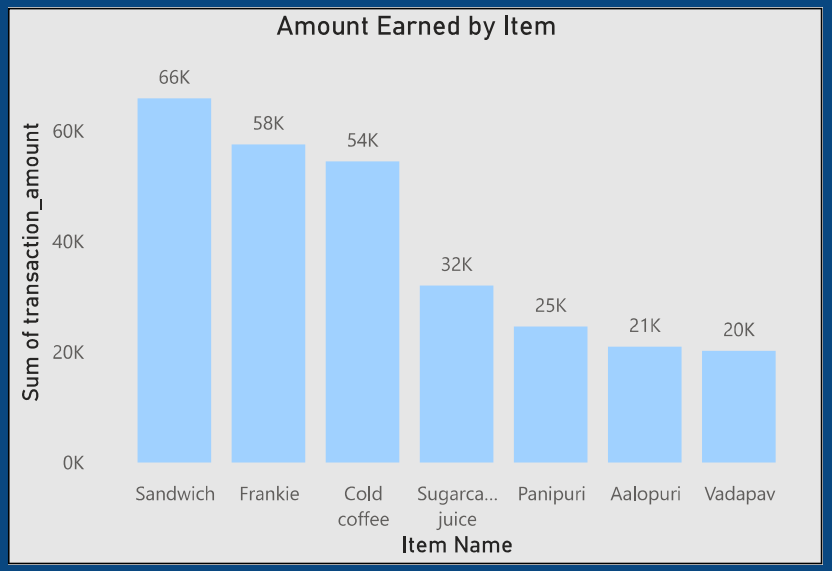


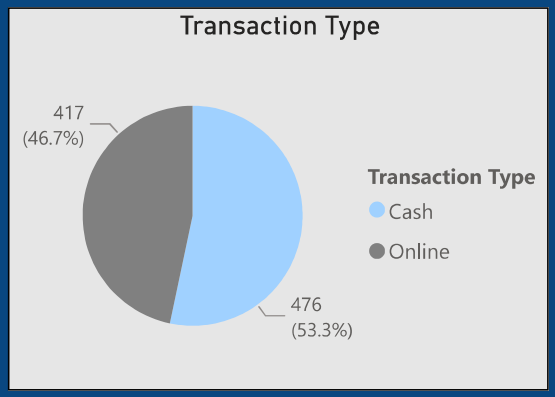


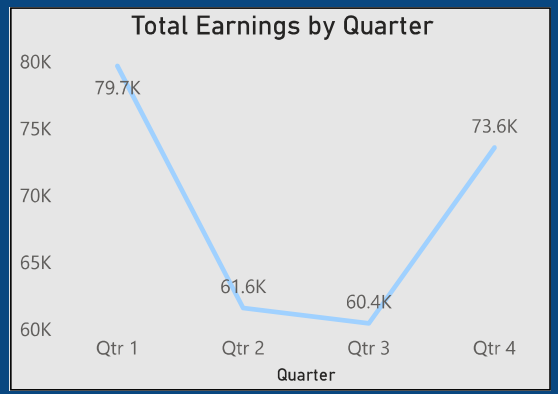


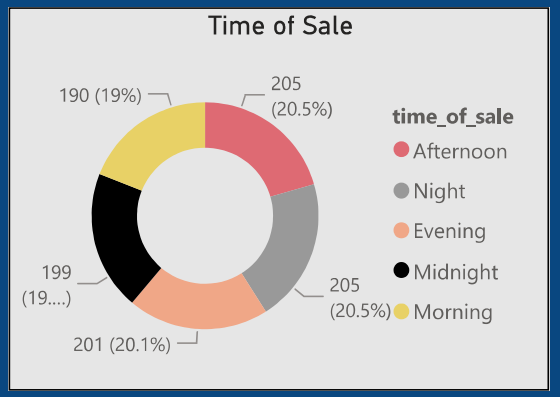
FAST FOOD SALES

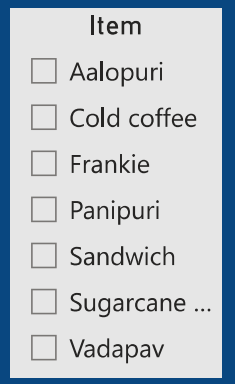


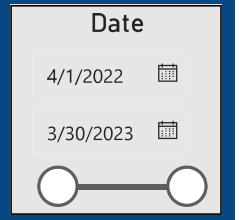








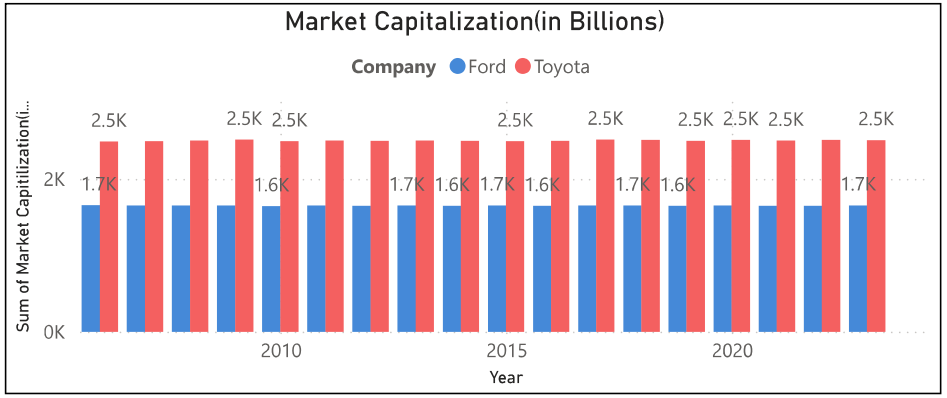


