PERFORMANCE DASHBOARD

- ✉ **Email Performance**
- ☎ **WhatsApp Performance**
- ⚡ **Productivity**
- 👥 **Attendance Report**
- 📊 **KPI Score Table**
- ⭐ **Quality Performance**
- 📊 **LSS Tools**

- ⓘ **Definition Table**
- ❓ **Help**

Last Updated:
7/25/2022

DEFINITION TABLE

LOB	Metrics	Target	Formula	Definition
Email	CSAT Email	80%	= good feedback/total number of responses	Customer Satisfaction Rating given by the customer
Email	Cycle Late Email	120 mins	= average (respond time of late tickets) ***excluding tickets that are responded less than 60 minutes***	Time of tickets that are considered late. "Late" refers to those tickets that are responded more than 60 minutes
Email	FCR Email	90%	= ticket (reopen < 1) / total tickets where total tickets are only classified as "inquiry tickets only"	How much ticket is solved on the first contact
Email	FRT <1 hrs Email	95%	= (first reply on time+next reply on time)/(first reply on time+next reply on time+first reply breached+next reply breached) ***next reply means re-open tickets***	% of tickets that is being responded within 1 hour (service level)
Email	FRT Email	60 mins	= total time of agents reply of each tickets / total number of tickets	Agent reply time.
Email	Full Resolution Time Email	24 hrs	= (time solved - time created)1... (time solved - time created)n ***average of total reso time***	Time from tickects that are being solved from replies (first + next)
Email	Productivity Email	85 tickets	= total public comment sent by the agent agent	Total email handled by agents on a daily basis. If volume is low ensure that SLA is achieved. Productive tickets are classified as pulic reply
Email & WhatsApp	Knowledge Adherence	100%	= number of agents and support team (TLs and Qas) who took the quiz/all agent population	Knowledge Check Adherence (Quiz Participation Rate)
Email & WhatsApp	Knowledge Check Score	95%	= average score of agent quiz for all agents	Knowledge Check Scores
Email & WhatsApp	QA Score	95%	= average score of quality monitoring for all agents	Agent's average QA Monitoring score
Email & WhatsApp	Wrong Escalation	2%	= cases wrongly escalated / escalated tickets	– When agents wrongly tag a ticket from ticket to another
WhatsApp	Average Handle Time WhatsApp	15 mins	= total time spent / all number tickets ***ticket refers to all responded interactions***	Time spent to handle chat
WhatsApp	CSAT WhatsApp	95%	= good feedback/total number of responses	Customer Satisfaction Rating given by the customer
WhatsApp	FCR WhatsApp	95%	= incoming users with repeating questions/total number of ticket	How much ticket is solved on the first contact
WhatsApp	First Response Time WhatsApp	2 mins	= total time of agents reply of each tickets / total number of tickets	How fast the agent replies on a ticket
WhatsApp	FRT < 2 minutes WhatsApp	95%	= total tickets responded within 2 minutes / all number tickets ***ticket refers to all interactions***	% of tickets that is being responded within 2 minutes***
WhatsApp	Productivity WhatsApp	100 tickets	= total solved tickets by the agent agent	Total chats handled by agents on a daily basis. If volume is low ensure

YEAR
2022

MONTH
July

WEEK
All

DAY
All

	INCOMING / CAPACITY		PUBLIC COMMENTS		SERVICE LEVEL		FRT		FCR		FULL RESO TIME		CSAT
	83,736 / 72,049		54,999		13.82%		2,874 mins		85.82%		81 hrs		69.93%

INCOMING VS AGENT CAPACITY

WEEKLY **DAILY**

4.6K   3.2K   4.3K   4.3K   4.6K   2.0K   2.3K   2.5K

4K
2K
0K

Jul 03   Jul 10   Jul 17   Jul 24

● Incoming Email   ● Agent Capacity
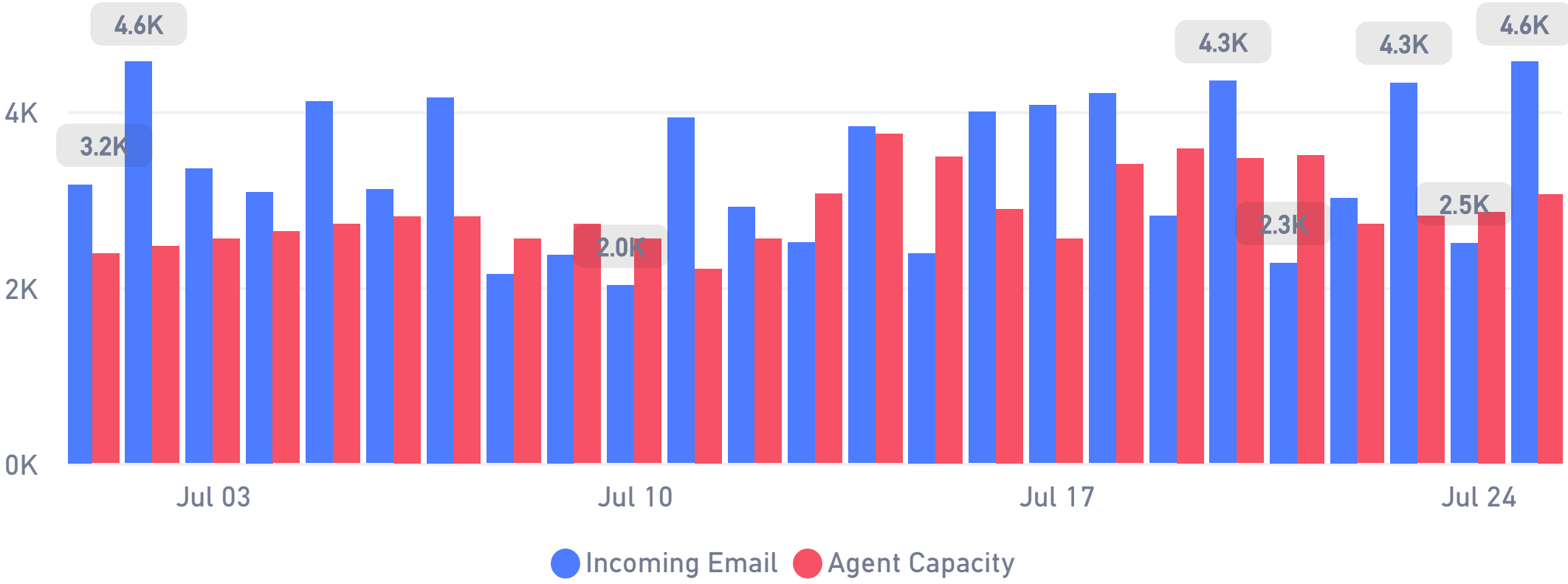
SERVICE LEVEL (FIRST RESPONSE TIME < 1 HOUR)

