



Call Center



Agent

All

Topic

All

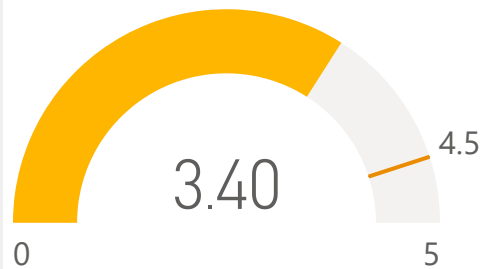
Date

1/1/2021

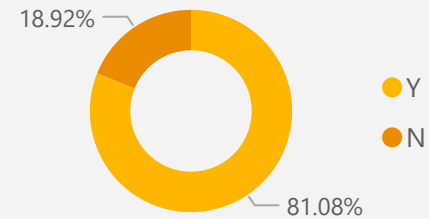
3/31/2021



Average satisfaction

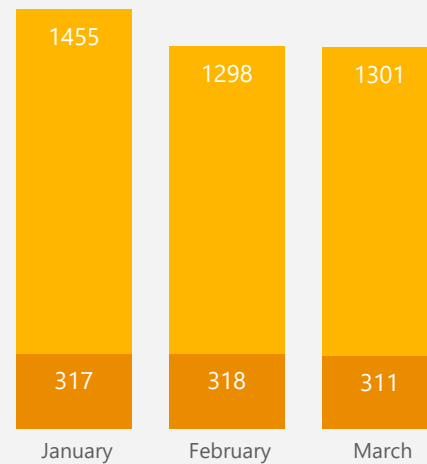


Answered

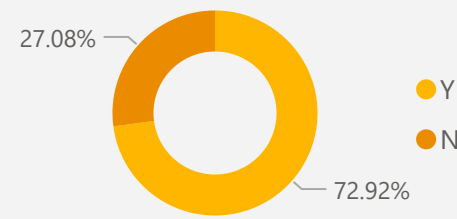


Number of calls per month

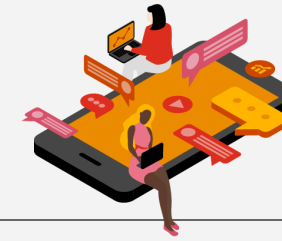
Answered ● N ● Y



Resolved



Agent statistics



67.52

Agent	# of answered	# of resolved	Avg Satisfaction Rate	Avg speed of answer in sec
Becky	517	462	3.37	65.33
Dan	523	471	3.45	67.28
Diane	501	452	3.41	66.27
Greg	502	455	3.40	68.44
Jim	536	485	3.39	66.34
Joe	484	436	3.33	70.99
Martha	514	461	3.47	69.49
Stewart	477	424	3.40	66.18

Welcome to PhoneNow



Click on the items below to drill into the analytics

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%

Churn Dashboard



- Demographics
- Customer Account Information
- Services

Customer Risk Analysis



- internet service
- type of contract
- payment method





Churn Dashboard



This dashboard has a filter with churn = "yes"

