

Summary

for the last month

Summary

Actions

Bonus

Phone activity

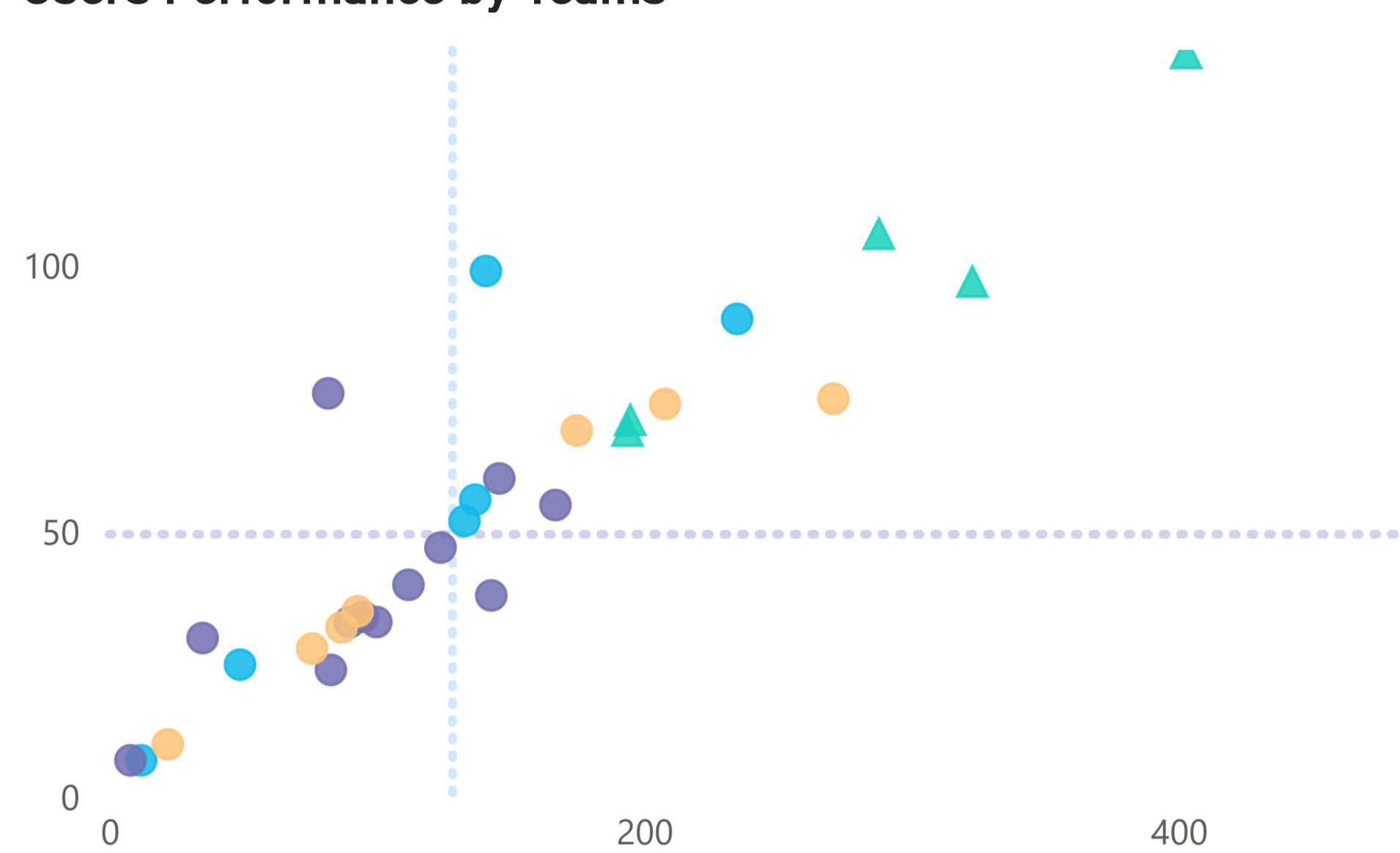
PC activity

Team 1 Team 2 Team 3 Team 4

PM Bonus

\$5,200
\$4,050
\$2,800
\$1,500
\$1,000

Users Performance by Teams



Avg Productive Time

8.78!

PM: 8.82 (-0.54%)

Teams Audio (min)

13.85K

PM: 22.9K (-39.49%)

Email Sent in total

7.59K ✓

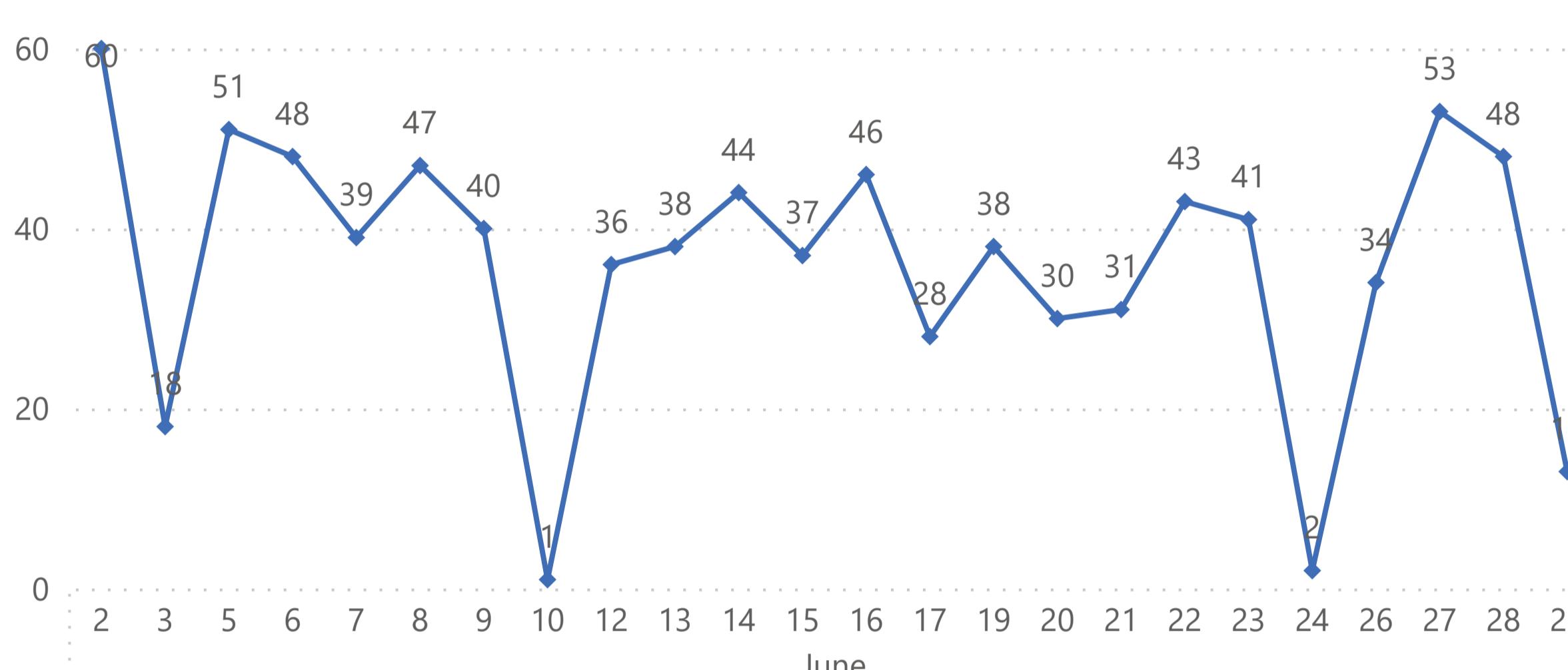
PM: 6.82K (+11.25%)