WEEKLY **DAILY**

R^2 = **0.57**

100%   Target: 95%
50%
0%

14%   18%   7%   20%   10%   11%   20%   13%   36%

Jul 03   Jul 10   Jul 17   Jul 24

FIRST RESPONSE TIME (MINS)

R^2 = **(Blank)**

5K

0K   Threshold: 60

Jul 10   Jul 24

FIRST CONTACT RESOLUTION

R^2 = **0.11**

90%   Target: 90%
80%

Jul 10   Jul 24

FULL RESOLUTION TIME (HRS)

R^2 = **0.37**

100

0   Threshold: 24

Jul 10   Jul 24

CUSTOMER SATISFACTION

R^2 = **0.06**

100%   Target: 80%
50%

Jul 10   Jul 24
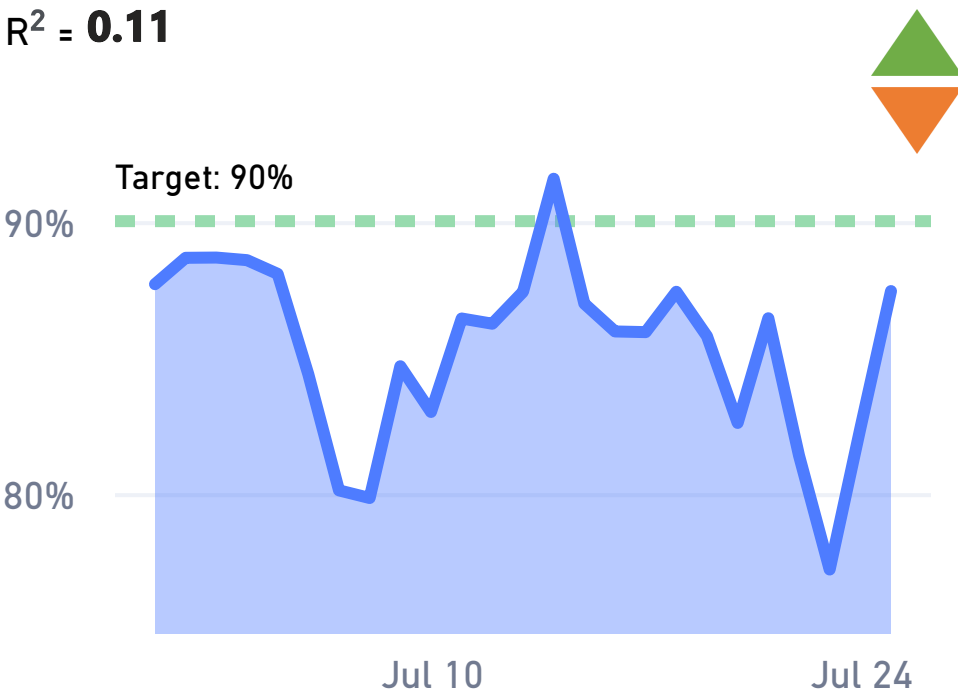
AVERAGE PUBLIC COMMENTS

WEEKLY **DAILY**

R^2 = **0.31**

100   Target: 85
50
0

63   61   79   72   60   66   83

Jul 03   Jul 10   Jul 17   Jul 24

BREAKDOWN BY CATEGORY

10K (18%)
16K (29%)
29K (54%)
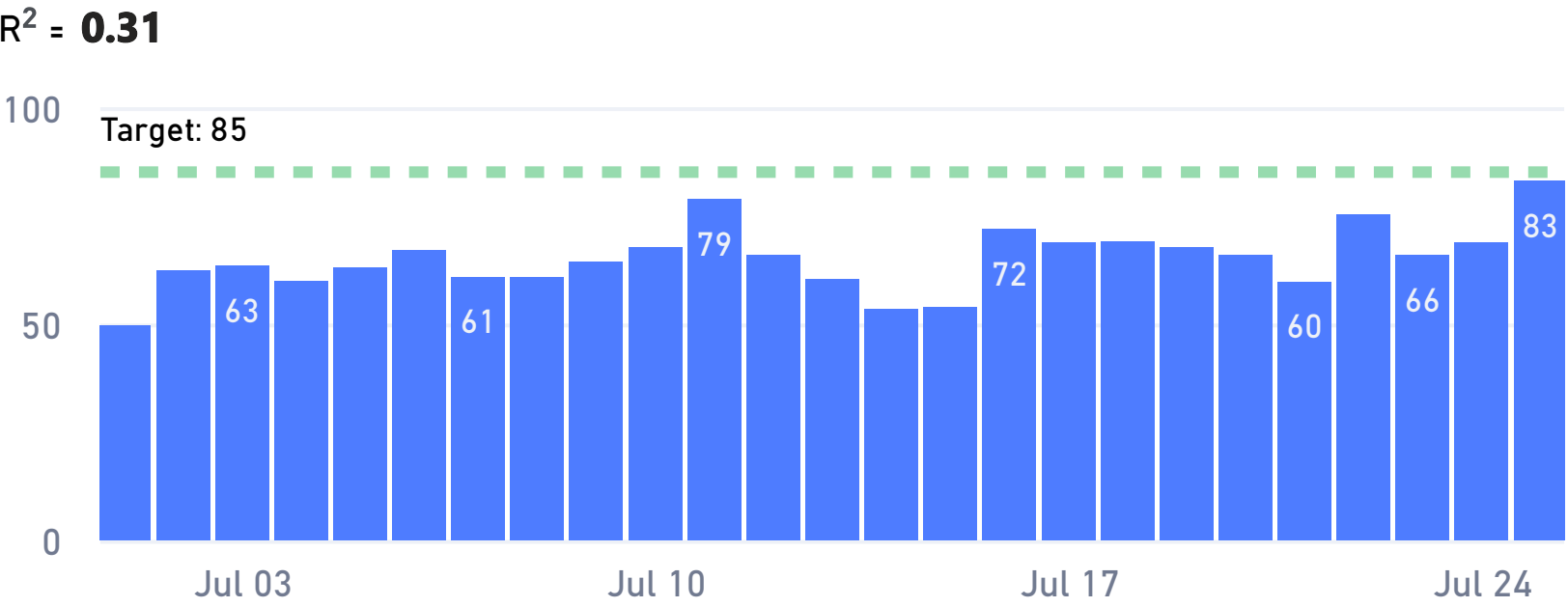
● Service Request   ● Complaint   ● Enquiry