1869

Customers at risk

2173

of Tech Tickets

885

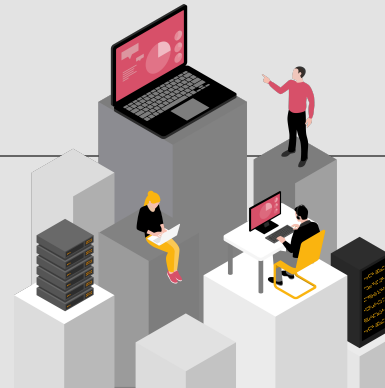
of Admin Tickets

\$2.86M

Yearly Charges

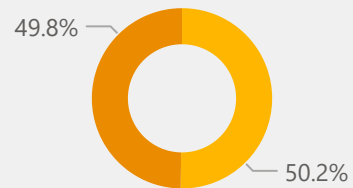
\$139.13K

Monthly Charges



Demographics

Female Male



25%

Senior-Citizen

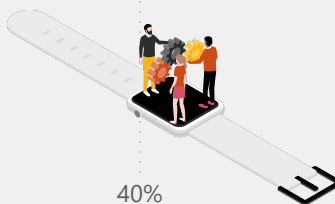
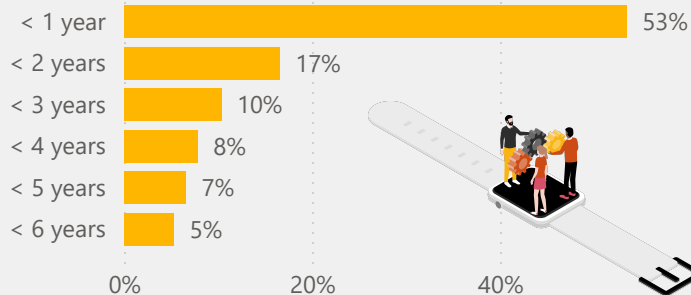
36%

Partner

17%

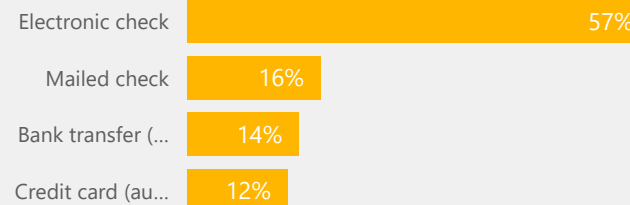
Dependents

Subscription time

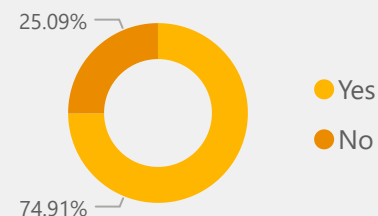


Customer account information

Payment method



Paperless billing



Average charges

\$74.44
Monthly
\$1,531.80
Total

Type of contract



Services customers signed up for

91%

Phone Service

Multiple Lines?