Missed Calls at Work

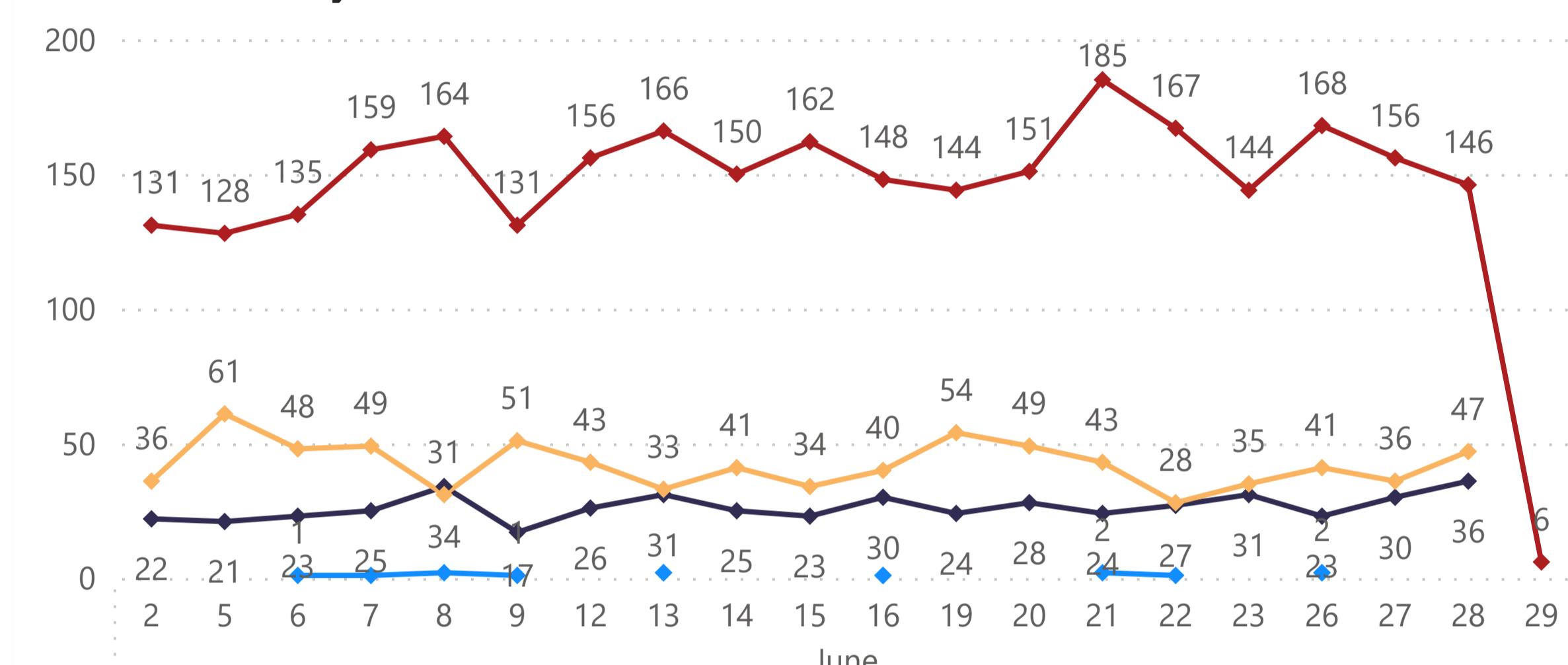
106!

PM: 88 (-20.45%)

Income Files



Action Taken by Date



Performance Breakdown

User name	Manager name	Files Total	Actions Total	Actions Total MoM	Actions Type 1	Actions Type 2	Actions per File	Actions Taken Trend	Mistakes per File	Avg Prod Time (h)	Email Sent	Teams Audio (min)	Phone (Out/In)	Missed at Work	Missed at Work Trend
Au		7	12	▲ 100%	6	6	1.7	↗		9.40	483	2748	7 / 6	5	✗ ↗ ✗
Ayl		56	137	-30%	28	89	2.4	↘	0.3	7.70	169	46	6 / 14	5	✗ ↗ ✗
🔥 Bre		69	194	-27%	10	141	2.8	↗	0.2	8.51	896	1947	36 / 56	4	✗ ↗ ✗
🔥 Cal		71	195	-11%	28	136	2.7	↗	0.1	7.39	426	611	15 / 35	3	✗ ↗ ✗
Da		32	87	▲ 480%	22	55	2.7	↗	0.2	11.59	126	461	2 / 6	1	✗
🔥 Eliz		106	288	-7%	62	195	2.7	↗	0.2	7.98	610	283	13 / 38	2	✗ → ✗
Ga		40	112	23%	18	80	2.8	↗	0.1		192				
Ha		69	175	-2%	35	114	2.5	↗	0.1	8.82	456	552	16 / 27	1	✗
Irin		25	49	-6%	6	35	2.0	↗	0.1	9.12	60	168	9 / 9	2	✗
🔥 Jac		140	403	▲ 37%	83	277	2.9	↗	0.0	8.08	527	297	12 / 55	2	✗ → ✗
Kris		90	235	▲ 167%	67	139	2.6	↗	0.2	8.29	289	171	5 / 7		
Lec		52	133	-13%	32	81	2.6	↗	0.4	8.76	241	200	18 / 54	14	✗ ↘ ✗
Ma		60	146	-26%	27	111	2.4	↗	0.3		449	254	46 / 84	5	✗ ↘ ✗
Me		75	271	▼ -33%	41	209	3.6	↗	0.1	8.33	494	341	20 / 54	7	✗ → ✗
Mc		38	143	13%	19	103	3.8	↗	0.1		169	0		1	✗
Na		30	35	0%	27	8	1.2	↗			165	0		2	✗
Nic		35	93	▲ 45%	19	62	2.7	↗	0.0	8.47	148	391	59 / 21		
Piy		47	124	10%	21	86	2.6	↗	0.1		220	11	17 / 29		
Pra		76	82	▲ 100%	62	3	1.1	↗	0.1		166	27	3 / 4	5	↗ ✗
Ron		34	95	▲ 764%	15	74	2.8	↗	0.1		130	4			
Rya		10	22	10%	7	10	2.2	↗		8.63	567	3897	28 / 16	8	✗ ↗ ✗
🔥 Saj		97	323	▼ -38%	23	245	3.3	↗	0.8	10.99	715	676	50 / 116	11	✗ ↗ ✗
Sau		33	90	-24%	18	57	2.7	↗	0.2		157	33	4 / 10		
Sui		24	83	-14%	13	66	3.5	↗			172				
Zac		74	208	-16%	35	150	2.8	↗	0.1	8.68	360	47	13 / 32	4	↗ ✗
		1301	3735	-3%	724	2532	2.9	↗	0.2	8.80	8387	13165	379 / 673	82	↗ ✗

