### **Slide Title: Project Context – AMP Customer Service Dashboards**

**Overview** We are working with the **AMP Banking Customer Service LOB** to analyze and improve customer experience and agent performance. As part of this engagement, we have developed three key dashboards using a mix of operational, survey, and call transcript data.

**Dashboards & Data Sources**

* **1. Agent Performance Dashboard**
  + Focus: Agent-level operational performance (AHT, handle time, occupancy, SLA, etc.)
  + Data: **May – July (3 months)** operational & device-level data.
* **2. CSAT / ASAT / FCR Dashboard**
  + Focus: Customer satisfaction and first call resolution trends, linked to agent performance.
  + Data: **May – July (3 months)** sample & randomized CSAT/ASAT survey data.
* **3. Agent–Customer Interaction Analytics (Call Transcript Dashboard)**
  + Focus: Conversation insights – sentiment, communication patterns, escalation drivers, FCR impact.
  + Data: **One week of call transcripts** provided by client (**Aug 1 – Aug 7**).

**Goal** To provide **actionable insights** on agent efficiency, customer satisfaction drivers, and conversation patterns that influence **First Call Resolution (FCR)** and overall customer experience.

Would you like me to make this slide **more visual** (e.g., add an icon for each dashboard and a simple timeline graphic) so it’s presentation-ready, or keep it plain text for you to copy into your PPT?