49.97%
no

50.03%
yes

44%

Streaming TV

44%

Streaming Movies

29%

Device protection

28%

Online Backup

17%

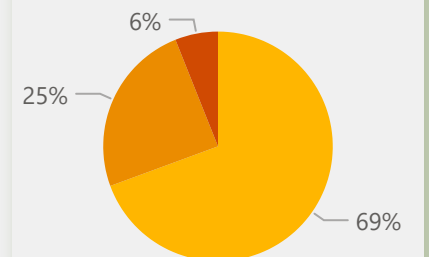
Tech Support

16%

Online Security



Fiber optic DSL No



Customer Risk Analysis



Risk of churn

- ☐ No
☐ Yes

Internet service

- ☐ DSL
☐ Fiber optic
☐ No

Months subscribed

0 72

Contract type

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

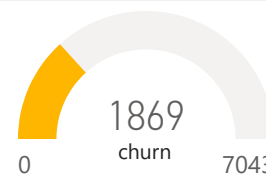


7043

Total customers

26.54%

churn rate %



\$16.06M

Yearly Charges

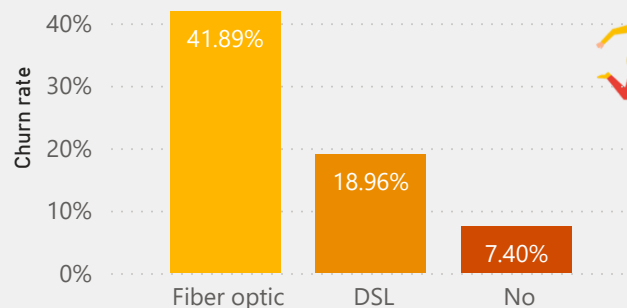
2955

Tech Tickets

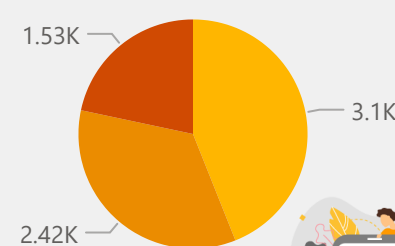
3632

Admin Tickets

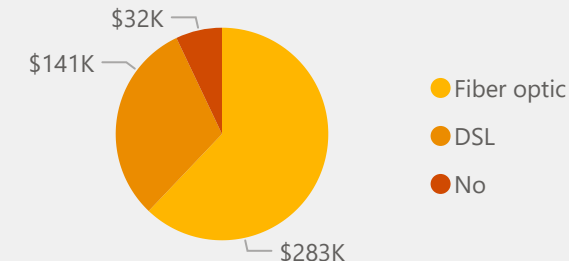
Churn by type of internet service



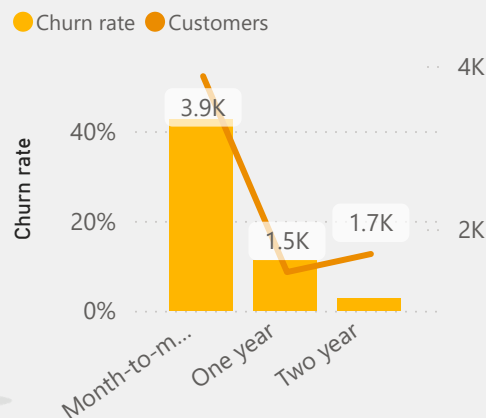
of customers by internet service



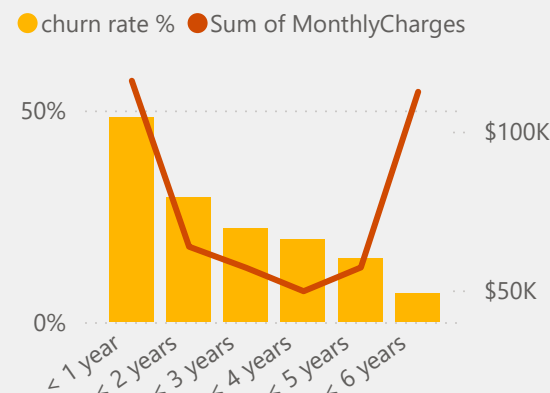
Sum of monthly charges



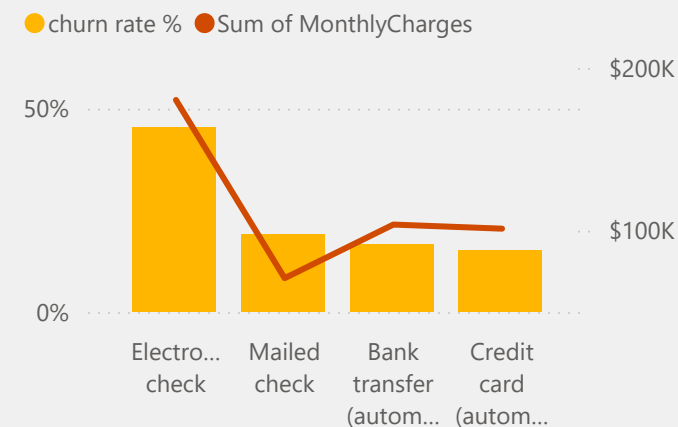