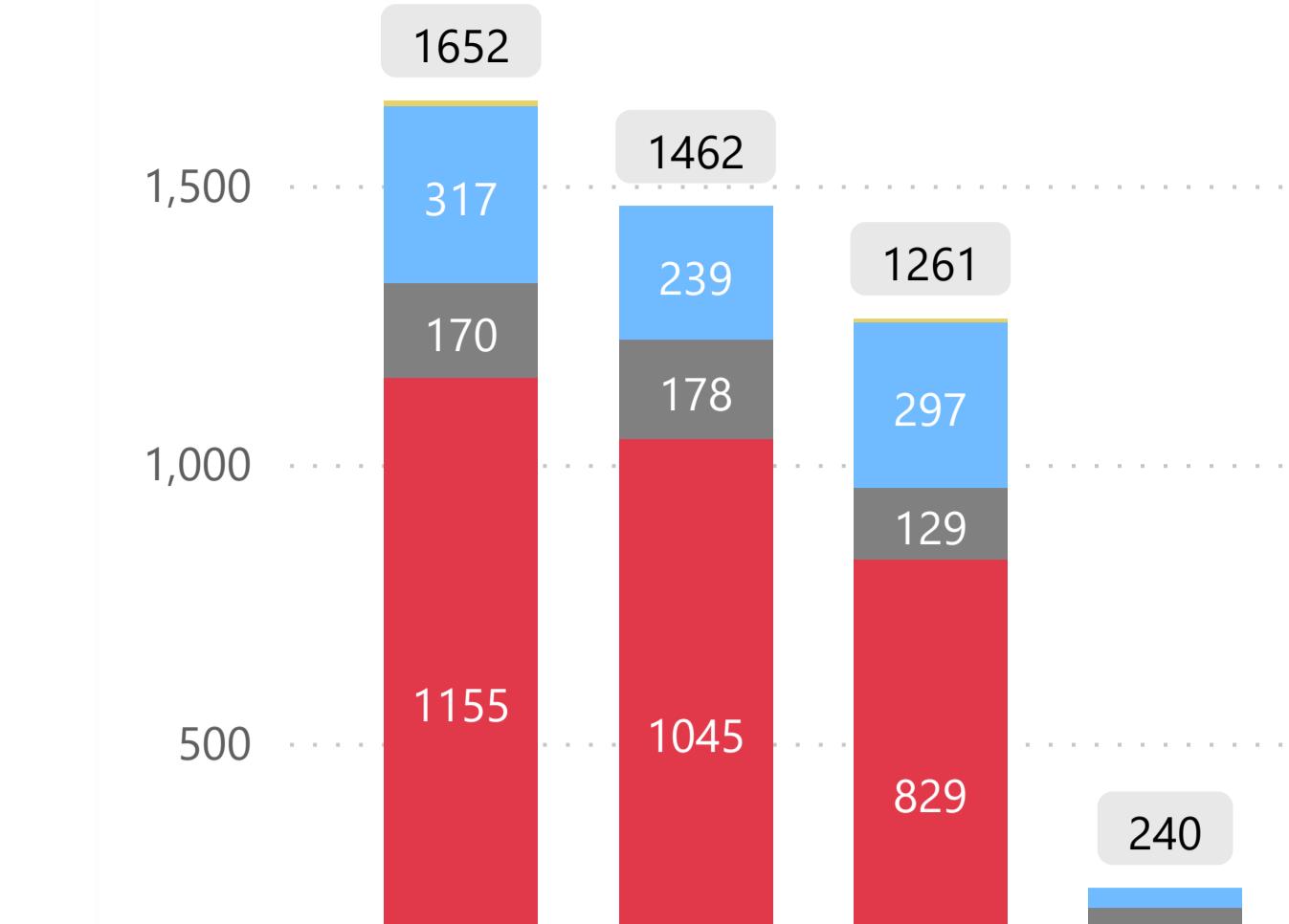
Actions Taken

Summary Actions Bonus Phone activity PC activity

Team 1 Team 2 Team 3 Team 4

Name
S
A
A
E
E
C
D
E
C
F
I
J
J

Total of Actions Taken by Teams



Select Date Period

0/21/2023 - 0/21/2023

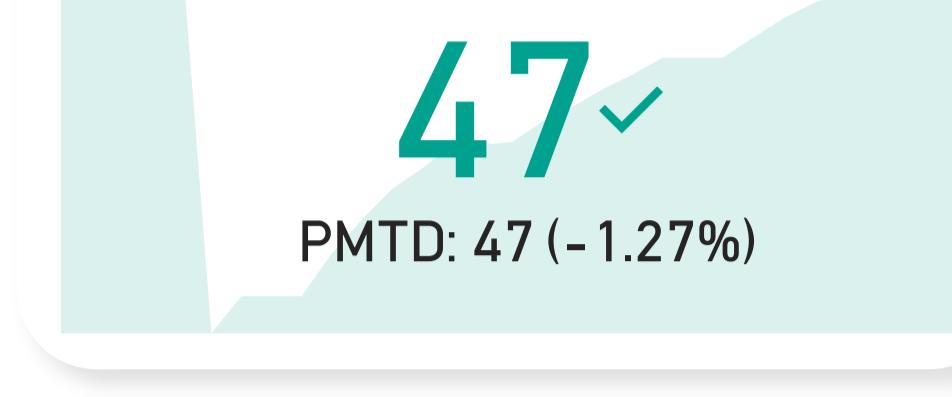


Select Relative Date

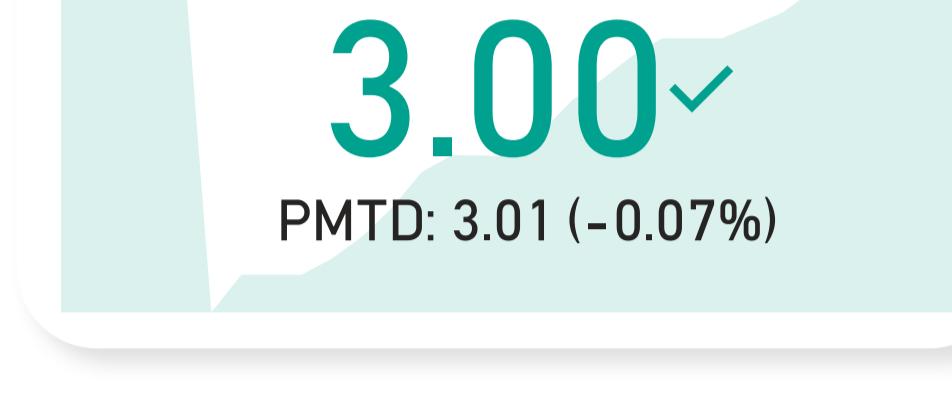
Last 6 Months

01/21/2023 - 01/21/2023

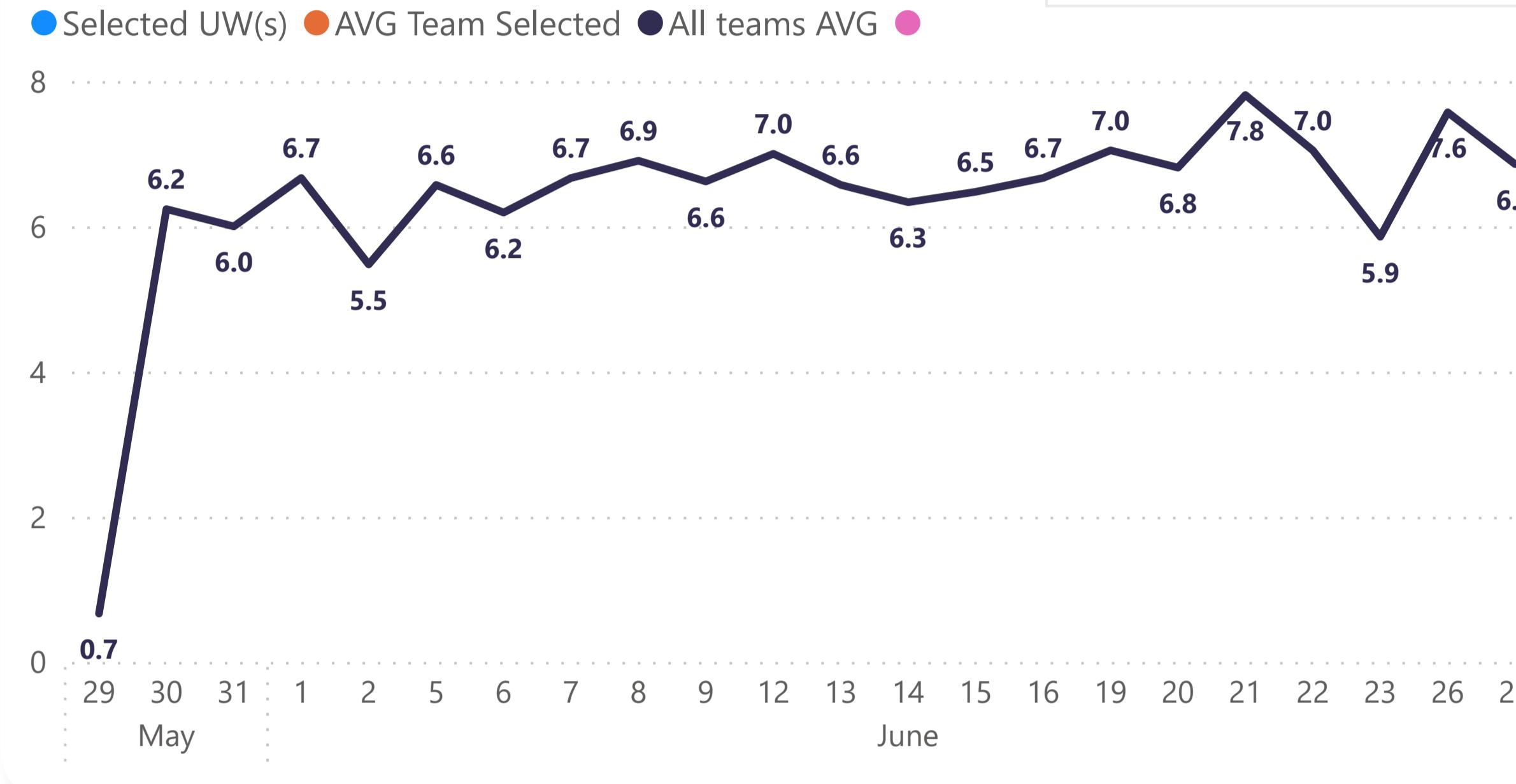
Files per User MTD



Action per File MTD

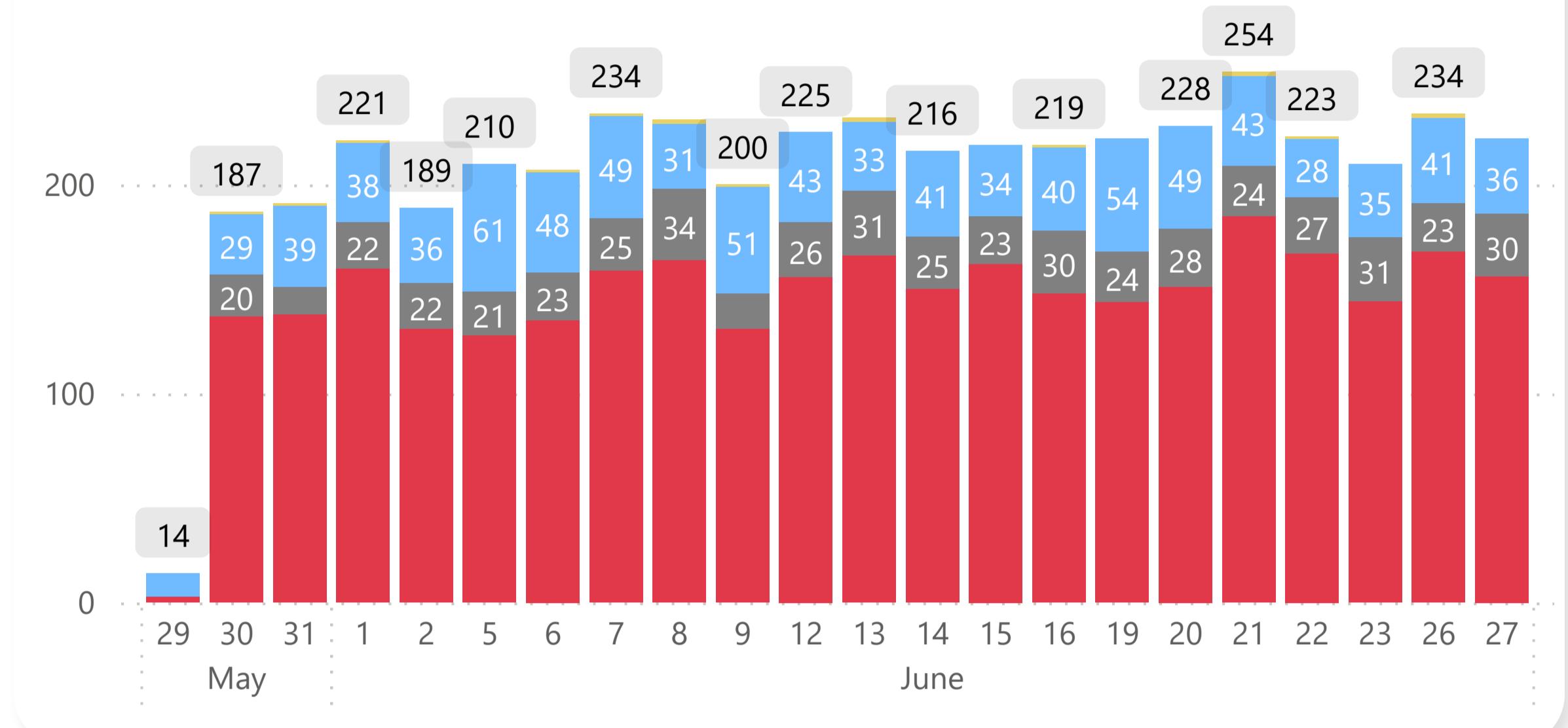


AVG Actions Taken by Team



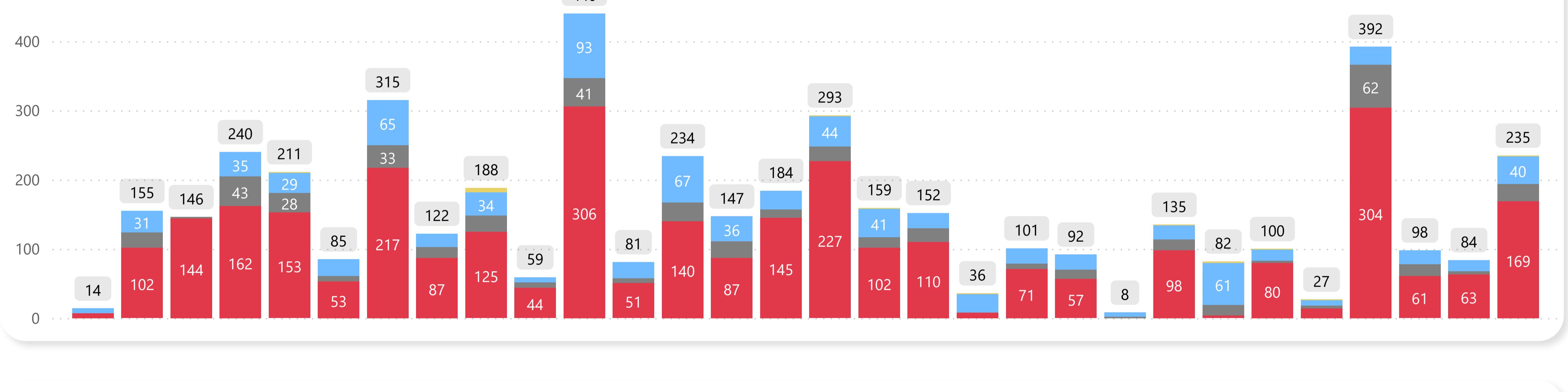
Total Actions Taken per Day

Totouches ● Conditions ● CTC ● Initial ● Suspense

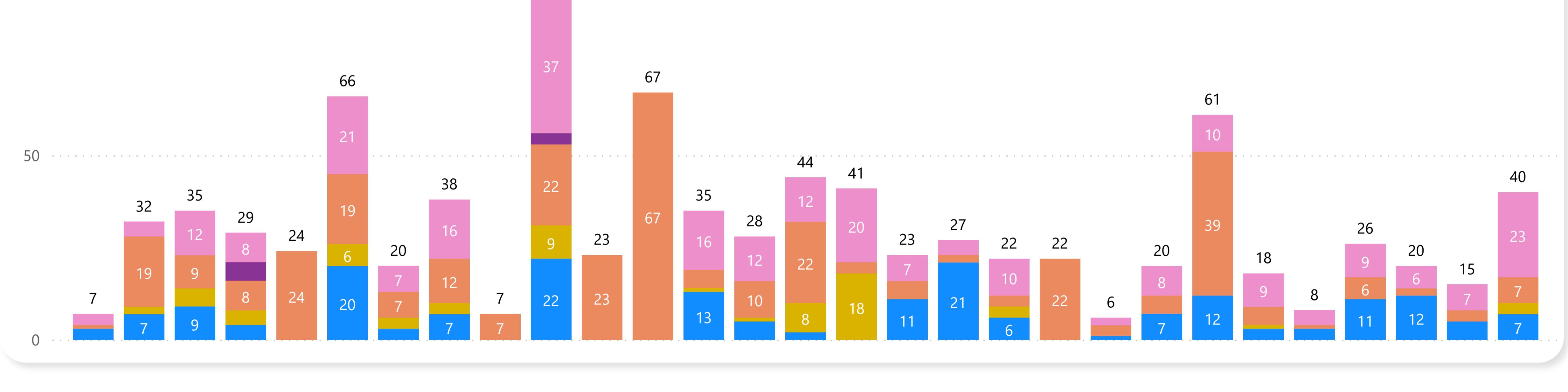


Total Actions Taken by User

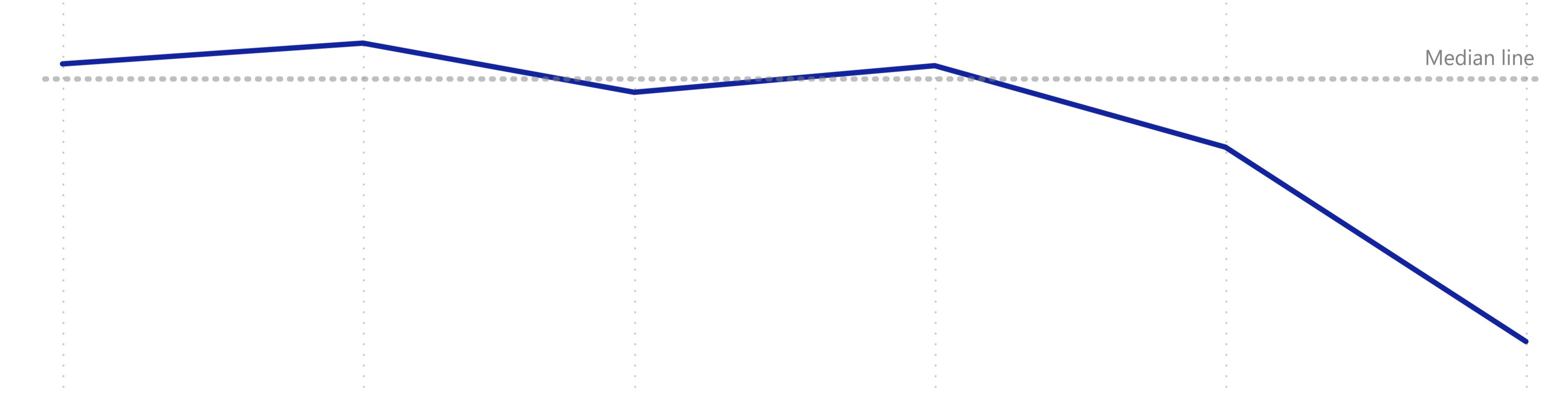
Totouches ● Conditions ● CTC ● Initial ● Suspense



Total Files in Work per User per Program



PT Trend by Month



Action Taken by user per Day

Month May June Total

Manager name 29 30 31 Total 1 2 5 6 7 8 9 12 13 14 15 16 19 20 21 22 23 26 27 Total

1	2	2	16	9	8	8	8	4	11	9	9	8	8	8	9	10	7	7	7	9	139	155	
