



Clear all filters

Year

Multiple selections

Quarter

All

State Name

- ☐ Colorado
- ☐ Florida
- ☒ Washington

Site Name

☐ Spokane

\$312 288

Revenue

19 306

Total of Calls

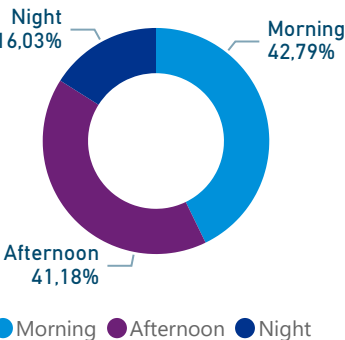
32

Average of Wait Time (second)

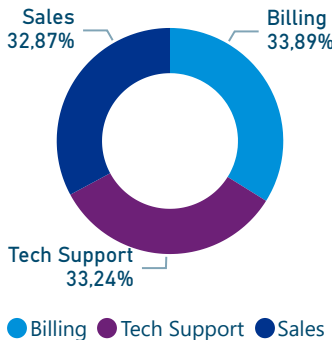
750

Average of Call Duration (second)

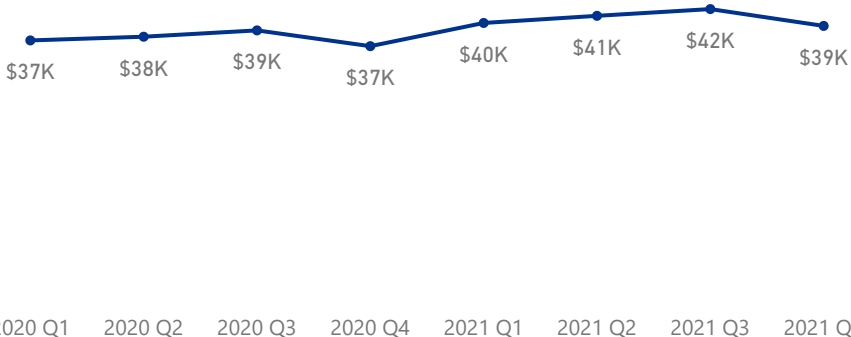
AVG Wait time by timeslots



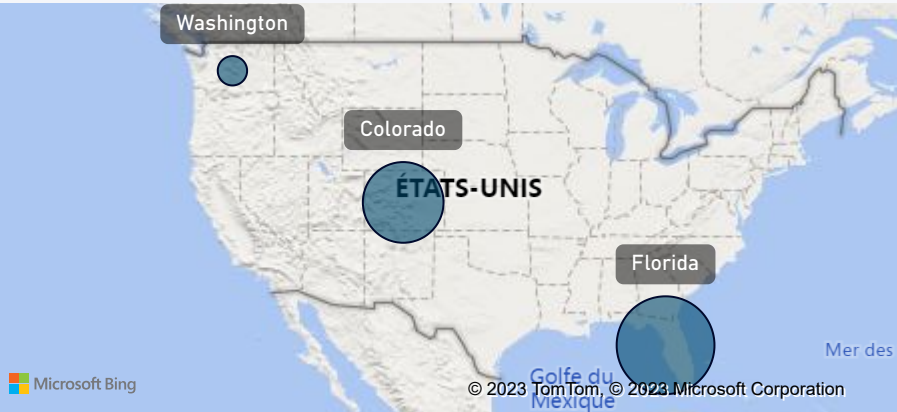
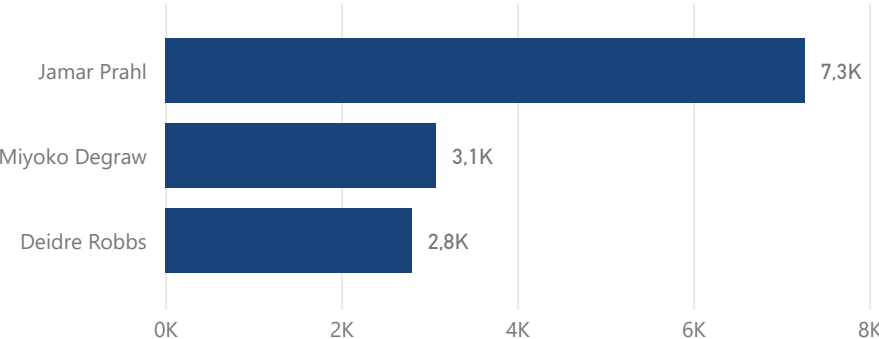
AVG Call Duration by Call type