Type of contract



Years of contract



Churn by payment method





Diversity & Inclusion



Department ▼

Job Level ▼

Age group ▼

Region group ▼

All ▼

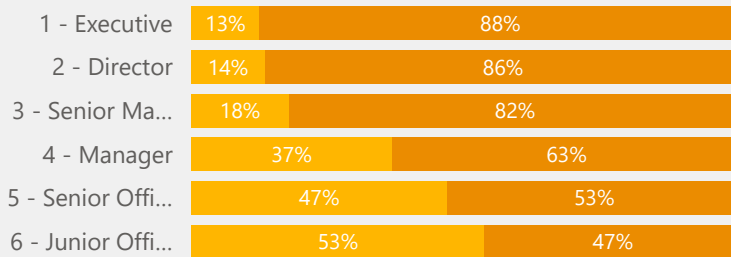
All ▼

All ▼

All ▼

KPI 1 - Hiring

Gender ● Female ● Male



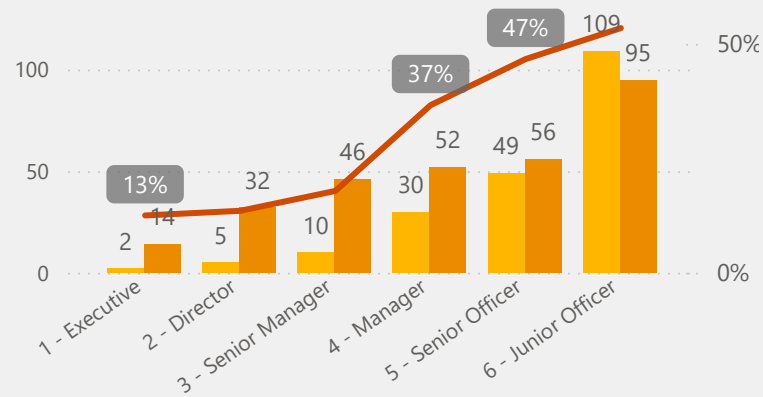
41%

of hires were female

59%

of hires were male

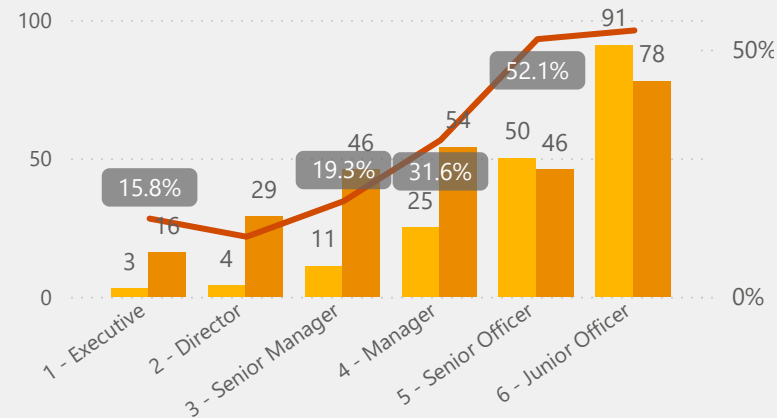
Gender ● Female ● Male ● % of hires women



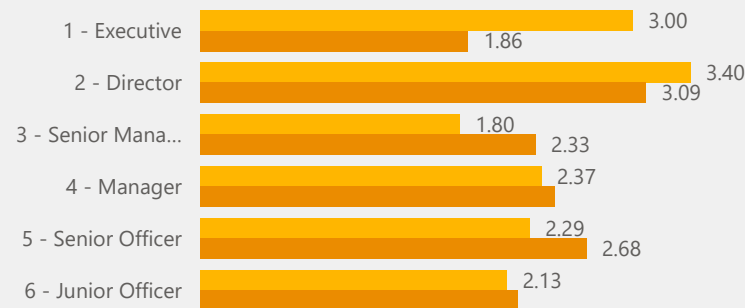
Date: June 2021 / Virtual Case Experience: Power BI - Task 3 - HR Manager

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

Avg time (in years) in job

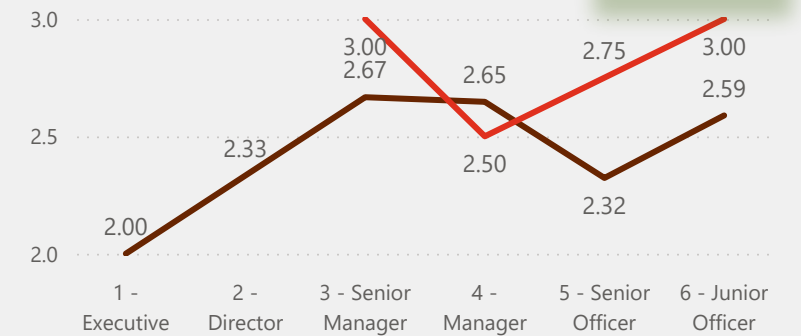
KPI 3 - Turnover Rate (FY20 leavers)

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

Female

11%

Left this FY? ● No ● Yes

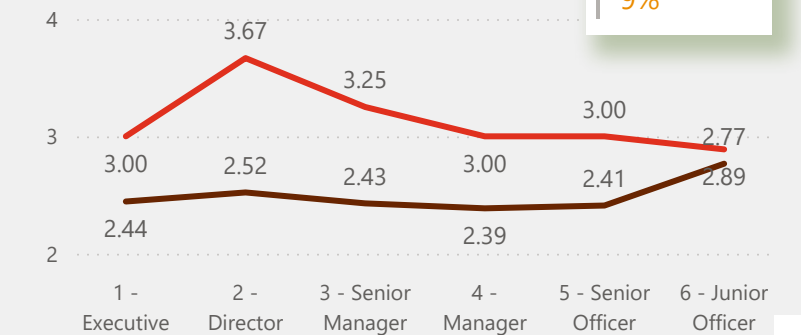


Average Performance Rating of Leavers vs non-Leavers (MEN)