1	5	2	8	4	5	1	1	5	6	6	5	6	4	11	11	8	18	21	11	10	6	12	145
12	12	24	16	16	20	14	9	19	13	15	14	10	6	14	17	15	20	23	13	20	17	291	315
4	3	7	3	6	4	3	2	4	5	6	3	5	5	5	5	5	5	5	5	5	5	52	59
7	7	13	11	10	6	9	13	11	12	11	11	7	10	12	12	15	2	13	18	19	19	221	234
7	7	14	7	7	6	7	7	9	7	6	7	6	7	6	7	6	7	6	7	6	7	133	147
30	22	52	29	11	30	20	25	23	18	20	12	20	20	16	14	15	10	9	16	13	15	336	388
13	12	36	11	10	12	11	15	4	13	19	13	11	10	14	7	7	12	8	6	10	5	198	234
8	7	15	5	8	8	4	8	4	4	7	8	4	7	6	5	7	11	1	6	4	107	122	
11	16	27	15	5	7	9	7	12	5	11	6	6	4	5	10	10	8	10	4	7	10	151	178
1	1	2	2	1	3	9	5	9	8	8	6	9	10	9	12	14	8	12	12	15	7	157	152
7	3	10	7	7	9	8	7	7	2	12	7	8	6	13	8	4	6	5	8	11	5	142	156
1	1	2	1	1	2	3	1	2	1	1	1	1	1	1	1	1	1	1	2	5	5	34	36
1	4	5	3	2																			

Bonus

Summary Actions **Bonus** Phone activity PC activity

Team 1 Team 2 Team 3 Team 4

User Name

 Select all

- A
- A
- B
- C
- D
- E
- G
- H

Bonus

Month	Bonus Amount
May 2023 Selected month	\$5,200
May 2023 Selected month	\$4,050
May 2023 Selected month	\$2,800
May 2023 Selected month	\$1,500
May 2023 Selected month	\$1,000

Select Date Period

From:

To:

Select Relative Date

Last