SUB CATEGORY WORD CLOUD

Account   Unfreeze   Mobile Recharge Pulsa   Reset PIN   FLN Prepaid   Fraud Reporting   Application   Online Merchant   Global Network   Mobile Recharge Internet Data
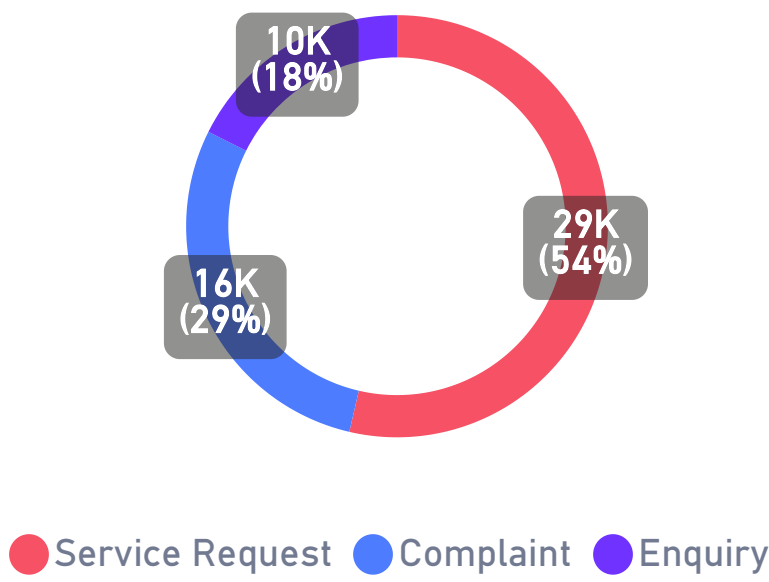
EMAIL PERFORMANCE TABLE

BY AGENT   WEEKLY   **DAILY**

Date	Incoming Email	Agent Capacity	Total Productivity	Avg Productivity	Avg Handling Time	Service Level	First Response Time	First Contact Resolution	Full Reso Time	CSAT
Fri, Jul 1	3,166	2,380	1,388	49.57	1.79	13.96%	2,248 mins	87.68%	63 hrs	100.00%
Sat, Jul 2	4,567	2,465	1,807	62.31	1.86	9.23%	3,375 mins	88.65%	80 hrs	66.67%
Sun, Jul 3	3,344	2,550	1,900	63.33	1.63	9.61%	3,169 mins	88.66%	83 hrs	66.67%
Mon, Jul 4	3,083	2,635	1,858	59.94	1.56	18.17%	2,538 mins	88.57%	76 hrs	83.33%
Tue, Jul 5	4,112	2,720	2,018	63.06	1.52	10.17%	3,787 mins	88.06%	93 hrs	75.00%
Wed, Jul 6	3,110	2,805	2,213	67.06	1.62	14.88%	3,228 mins	84.37%	94 hrs	66.67%

(CLIENT LOGO)

YEAR
2022

MONTH
July

WEEK
All

DAY
All

INCOMING / CAPACITY
12,198 / 14,636

SOLVED BY AGENT
11,784

FRT
2.21 mins

FCR
98.07%

AHT
16.67 mins

CSAT
91.07%

INCOMING VS AGENT CAPACITY
WEEKLY | DAILY

2,022
800
1,100
1,000
900
600
525
600
274
114
372
212
392
436
440
240

2,000
1,500
1,000
500
0

Jul 03 | Jul 10 | Jul 17 | Jul 24

● Assigned Ticket ● Agent Capacity
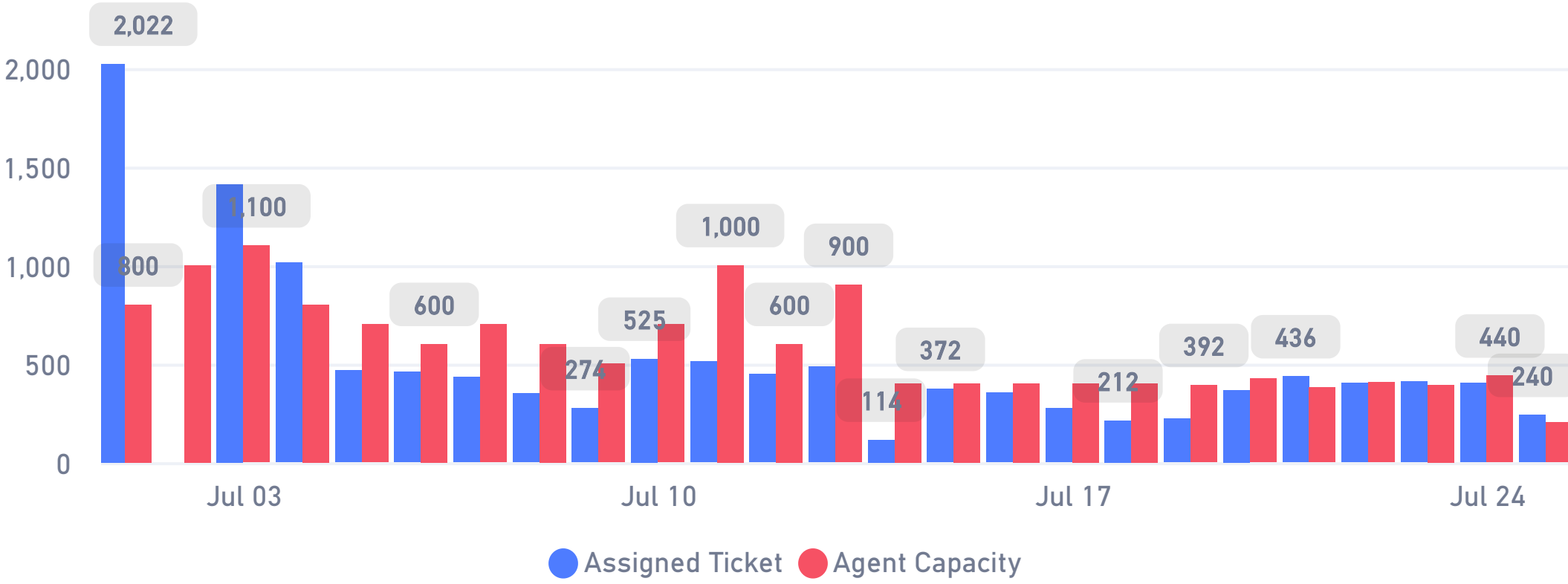
FIRST RESPONSE TIME (MINS)
WEEKLY | DAILY

