



CALL CENTER KPI DASHBOARD

MONTHLY DASHBOARD



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Month	Jun 2022	- Choose Month	Monthly							Cumulative					
KPI Code	May 2022	Jun 2022	Criteria	Unit	Previous Year	Target	Actual	Act vs. PY Index	Act vs. Tgt Index	Previous Year	Target	Actual	Act vs. PY Index	Act vs. Tgt Index	
	Jul 2022														
101	Aug 2022		Average Hold Time	Seconds	14	13	14	97	90	14	13	14	100	90	
102	Sep 2022		Average Speed of Answer (ASA)	Seconds	10	10	10	93	94	11	10	10	105	96	
103	Oct 2022		Abandonment Rate	%	6.7%	6.3%	6.0%	113	105	7.0%	6.3%	6.2%	113	102	
104	Nov 2022		Adherence: Speed of Answer to Hold	%	84.2%	81.0%	76.4%	91	94	77.4%	81.0%	80.1%	104	99	
105	Dec 2022		Customer Satisfaction	First Contact Resolution Rate	%	83.8%	83.0%	92.2%	110	111	77.6%	83.0%	97.1%	125	117
106			Customer Satisfaction	Number of Holds per Call	#	0.14	0.12	0.15	95	82	0.13	0.12	0.15	88	79
107			Customer Satisfaction	Total Number of Holds	#	44	39	54	81	73	251	234	278	90	84
108			Customer Satisfaction												
109			Customer Satisfaction												
201			Operational Efficiency	Average Handle Time (AHT)	Seconds	80	77	73	109	105	84	77	79	106	97
202			Operational Efficiency	Average Handle Time: After-Call work	Seconds	19	18	20	97	92	20	18	20	100	91
203			Operational Efficiency	Agent Occupancy	%	66.2%	69.0%	100.2%	151	145	63.3%	69.0%	81.3%	129	118
204			Operational Efficiency	Transfer Rate	%	15.7%	16.5%	26.1%	60	63	17.8%	16.5%	21.5%	83	77
205			Operational Efficiency	Cost per Call	USD	2	2	2	112	114	2	2	2	96	91
206			Operational Efficiency	Cost per Minute of Inbound Handle Time	USD	1	1	1	116	110	1	1	1	106	96
207			Operational Efficiency												
208			Operational Efficiency												
301			Business Value	Average Talk Time	Seconds	68	61	58	116	105	66	61	59	111	109
302			Business Value	Calls Offered	#	195	227	208	107	92	1,249	1,362	1,346	108	99
303			Business Value	Calls Handled	#	187	203	219	117	108	1,175	1,218	1,349	115	111
304			Business Value	Calls Handled per Representative	#	66	72	78	118	108	69	72	81	118	113
305			Business Value	Percentage of Right Party Contacts	%	83.6%	88.0%	106.0%	127	120	81.3%	88.0%	104.0%	128	118

Sample Call Centre Excel Metrics Templates

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teach all business majors especially undergraduate ones how to use information technology to master their current or future jobs and to help ensure the success of their organization To accomplish this goal this text helps students to become informed users that is persons knowledgeable about information systems and information technology The focus is not on merely learning the concepts of IT but rather on applying those concepts to facilitate business processes The authors concentrate on placing information systems in the context of business so that students will more readily grasp the concepts presented in the text The theme of this book is What s In IT for Me This question is asked by all students who take this course The book will show you that IT is the backbone of any business whether a student is majoring in Accounting Finance Marketing Human Resources or Production Operations Management Information for the Management Information Systems MIS major is also included Daily Graphic Ransford Tetteh,2010-07-07 **American Architect** ,1876 **Antimicrobial resistance monitoring and surveillance guidelines for food-producing animals and their products in Eastern Africa** Food and Agriculture Organization of the United Nations,2024-05-22 This publication is a building block of the Eastern Africa antimicrobial resistance AMR surveillance roadmap that was described in April 2019 by AMR experts from Djibouti Eritrea Ethiopia Kenya Rwanda South Sudan Sudan and Uganda Author The roadmap is presented in chapter six of this document Author The national AMR experts came together in a regional meeting organized by the Food and Agriculture Organization of the United Nations FAO and also attended by other national regional and international organizations such as the World Organisation for Animal Health WOAH International Livestock Research Institute ILRI Centres for Disease Control and Prevention CDC Kenya University of Nairobi UON Kenya Medical Research Institute KEMRI World Animal Protection WAP and African Union Interagency Bureau for Animal Resources AU IBAR Author The aim of the roadmap is to set out the processes tools and coordination that technical experts and decision makers from within national governments in East Africa agreed should be undertaken at regional level to support development and implementation of national AMR surveillance strategies and plans Author

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