2
Months (Cal...)

5/1/2023 - 5/30/2023

Average Variance by Teams

Month	Team 1	Team 2	Team 3	Team 4
January 2023	-19	-21	-17	-21
February 2023	-15	-10	-13	-13
March 2023	-11	-15	-13	-13
April 2023	-14	-13	-7	-13
May 2023	-14	-18	-8	41

Statistics

User	M/Y	Files per User	Working Days	Required Value	Variance
S	May 2023	107	22.00	55.00	52.00
B	May 2023	96	22.00	55.00	40.50
J	May 2023	68	16.00	40.00	28.00
E	May 2023	65	20.00	50.00	15.00
C	May 2023	63	21.00	52.50	10.00
M	May 2023	48	22.00	55.00	-7.00
K	May 2023	38	19.00	47.50	-9.50
H	May 2023	38	22.00	55.00	-17.00
N	May 2023	21	16.00	40.00	-19.00
M	May 2023	22	21.00	52.50	10.50

AVG Variance by User

User	Value
U1	52
U2	41
U3	28
U4	15
U5	10
U6	-7
U7	-10
U8	-17
U9	-19
U10	-20
U11	-20
U12	-21
U13	-27
U14	-43
U15	-51
U16	-51

Phone Activity

Zoom and Jive

Team 1 Team 2 Team 3 Team 4

Summary Actions Bonus Phone activity PC activity

Sr.UW Name

- Search
- Select all
- A
- A
- B
- B
- C
- D
- E
- G

Missed vs Incoming MTD

24%!
PMTD: 21% (-11.77%)

Missed Calls at Work MTD

102!
PMTD: 80 (-27.5%)

Missed at Work vs Incoming MTD

11%!
PMTD: 9% (-15.15%)