R^2 = **0.10**

4.09
3.08
2.92
2.26
1.74
1.69
1.67
1.62

Threshold: 2

4.00
3.00
2.00

Jul 03 | Jul 10 | Jul 17 | Jul 24
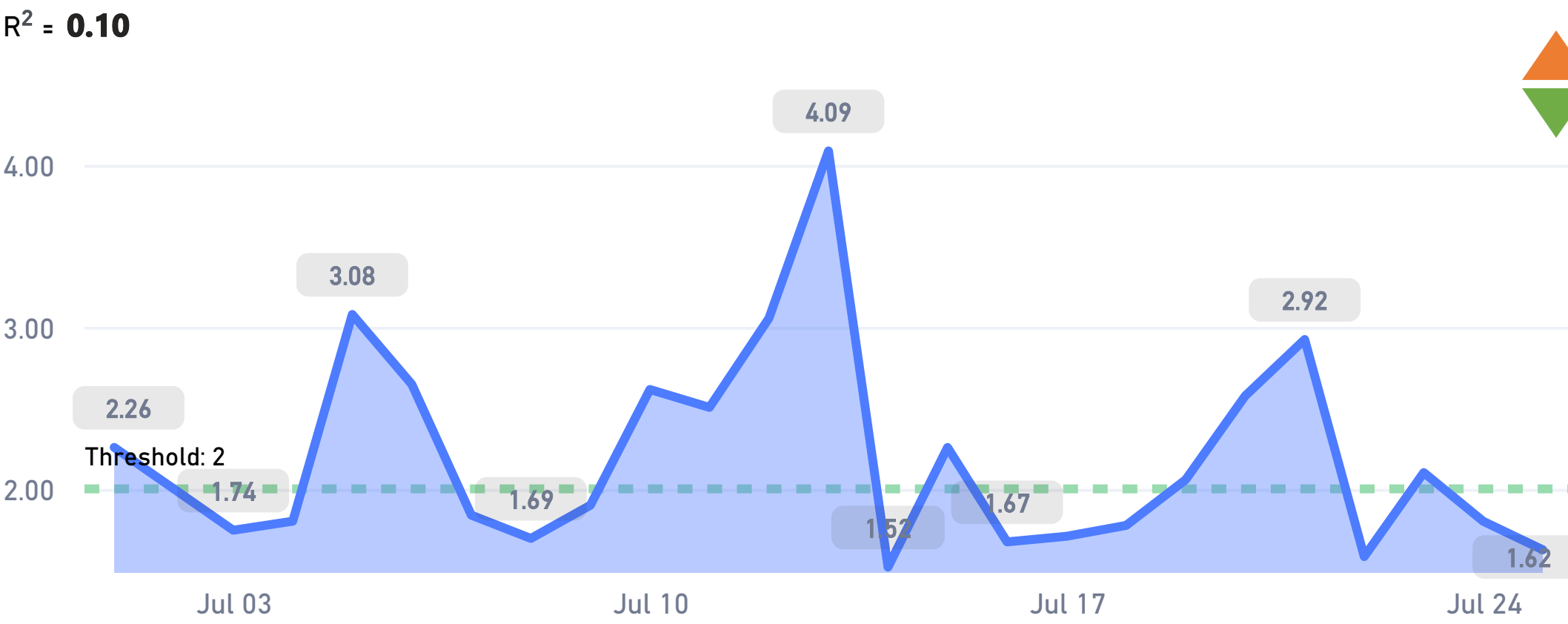
FIRST CONTACT RESOLUTION
WEEKLY | DAILY

R^2 = **0.04**

100%
98%
100%
99%
100%
98%
100%
95%
95%
95%
96%

Target: 95%

95%

Jul 03 | Jul 10 | Jul 17 | Jul 24
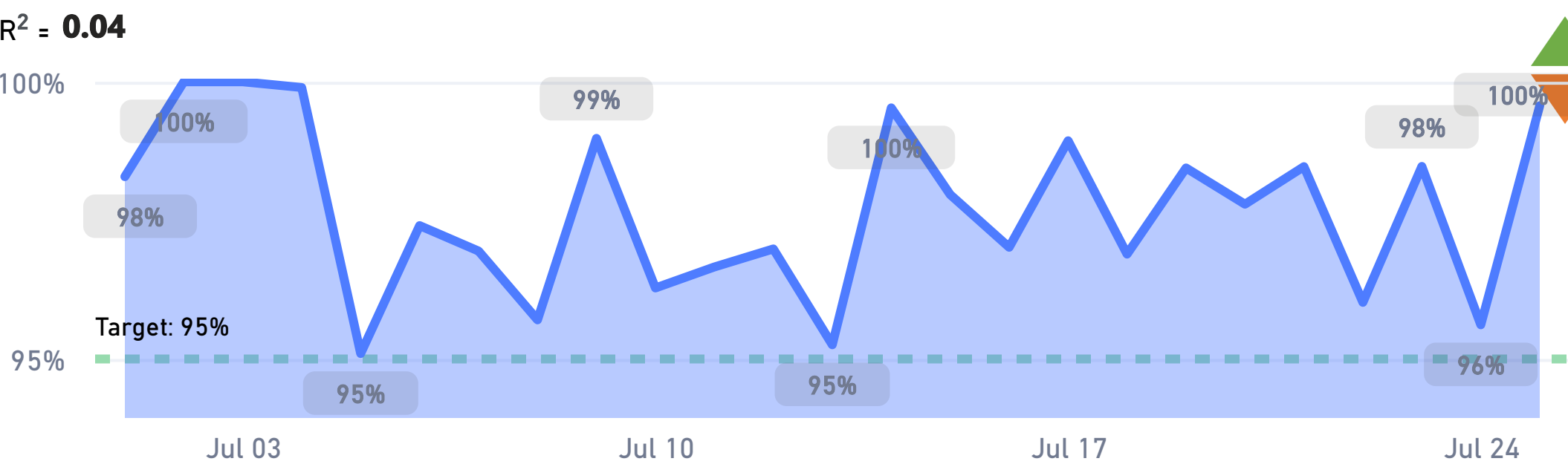
AVERAGE HANDLING TIME (MINS)
WEEKLY | DAILY