Evolution of revenue



Top 3 managers with the highest call volumn





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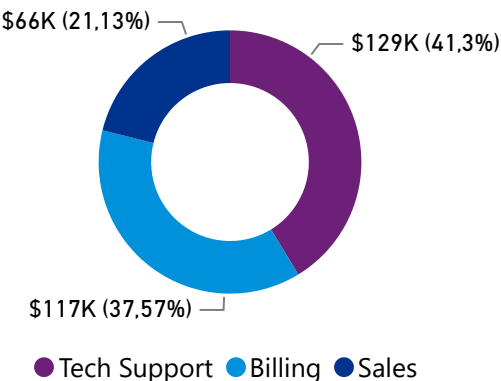
State Name
☐ Colorado
☐ Florida
☒ Washington

Site Name
☐ Spokane

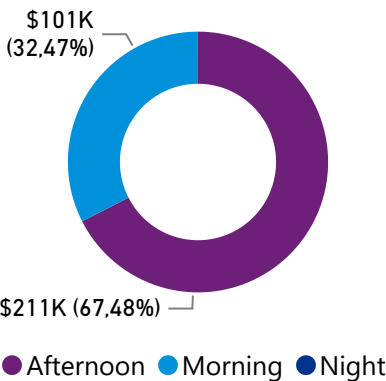
Revenue by State



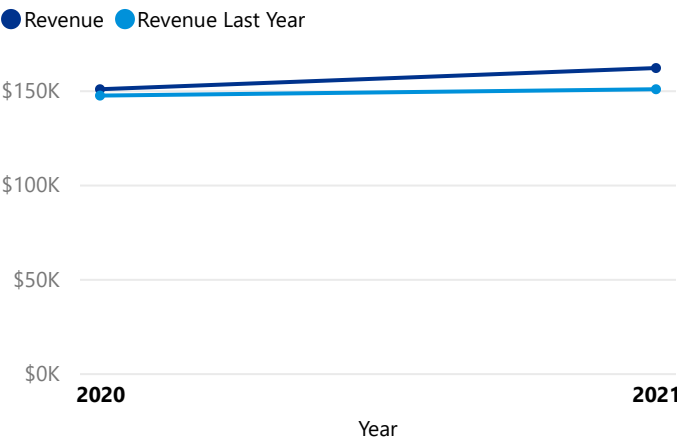
Revenue by Call Type



Revenue by TimePeriod



Revenue vs Revenue Y-1



Year	Revenue	Revenue Y-1	Growth rate
2021			
Qtr 4	\$39 391	\$36 541	7,80 %
Qtr 3	\$41 758	\$38 761	7,73 %
Qtr 2	\$40 809	\$37 872	7,76 %
Qtr 1	\$39 806	\$37 350	6,57 %
2020			
Qtr 4	\$36 541	\$36 642	-0,28 %