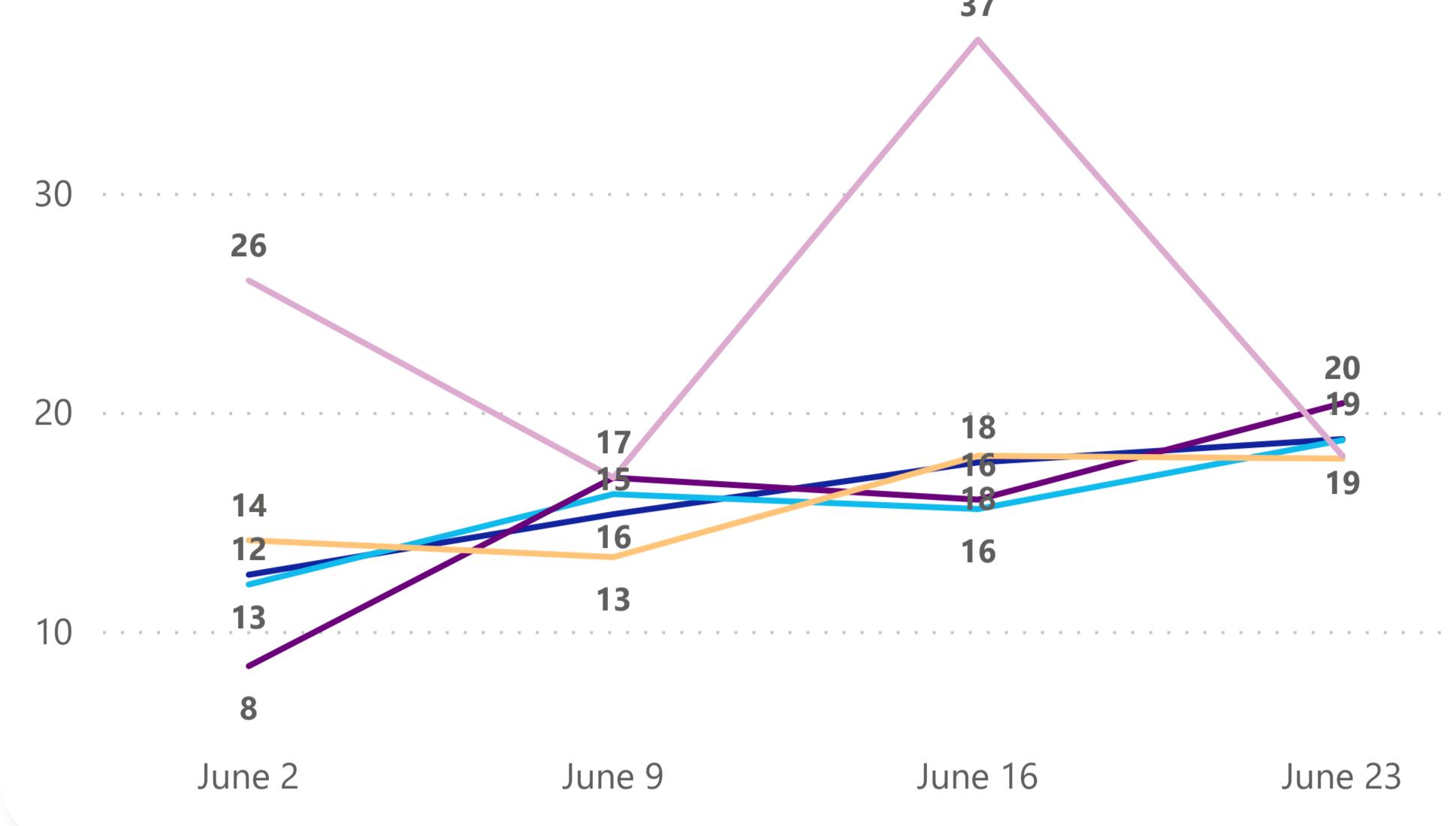
Missed at Work vs Missed MTD

46%!
PMTD: 44% (-3.02%)

Select Date Period

01/01/2021 - 14/07/2021

Total Calls by Teams

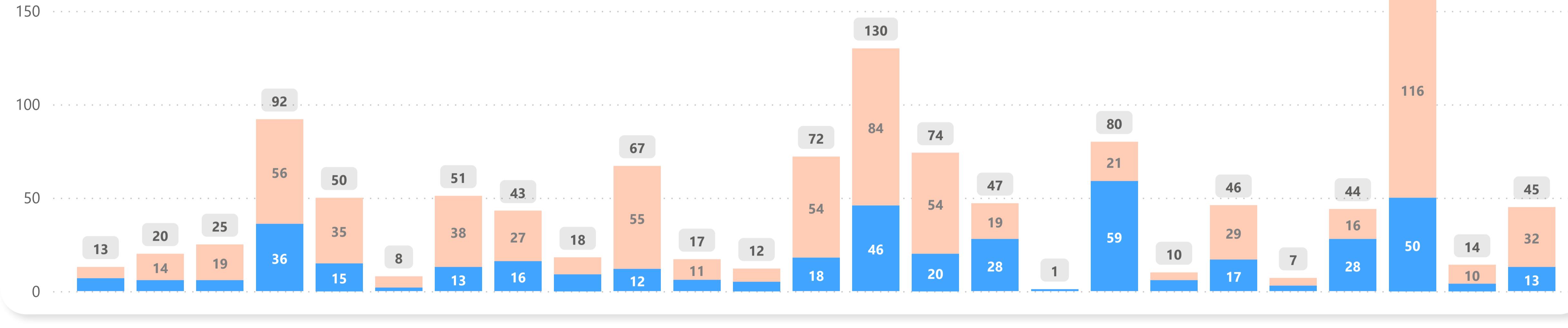


Total Calls Statistics

Underwriter	Manager name	Total Calls	Outgoing	Incoming	Missed	Total Call (min)	Forwarded to Voicemail
A		18	7	11	5	67	2
A		46	6	40	26	68	1
B		26	6	20	1	103	0
B		98	36	62	6	625	1
C		61	15	46	11	224	2
D		10	2	8	2	31	1
E		59	13	46	8	238	2
T		64	16	48	21	167	1
		1376	426	950	224	4910	47