R^2 = **0.18**

18.08
23.54
27.67
17.98
13.20
13.96
9.74
14.41
5.55

Threshold: 15

20

0

Jul 03 | Jul 10 | Jul 17 | Jul 24
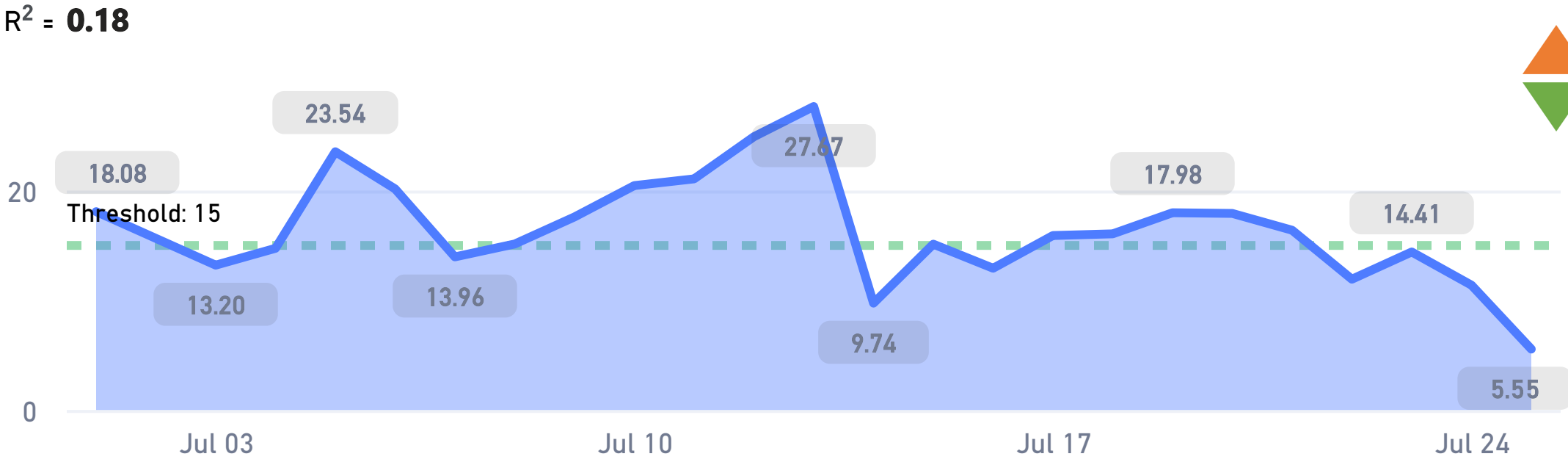
AVERAGE TICKET SOLVED
WEEKLY | DAILY

R^2 = **0.00**

Target: 100

100

80
64
91

0

Jul 03 | Jul 10 | Jul 17 | Jul 24

BREAKDOWN BY CATEGORY

0K
(11%)
1K
(26%)
2K
(63%)