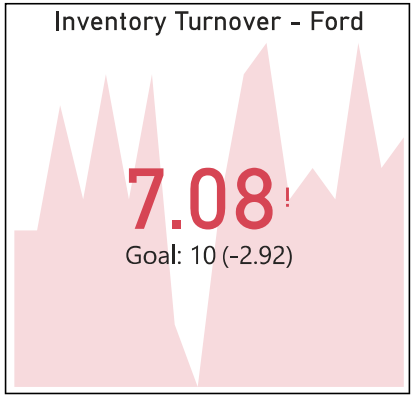


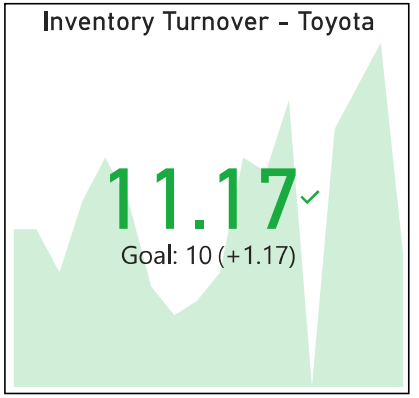
Year

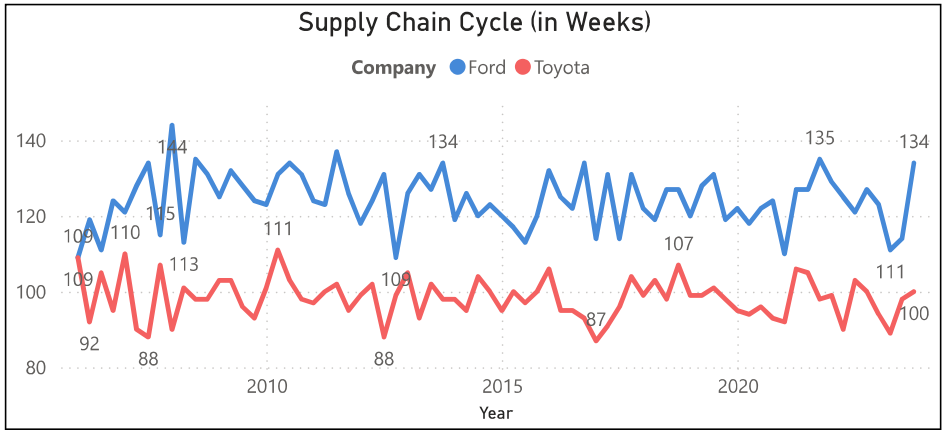
2006 2023

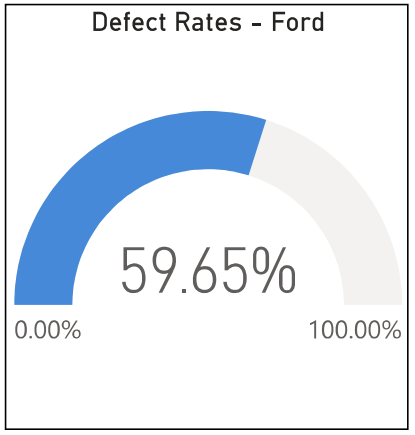
TOYOTA Vs. Ford

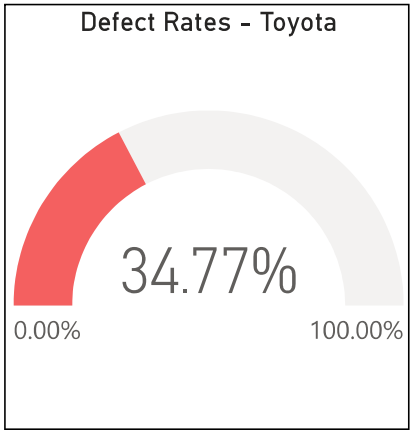










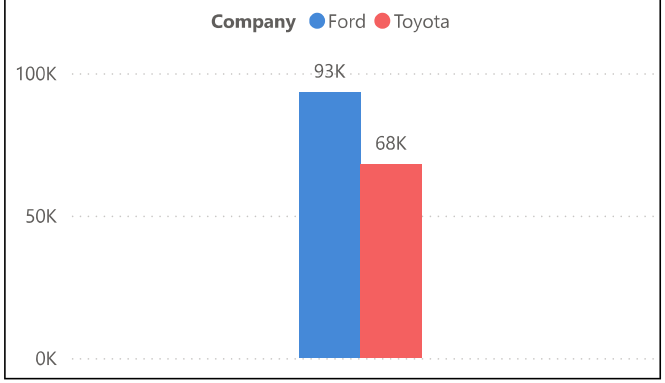


Year

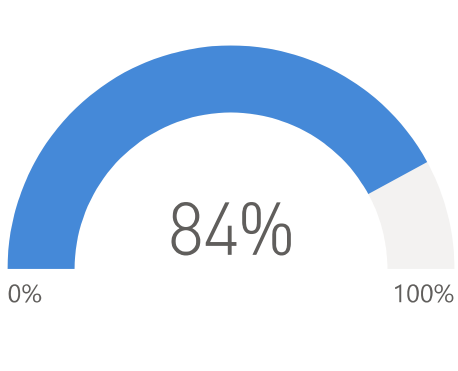