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Month

All

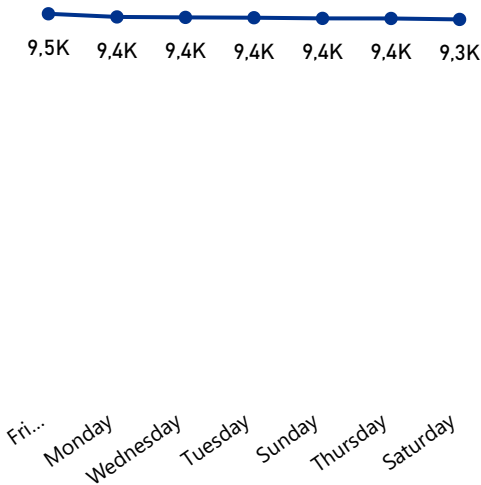
Call Type

- ☐ Billing
- ☐ Sales
- ☐ Tech Support

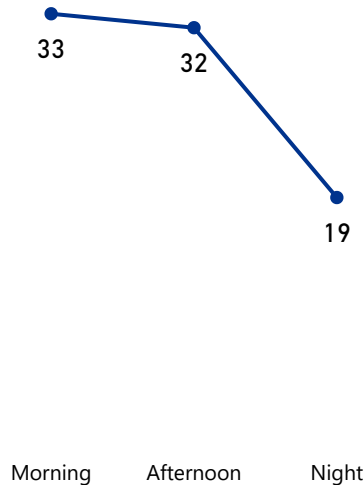
SLA Status

- ☐ Outside SLA
- ☐ Within SLA

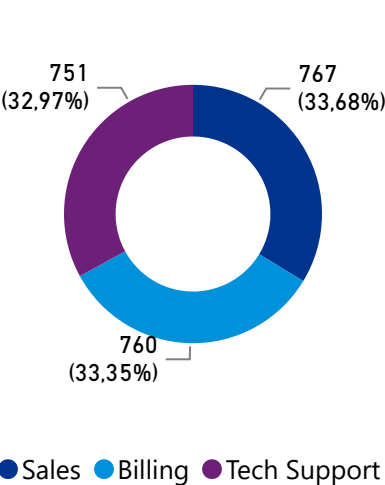
Total of Calls by Week day



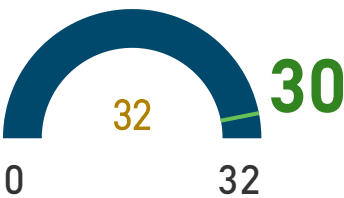
AVG Wait Time by Time period



AVG Call Duration by Call Type



AVG Wait Time vs TARGET



Average of Wait time during the year

Call Type	January	February	March	April	May	June	July	August	September	October	November	December
Billing	38	32	31	33	34	32	30	31	34	31	32	33
Sales	31	33	33	33	32	28	31	32	33	30	31	31
Tech Support	32	34	33	33	33	32	29	31	30	27	36	30



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State Name

Washington

Manager Name

🔍 Search

☐ Select all

☒ Collin Trotman

☒ Deidre Robbs

☒ Jamar Prah

Employee Name

🔍 Search

☐ Select all

☐ Adrianna Duque

☐ Caterina Jantz

☐ Chantell Tibbits

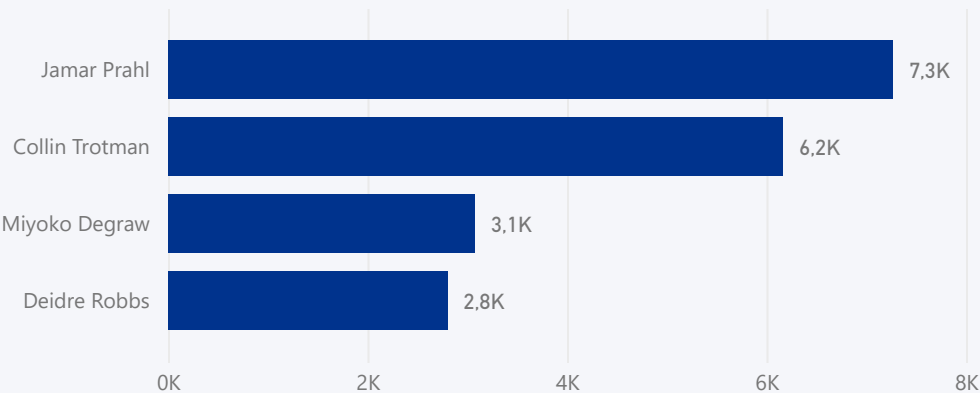
☐ Deandre Smyre

☐ Debora Wilker

☐ Dwana Rymer

☐ Jamar Prah

Total of Calls by Manager Name



Average call time by employee

Employee Name	Average of Call Duration
Dwana Rymer	721
Veronika Fitzsimmons	725
Onita Trojan	730
Ursula Granato	735
Susy Burqamy	743
Total	750

Revenue by State / Manager / Employee



January February March April May June July August September October November December