● Complaint ● Service Request ● Enquiry

CUSTOMER SATISFACTION

R^2 = **0.01**

100%
Target: 95%

50%

Jul 01 | Jul 23
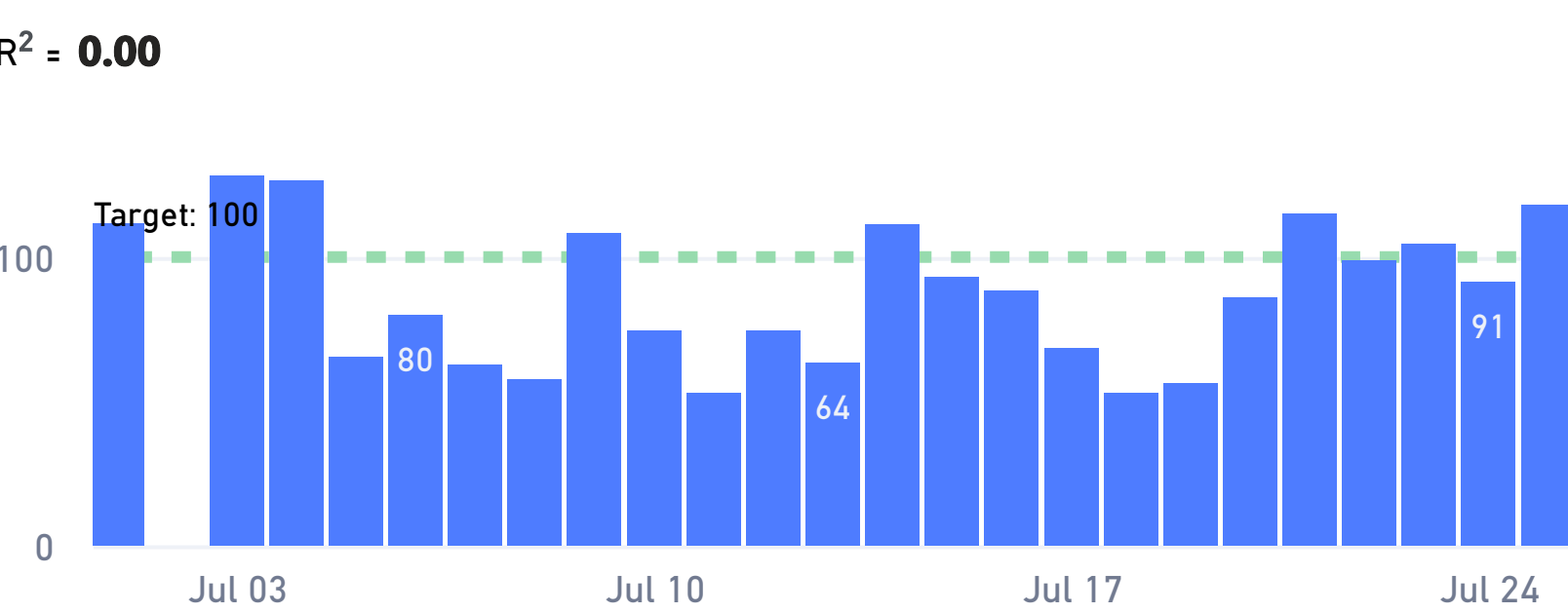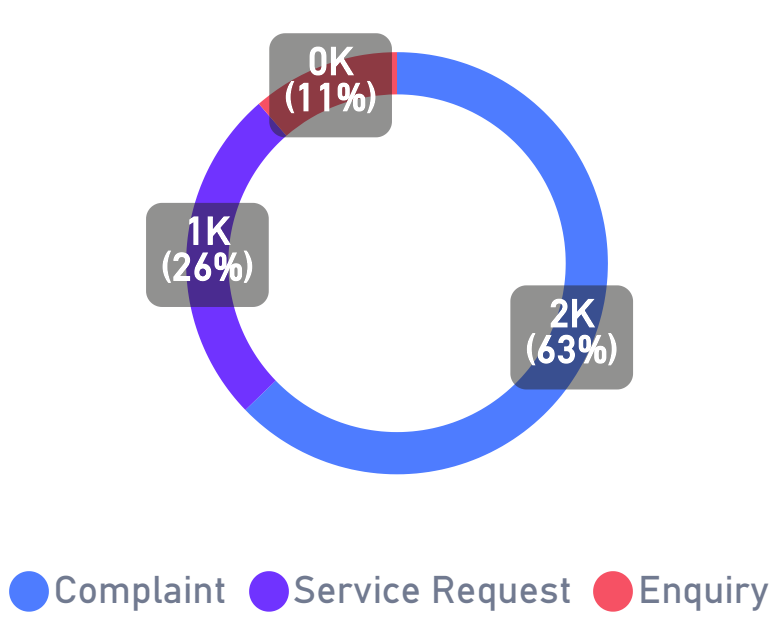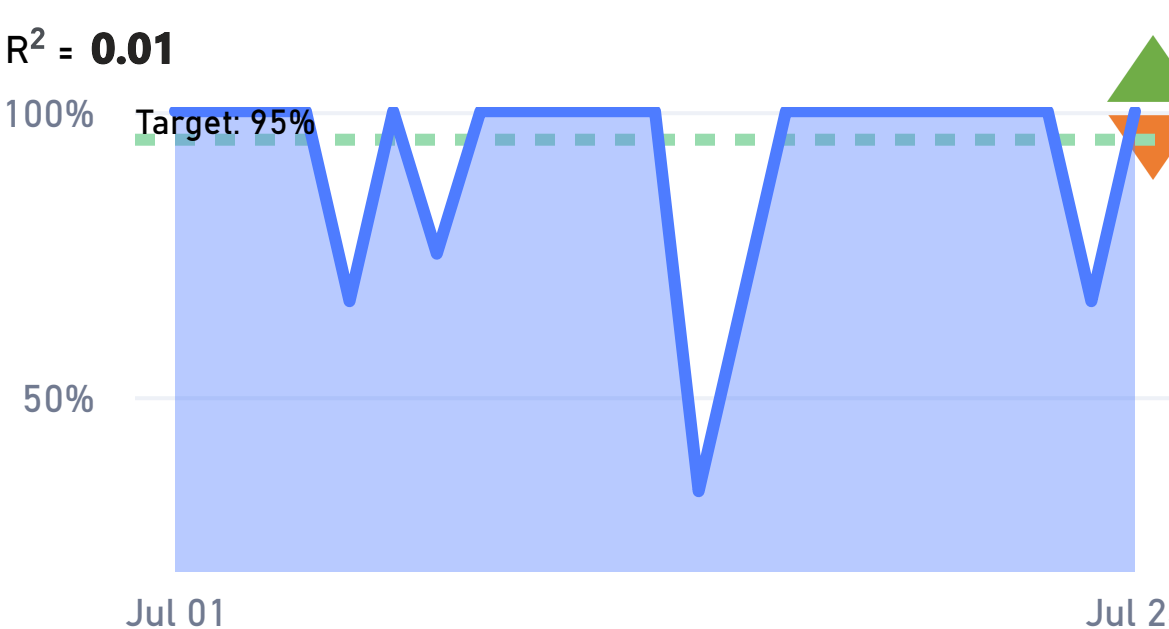
WHATSAPP PERFORMANCE TABLE
BY AGENT | WEEKLY | DAILY

Date	Assigned Ticket	Agent Capacity	Total Ticket Solved	Avg Ticket Solved	First Response Time	First Contact Resolution	Avg Handling Time	CSAT
Fri, Jul 1	2,022	800	895	111.88	2.26 mins	98.29%	18.08 mins	100.00%
Sat, Jul 2		1,000				100.00%		100.00%
Sun, Jul 3	1,411	1,100	1,411	128.27	1.74 mins	100.00%	13.2 mins	100.00%
Mon, Jul 4	1,013	800	1,013	126.63	1.8 mins	99.90%	14.74 mins	100.00%
Tue, Jul 5	465	700	458	65.43	3.08 mins	95.10%	23.54 mins	66.67%
Wed, Jul 6	459	600	480	80.00	2.65 mins	97.41%	20.16 mins	100.00%