Male

9%

Left this FY? ● No ● Yes





Diversity & Inclusion



Department ▼

Job Level ▼

Age group ▼

Region group ▼

All ▼

All ▼

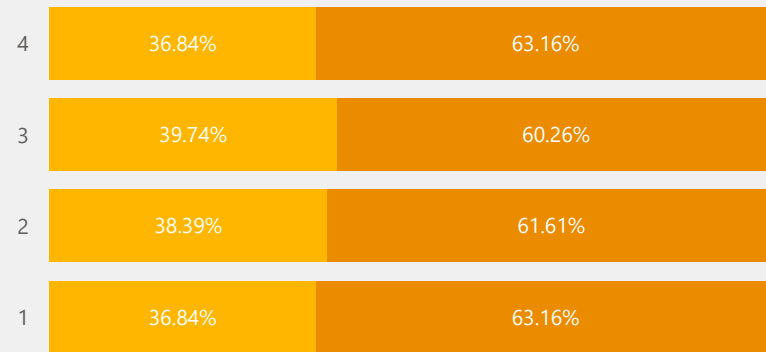
All ▼

All ▼



KPI 4 - Performance Rating

Gender ● Female ● Male



2.42

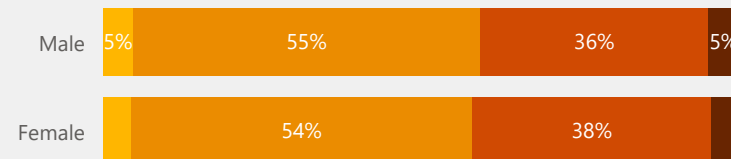
Avg Rating Women

2.41

Avg Rating Men

FY20 Perf. Rating ● 1 ● 2 ● 3 ● 4

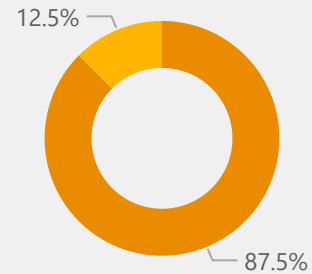
1 = excellent
2 = great
3 = sufficient
4 = bad



KPI 5 - Executive Gender Balance

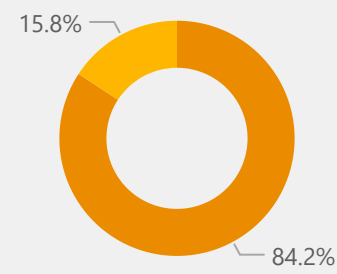
Executive split (FY20)

Gender ● Male ● Female



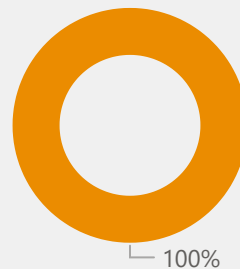
Executive split (FY21)

Gender ● Male ● Female



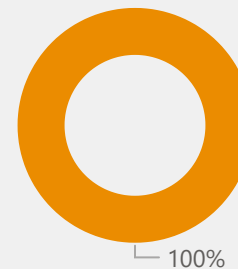
Executive Hires (FY20)

Gender ● Male



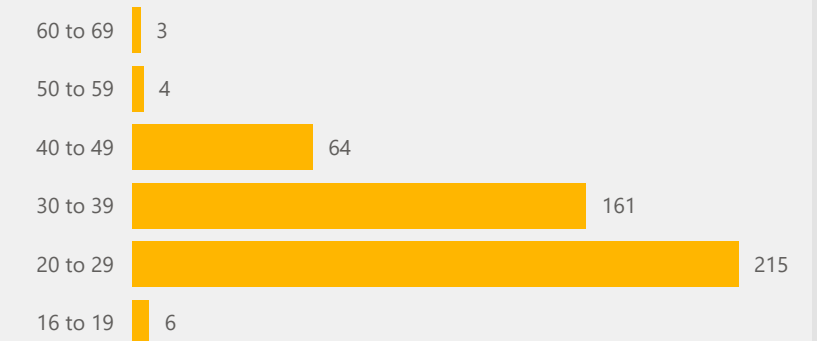
Promotion to Executive (FY20)

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

