



Requirements Analysis

Two main points are provided from the above email:

1. The dashboard should provide insights or long-term trends on customer and agents behavior.
2. It is going to be used while communicating with management. As a result, the dashboard should be easy-to-understand and attractive.

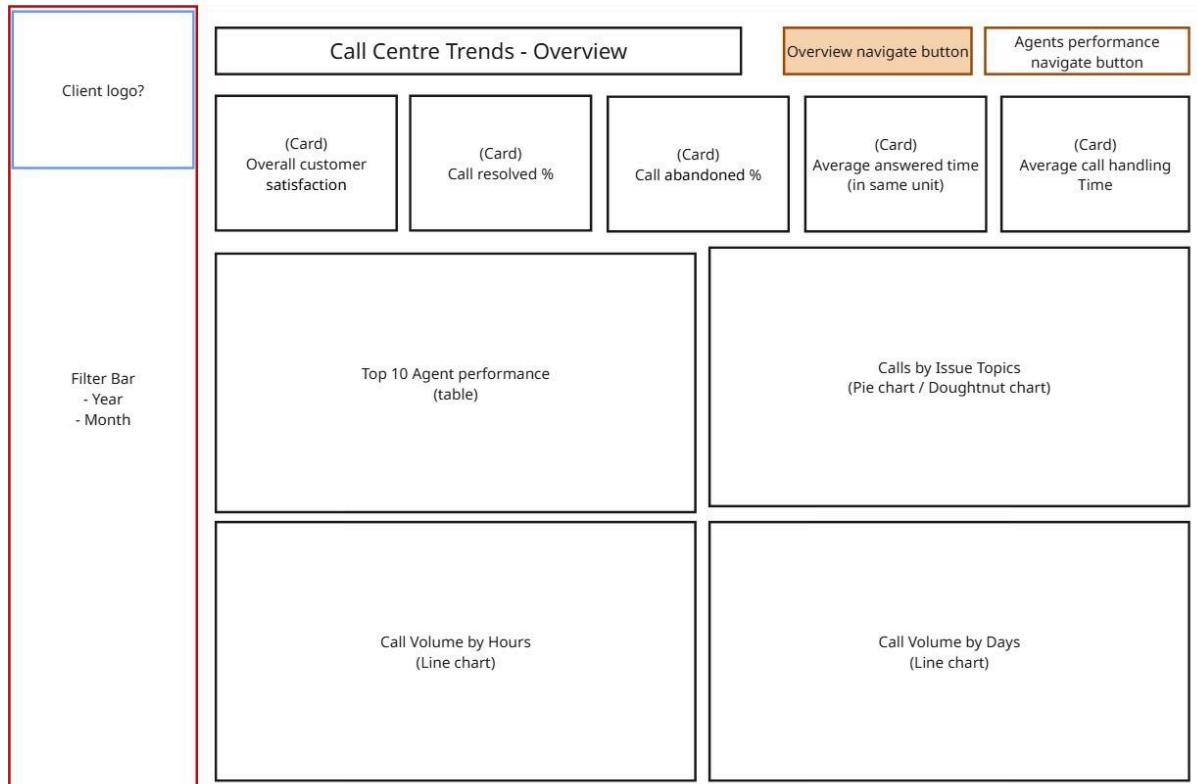
Possible KPI used in this case:

- Overall customer satisfaction
- Overall calls answered / abandoned
- Calls by time
- Average speed of answer
- Agent's performance quadrant -> average handle time (talk duration) vs calls answered

Based on the current data scope shared with me, **customer Satisfaction (Min 0 / Max 5)** and **Resolved call rate (the number of resolved calls)** are the two main indicators to represent customer experience and Agents performance.

Mock layout for the dashboard

1. Overview Page



2. Agent Performance Page