	EMAIL PRODUCTIVITY		EMAIL TARGET		WA PRODUCTIVITY		WA TARGET
	54,999		85		11,784		100

EVENT LOG

		Select all	Client Tool	Local IT Issue

Start Date	End Date	Event	Type	Agent Affected
7/14/2022	7/14/2022	Agent are having less than 3 tabs while the incoming chat is more than 351	Client Tool	10
7/14/2022	7/14/2022	Agent is having more than 5 tabs	Client Tool	10
7/15/2022	7/15/2022	Agent unable to acces tools	Client Tool	16
7/17/2022	7/17/2022	Agents can't open file photo in ### Search Order and User Query	Client Tool	45
7/18/2022	7/18/2022	Agent are having less than 3 tabs while the incoming chat is more than 786	Client Tool	10
7/18/2022	7/18/2022	Agents can't open notes	Local IT Issue	4

AGENT PRODUCTIVITY

Search

Agent Name	5/11/2022	5/12/2022	5/13/2022	5/14/2022	5/15/2022	5/16/2022	5/17/2022	5/18/2022	5/19/2022	5/20/2022	5/21/2022	5/22/2022	5/23/2022	5/24/2022	5/25/2022	5/26/2022	5/27/20
Agent 1	31	27	31			32	55	25	41	33			39	70	68	65	
Agent 10	17	55			67	57	66	65			74	78	79	79	67		
Agent 11	14	31	47			68	50	49	53	61			71	78	66	66	
Agent 12	16	38	36				62	69	62	75	76	81	80			68	
Agent 13	27			44	36	18	34			41	39	45	47	62			
Agent 14	37	22	23			50	38	24	66	49			55	66	74	62	
Agent 15	12			48	75	56			68	67	78	73	83	82	2	1	
Agent 16	15		51	51		63	58			65	75	73	80	77			
Agent 17	13	28	54				54	65	66	65			79	79			
Agent 18	11	45	55			57	56	59	67	62			60	66	64	66	
Agent 19	13	41	43				56	65	75	69	73		74	76	65	68	
Agent 2	30	1	1	29	38	30			38	33		82	55	66		62	
Agent 20	13			33	54			52	69	63	72	67	74	69		52	
Agent 21	19		1	23	24	40	38	17			63	50	35	66			
Agent 22	17			42	64	63	50			50	84	75	73	59		41	
Agent 23	15	33	46			52	57	69	64	64			83	79	68	65	
Agent 24	14	30			54	62	51	61	76			66	75	77	65	71	
Agent 25	12			56	66	56	61	65			75	81	74	76	65		
Agent 26	14			30	64			55	56	68	78	67	75	74		67	
Agent 27	30	20			48	27		34	40			73	70	78	72	68	
Agent 28	25	33	22				22	32	50	46	49	44	66		49		
Agent 29	13	38	48				59	54	65	72	75	86	80		65		
Agent 3	15			42	67	56	51	56			83	90	81	76	65		
Agent 30	20		16	24		26	31			46	39	53	51	63		51	
Agent 31	30	10			27			26	24	33		52	45	65		60	
Agent 32	35		23	26		36	41			40	44	54	50	67			
Agent 33	21		39	42	32	52			39	49	62	56	64	73			
Agent 34	16	17	23			40	31	31	32	36		28	65	64			
Agent 35	20	18			25	18	31	14	43			49	31	57	64	56	
Agent 36	28		35	42			24	49	53	49	76	62	73		80		
Agent 37	24		13	16		39	12	26	29	26		24	46	43	45		

YEAR 2022

MONTH July

WEEK All

DAY All

	SCHEDULED	PRESENT	LATE	ABSENT	% ATTENDANCE	% LATE	% ABSENT
	1021	973	20	28	97.26%	1.96%	2.74%

ABSENT BY DATE

MAY 2022
Mo Tu We Th Fr Sa Su

JUN 2022
Mo Tu We Th Fr Sa Su

JUL 2022
Mo Tu We Th Fr Sa Su

MONTHY STATS
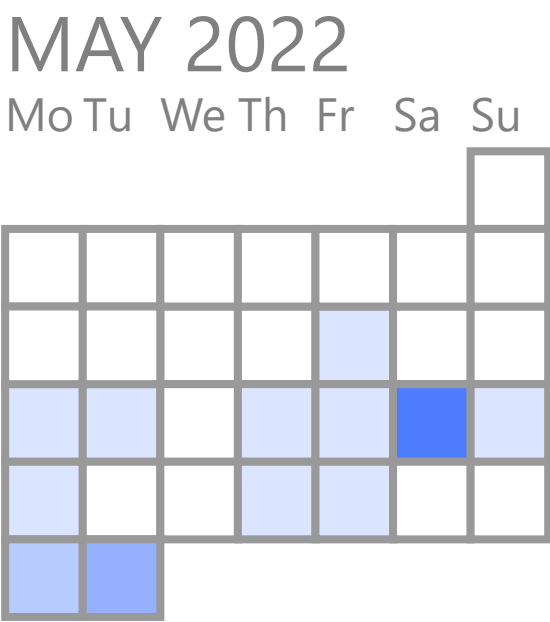
SCHEDULED VS ACTUAL | **MONTHLY STATS**

SCHEDULED
Mon	Tue	Wed	Thu	Fri	Sat	Sun
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

PRESENT
Mon	Tue	Wed	Thu	Fri	Sat	Sun
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

LATE
Mon	Tue	Wed	Thu	Fri	Sat	Sun
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

ABSENT
Mon	Tue	Wed	Thu	Fri	Sat	Sun
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