2006 2023

TOYOTA Vs. Ford

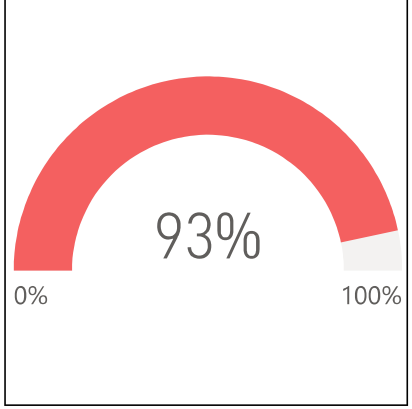
Total Cost of Logistics (Millions)



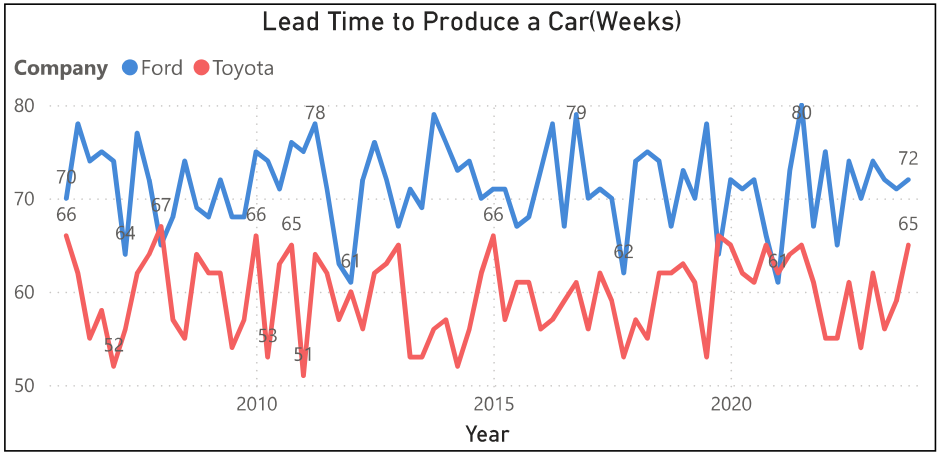
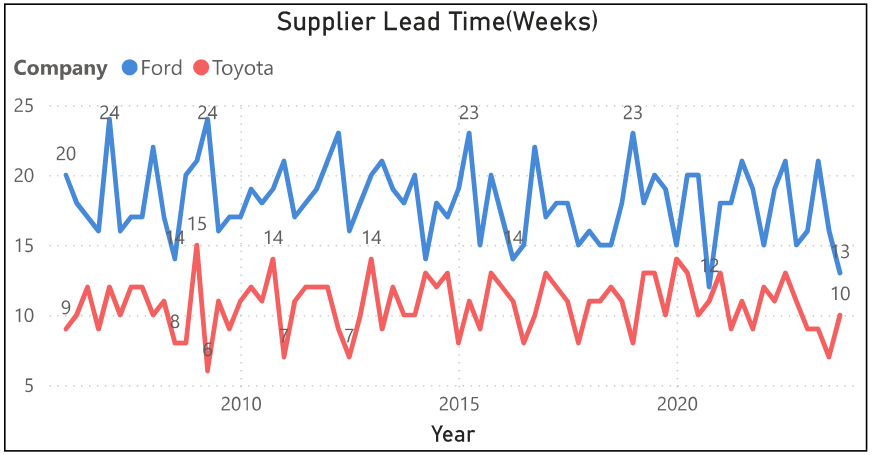
On-Time Delivery - Ford



On-Time Delivery - Toyota



Lead Time to Produce a Car(Weeks)



Supplier Lead Time(Weeks)