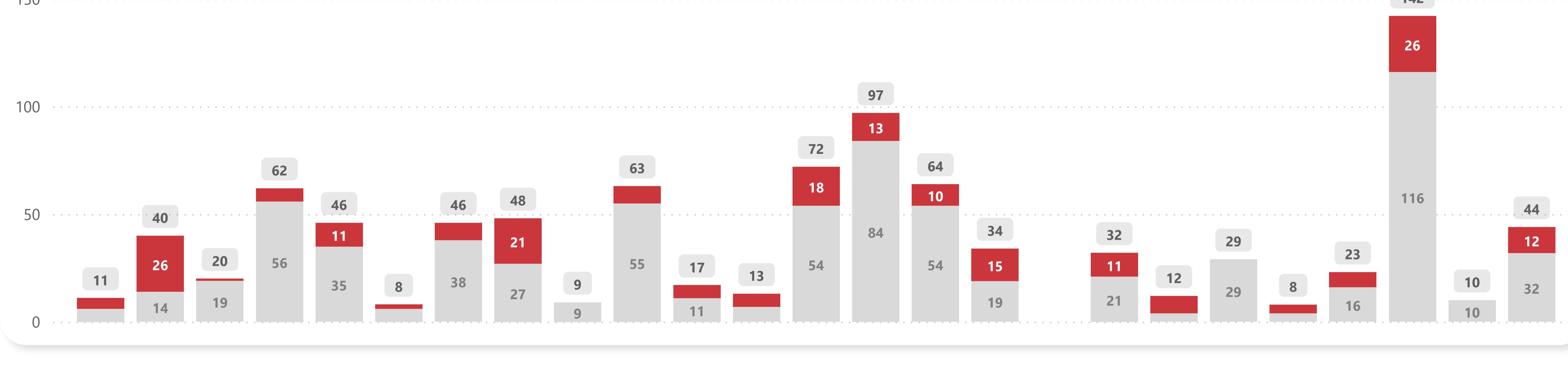
Total Calls by User

● Outgoing ● Successful Incoming

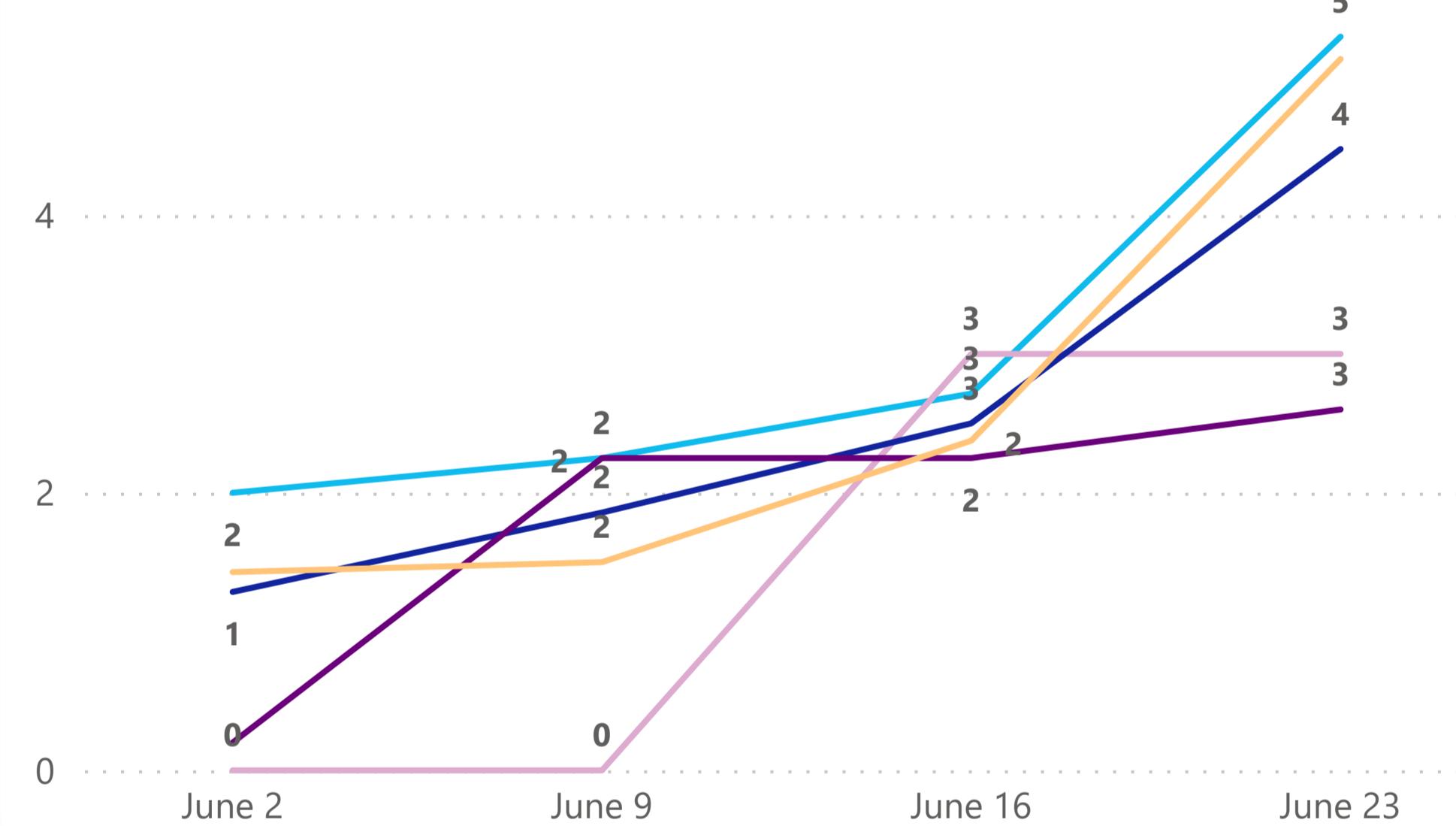


Incoming Calls by User

● Answered ● Missed



Missed Calls by Teams



Detailed Missed Log

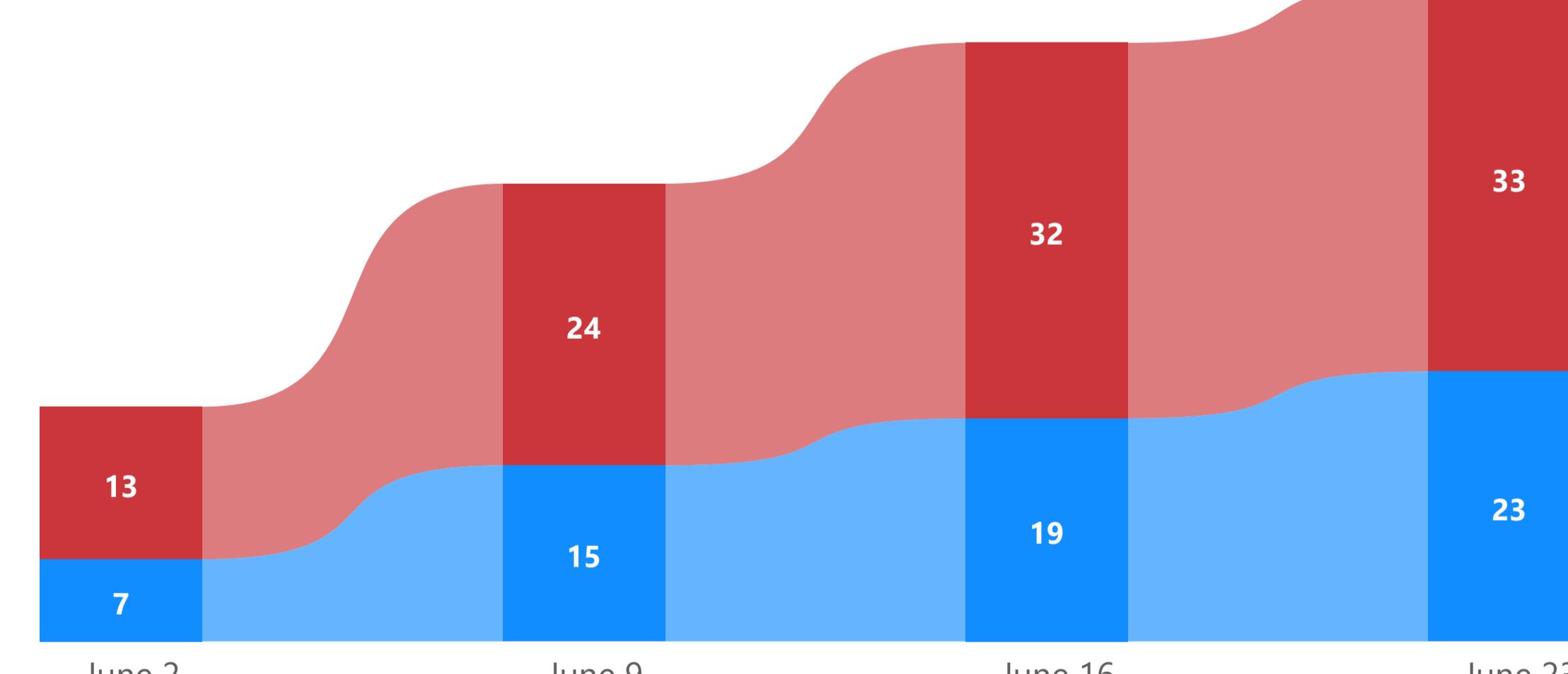
NO.	User Name	From	Result	Time	Missed at Work
3461			Call Cancelled	6/21/2023 12:48:00 PM	True
3462			Call Cancelled	6/21/2023 12:48:00 PM	True
1736			No Answer	6/8/2023 3:17:00 PM	True
3252			No Answer	6/14/2023 2:05:00 PM	True
395			Rejected	6/9/2023 3:54:00 PM	True
4229			Rejected	6/6/2023 4:29:00 PM	True
4224			Rejected	6/6/2023 4:30:00 PM	True
5642			No Answer	6/5/2023 3:17:00 PM	True
2147			Rejected	6/1/2023 11:00:00 AM	True

Missed Calls by Types

User Name	Busy	Call Cancelled	No Answer	Rejected	Total
c	2	15	9	26	
b	4	13	13	17	
a	2	14	14	16	
d	4	5	2	11	
e	1	9	9	10	
f	1	7	7	8	
g	3	2	3	8	
h	6	2	2	8	
i	5	2	1	8	
j	2	3	1	6	
k	2	4	6	6	
l	1	1	4	6	
m	6	6	6	6	
n	1	3	1	5	
o	3	3	3	3	
p	3	3	3	3	
q	2	1	3	3	
r	2	2	2	2	
s	2	2	2	2	
t	1	1	1	1	

