## **Slide Title: Agent Performance & Customer Experience Dashboard – Key Insights**

**Key Insights**

* **Sentiment Trend:** Majority of calls are neutral/positive, but **negative spikes appear on fraud & account closure days**, impacting overall experience.
* **Total Calls by Day & Disposition:** Call volumes fluctuate, with **fraud, disputes, and account changes** driving complexity and longer handling.
* **Quality Score Trend:** Average quality ~92–94%, with a **mid-week dip** (down to ~91%) highlighting training or process issues.
* **Top & Bottom Agents:** Top performers (Hai Nguyen, Cassie Mannix) maintain high consistency (scores >60), while bottom agents (Nicholas Simic, Tom Howard) show weaker complaint control (scores <53).
* **Key Components of Performance:** Complaint rates and SLA adherence are the main differentiators between top vs bottom performers.
* **Performance Score Trend Over Time:** Daily performance fluctuates (range 40–62), but **steady recovery at week-end** shows resilience.

### **Recommendations**

* **Targeted Coaching:** Support bottom agents with focused training on **fraud & dispute handling**, where negative sentiment is highest.
* **Replicate Best Practices:** Encourage peer-learning by adopting **top-agent approaches** (low complaints, consistent SLA).
* **Process Intervention:** Deploy **quick guides or scripts** for complex dispositions (fraud/account closure) to stabilize quality dips.