ABSENT BY LOB

WhatsApp	Email
23	5
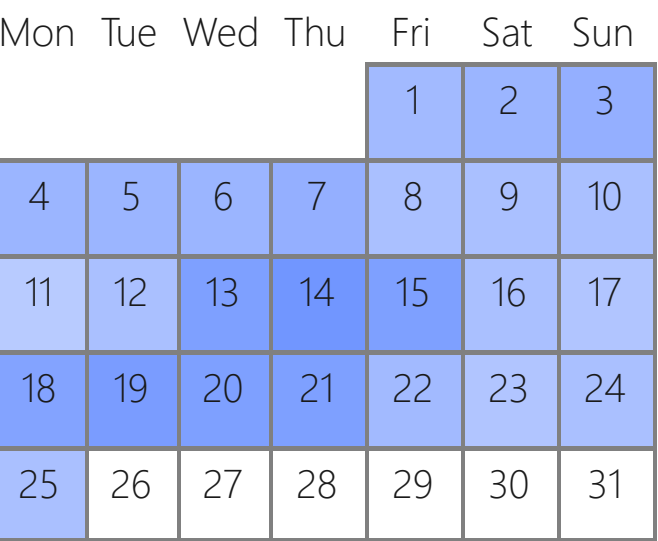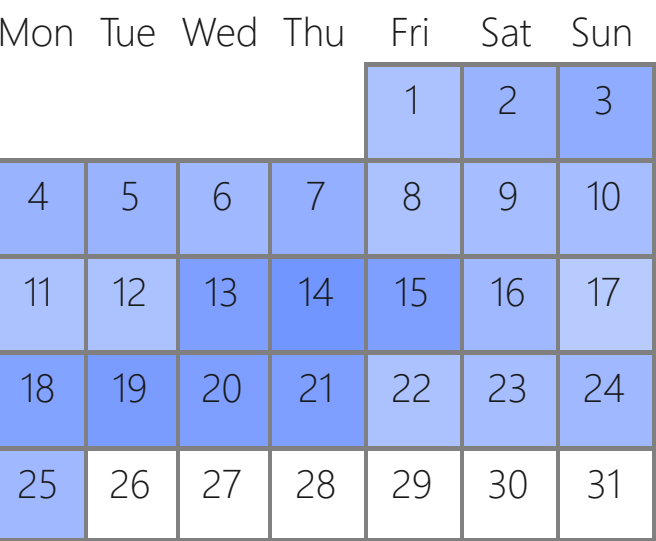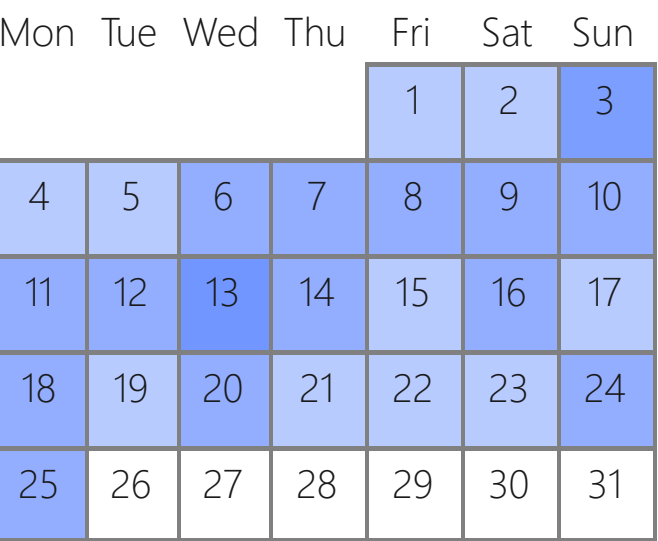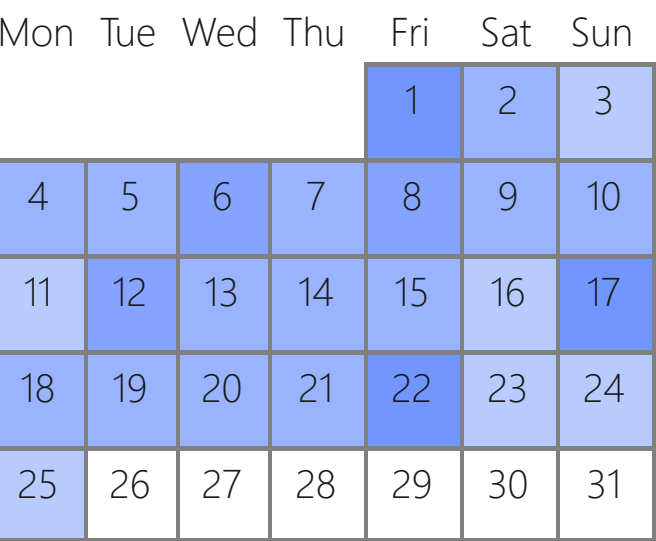
ATTENDANCE TABLE

Search

| Agent Name	% Attendance	% Late	% Absent	Scheduled	Present	Late	Absent
Email							
Agent 1	100.00%	5.56%	0.00%	18	18	1	0
Agent 10	100.00%	15.00%	0.00%	20	20	3	0
Agent 2	100.00%	0.00%	0.00%	7	7	0	0
Agent 3	100.00%	0.00%	0.00%	20	20	0	0
Agent 32	100.00%	0.00%	0.00%	15	15	0	0
Agent 33	100.00%	0.00%	0.00%	7	7	0	0
Agent 34	100.00%	0.00%	0.00%	16	16	0	0
Agent 35	100.00%	0.00%	0.00%	17	17	0	0
Agent 36	100.00%	0.00%	0.00%	20	20	0	0
Agent 37	100.00%	0.00%	0.00%	7	7	0	0
Agent 38	100.00%	0.00%	0.00%	18	18	0	0
Agent 39	100.00%	0.00%	0.00%	17	17	0	0
Agent 4	88.89%	0.00%	11.11%	18	16	0	2

NOTE

• Attendance data file were updated from May 2022 until up to date.
• Absent by Date is showing trend of Agent absent in whole year.
• 4 heat maps showing Scheduled, Absent, Late & Attendance Monthly

YEAR
2022

MONTH
June

WEEK
All

DAY
All

EMAIL PERFORMANCE TREND — AHT EMAIL

LOB

Email | WhatsApp

KPI INDICATORS

- ● AHT Email
- ○ CSAT Email
- ○ Cycle Late
- ○ FCR Email
- ○ FRT Email
- ○ Full Reso Time
- ○ Productivity Email
- ○ SL

R^2

(Blank)

Chart values: 1.9, 1.8, 2.2, 1.5, 2.0, 2.1, 1.5, 1.3, 1.8, 1.7, 2.0, 1.6, 1.7

X-axis: Jun 05, Jun 12, Jun 19, Jun 26

HISTOGRAM

LOB

Email | WhatsApp

KPI INDICATORS

- ○ AHT Email
- ● Productivity Email

POPULATIONS

23

VSF

9.71

This visual does not support exporting.

SCATTER PLOT – PRODUCTIVITY EMAIL VS AHT EMAIL

LOB

Email | WhatsApp

X AXIS

Productivity Email

Y AXIS

AHT Email

R^2

0.05

Scatter plot with X Axis (0–700) and Y Axis (1.0–3.0)