



Agent Analysis

The WU Agent Analysis Power BI Dashboard provides a comprehensive overview of agent performance metrics. It includes detailed visualizations of transaction volumes, revenue generated, agent rankings, and geographical distribution of agents. The dashboard offers insights into key performance indicators such as average transaction value, customer satisfaction ratings, and growth trends. Interactive filters and drill-down capabilities enable users to analyze data at both a macro and micro level, facilitating informed decision-making and strategic planning for agent operations.

Benefits to the End User

- ✓ The WU Agent Analysis Power BI Dashboard offers significant benefits to end users by providing a clear and intuitive interface for monitoring agent performance.
- ✓ Users can easily track key metrics such as transaction volumes, revenue, and agent rankings, enabling them to make data-driven decisions.
- ✓ The interactive filters and drill-down features allow for in-depth analysis, helping users identify trends and areas for improvement.
- ✓ Additionally, the geographical distribution insights aid in strategic planning and resource allocation, ultimately enhancing operational efficiency and customer satisfaction.
- ✓ The dashboard's comprehensive and real-time data visualization facilitates quick and informed decision-making, contributing to overall business success.

Important KPI & Metrics Used

Agent performance by State

Agent performance by State

Agent Location Name by KPI
Change filter

Month by Current and Previous
Period for INBOUND

Month by Current and Previous
Period for INTRA NETWORK
BOUND

Month by Current and Previous
Period for OUTBOUND

Agent Performance Table

State Performance Table



Agent Performance

HOW ARE AGENTS PERFORMING YEAR TO DATE(YTD) ?

The data shown on this dashboard has been aggregated by YEAR TO DATE(YTD) Prior Period: 01/01/2023 to 22/08/2023 Current Period: 01/01/2024 to 22/06/2024

KPI LEGEND

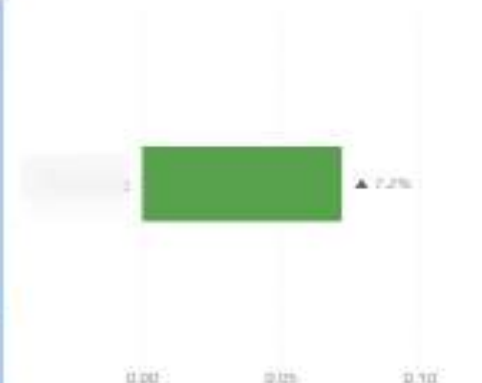
- ABOVE (H>100%)
- MARKEDLY ABOVE (H>80% & <100%)
- MARKEDLY BELOW (B<-20% & >-40%)
- BELOW (B<-20%)
- NOT AVAILABLE

Overall

▼ 4.7%

Hover For Help ?

NAVIGATE TO AGENT DASHBOARD



SELECT TARGET TYPE	All
SELECT COUNTRY	
SELECT DIRECTION	
SELECTED MEASURES	TRANSACTION VOLUME
CUSTOMIZE YOUR ANALYSIS	
ANALYSIS TYPE	YEAR TO DATE(YTD)
ANCHOR DATE	CURRENT PERIOD
CUSTOM DATE	01/01/2024
DATE GRANULARITY	MONTH
PERIOD LENGTH	1



Agent Analysis





Agent Performance Table

AGENT COUNT...
AGENT STATE...
DIRECTION...
AGENT LOCATI...
Selected Measures...
ANALYSIS TYPE...
ANCHOR DATE...
DATE GRANUL...
CUSTOM DATE...
PERIOD LENGTH...
AGENT NAME...

The data shown on this dashboard has been aggregated by YEAR TO DATE(YTD)
Prior Period: 01/01/2023 to 22/06/2023 Current Period: 01/01/2024 to 22/06/2024

KPI LEGEND

- ABOVE ($\geq 10\%$)
- MARGINALLY ABOVE ($>0\% \& < 10\%$)
- MARGINALLY BELOW ($\geq -7\% \& < 0\%$)
- BELOW ($< -2\%$)
- NOT AVAILABLE

Hover For Help ?
BACK TO AGENT DA SHBOARD ←

		Transaction Date							
Agent State	Agent Name		January	February	March	April	May	June	Grand Total
		Current Period	207	199	244	263	304	254	1,471
		Prior Period	227	208	296	204	241	162	1,338
		% Change	▼ 8.8%	▼ 4.3%	▼ 17.6%	▲ 28.9%	▲ 26.1%	▲ 56.8%	▲ 9.9%
		Current Period							
		Prior Period	2	5	2	2		5	16
		% Change	▲	▲	▲	▲	▲	▲	▲
		Current Period	210	45	61	63	33		416
		Prior Period	210	238	281	242	233	174	1,378
		% Change	▲ 0.0%	▼ 79.4%	▼ 78.3%	▼ 74.0%	▼ 85.8%	▲	▼ 69.8%
		Current Period	103	5					108
		Prior Period	142	118	128	135	147	87	757
		% Change	▼ 27.5%	▼ 95.8%	▲	▲	▲	▲	▼ 85.7%
		Current Period	33	30	41	21	22	16	163
		Prior Period	63	46	61	45	46	27	288
		% Change	▼ 47.6%	▼ 34.8%	▼ 32.8%	▼ 53.3%	▼ 52.2%	▼ 40.7%	▼ 43.4%
		Current Period							
		Prior Period	185	158	207	36			586
		% Change	▲	▲	▲	▲	▲	▲	▲