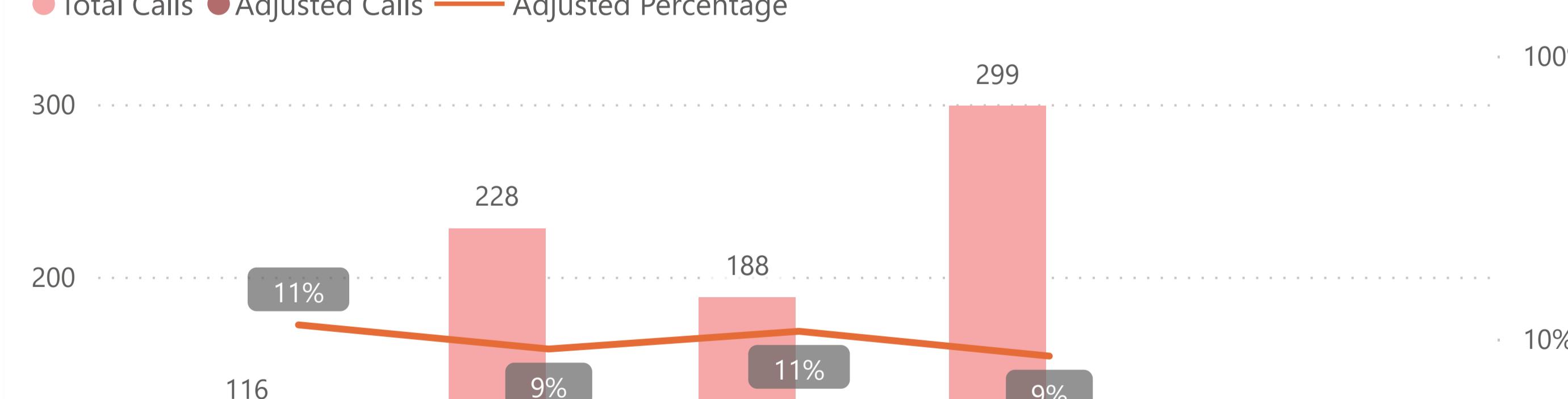
Missed Calls Statistics by Date

Missed at working hours ● True ● False



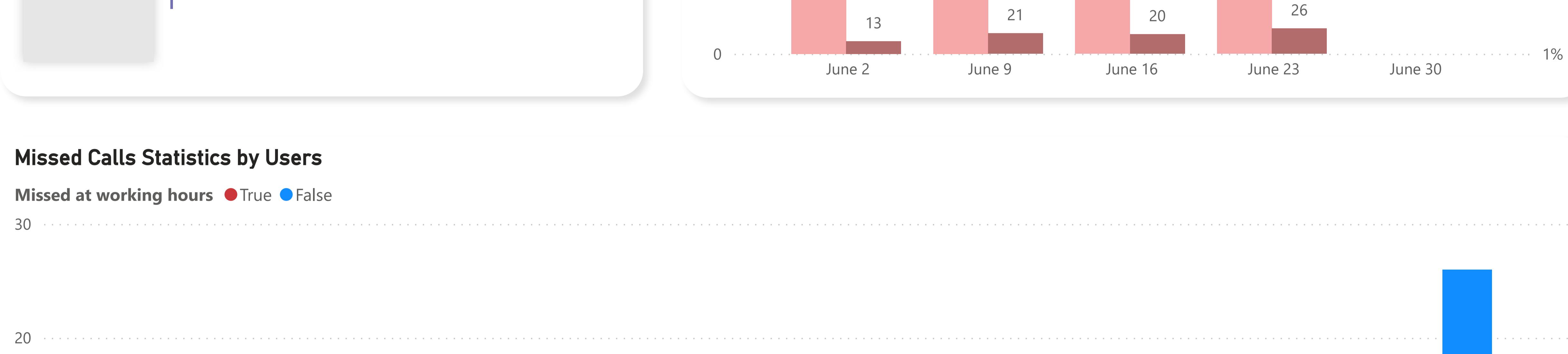
Adjusted Calls Statistics

● Total Calls ● Adjusted Calls ● Adjusted Percentage



Missed Calls Statistics by Users

Missed at working hours ● True ● False



PHONE

MISSSED

PC Activity

Active Time, Productive Time, etc.

Summary Actions Bonus Phone activity PC activity

Team 1 Team 2 Team 3 Team 4

User Name

- Search
- Select all
- A
- A
- B
- B
- C
- D
- E
- G

AVG Productive Time MTD

8.78!

PMTD: 8.83 (-0.59%)

AVG Unproductive Time MTD

0.02✓

PMTD: 0.03 (-31.41%)

AVG Productive Weekends MTD

0.56✓

PMTD: 0.33 (+69.48%)

Select Date Period

01/01/2024 - 12/31/2024

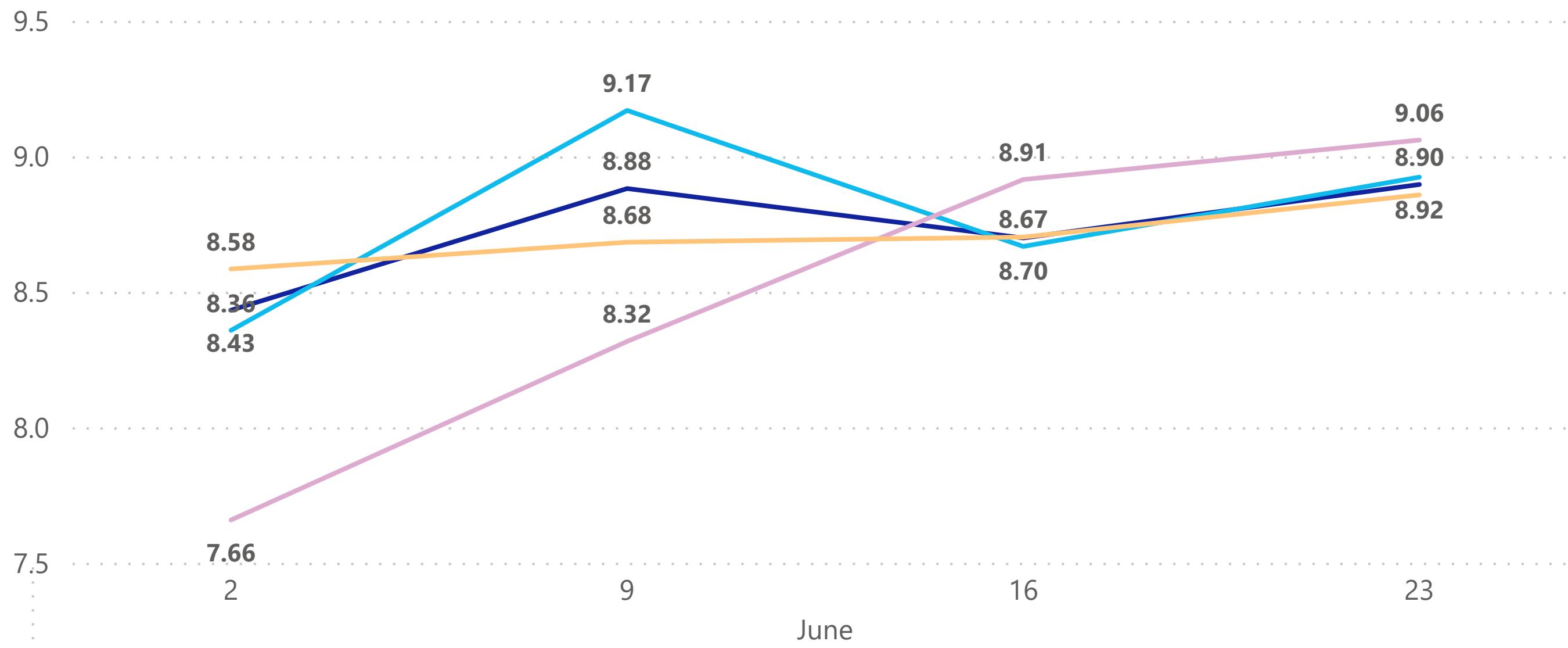


Select Relative Date

Last 1 Months (Calendar)



Average of Productive Time in Hours by Teams



PC statistics

User	Manager name	Productive Time (h)	Unproductive Time (h)	Total Time (h)
A		157.20 ✓	0.00	158.38
A		115.12 ✓	0.09	115.64
B		141.05 ✓	0.01	143.45
B		146.77 ✓	0.04	150.94
C		125.21 ✓	0.07	127.44
D		196.74 ✓	0.01	197.69
E		135.24 ✓	0.09	136.41
F		151.17 ✗	2.52	157.21
T		100.61 ✓	0.02	100.63
		2588.77	5.11	2621.72

AVG Tracked Time (h)