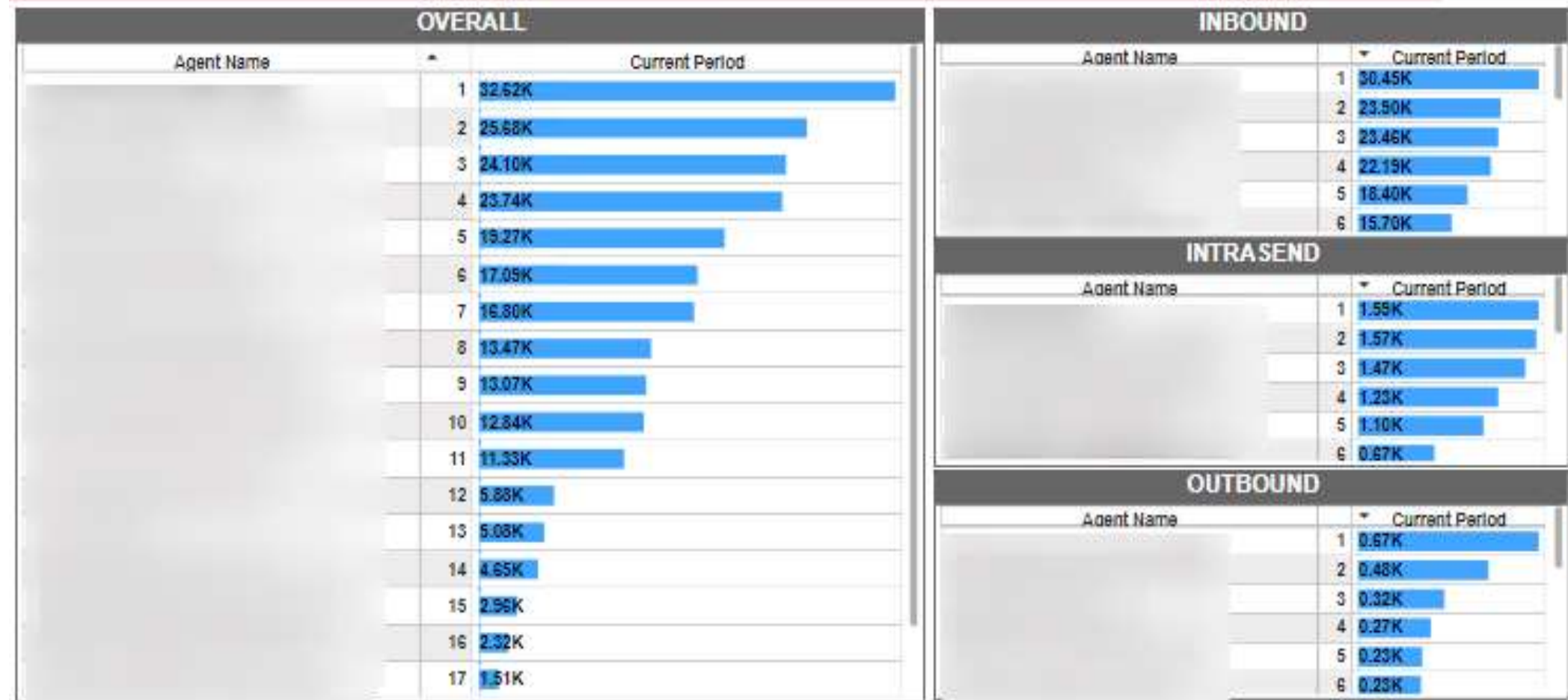


Top Agent By Direction

TOP AGENTS BY DIRECTION AND PERIOD

COUNTRY NAME SELECT STATE ANALYSIS TYPE ANCHOR DATE DATE GRANUL... CUSTOM DATE PERIOD LENGTH
 YEAR TO DATE(YTD) CURRENT PERI... MONTH 31/12/2021 1

The data shown on this dashboard has been aggregated by YEAR TO DATE(YTD) Current Period: 01/01/2024 to 22/06/2024





State Performance Table

COUNTRY NA_

SELECT STATE

AGENT LOCATI_

DIRECTION

SELECT ME_

ANALYSIS TYPE

ANCHOR DATE

DATE GRANUL_

CUSTOM DATE

PERIOD LENGTH

All

TRANSACTION_

YEAR TO DATE(Y_

CURRENT PERIOD

MONTH

31/12/2021

1

The data shown on this dashboard has been aggregated by YEAR TO DATE(YTD) Prior Period: 01/01/2023 to 22/08/2023 Current Period: 01/01/2024 to 22/08/2024

KPI LEGEND

• ABOVE (>=10%)

• marginally ABOVE (>0%&<10%)

• marginally BELOW (>= -2% & <0%)

• BELOW (<-2%)

• NOT AVAILABLE

Hover For Help

Agent State	% Change	Current Period	% of Total CP Filter	Previous Period	% of Total PP Filter
	▼ 8.0%	10,507	100.0%	11,415	100.00%
Total	▼ 8.0%	10,507	100.0%	11,415	100.00%

Agent Name	% Change	Current Period	% of Total CP Filter	Previous Period	% of Total PP Filter
	▼ 69.8%	416	4.0%	1,378	12.07%
	▲ 5.5%	1,471	14.0%	1,338	11.72%
	▲ 4.1%	1,226	11.7%	1,178	10.32%
	▲ 0.5%	1,099	10.5%	1,085	9.54%
	▲ 85.7%	1,569	14.9%	845	7.40%
	▼ 15.3%	668	6.4%	789	6.91%
	▼ 85.7%	108	1.0%	757	6.63%
	▼ 26.5%	482	4.6%	656	5.75%
	▼ 0.3%	589	5.6%	591	5.18%
	▲ 0.0%			586	5.13%
	▲ 235.4%	1,593	15.2%	475	4.16%
	▼ 91.6%	39	0.4%	462	4.05%
	▼ 1.6%	443	4.2%	450	3.54%
	▼ 8.0%	10,507	100.0%	11,415	100.00%
Total	▼ 8.0%	10,507	100.0%	11,415	100.00%