



CALL CENTER KPI DASHBOARD

MONTHLY DASHBOARD



someka

| Month | Jun 2022 | 1 | Choose Month | Monthly | | | | | Cumulative | | | | | | |
|----------|----------|----------|-----------------------------------|--|---------------|--------|--------|------------------|-------------------|---------------|--------|--------|------------------|-------------------|-----|
| KPI Code | May 2022 | Jun 2022 | Criteria | Unit | Previous Year | Target | Actual | Act vs. FY Index | Act vs. Tgt Index | Previous Year | Target | Actual | Act vs. FY Index | Act vs. Tgt Index | |
| 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 (1-10) | % | 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

Marco Cascella



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Marketing Analytics Using Excel Rahul Pratap Singh Kaurav, Asha Thomas, 2025-03-15 Marketing Analytics Using Excel is the essential introduction to data driven marketing which simplifies complex concepts and offers practical real world applications This comprehensive yet accessible guide encourages an in depth understanding of marketing analytics from fundamental topics and basic Excel functions to more advanced topics such as AI and predictive analytics Packed with practical examples and easy to follow fully worked problems which demonstrate how theoretical concepts are applied in real world situations this book also includes Industry case studies from leading companies like Zappos Amazon Netflix and Spotify providing insights into how marketing analytics is applied in various industries Exercises activities and discussion questions to reinforce learning A focus on open access tools and career prospects which encourages readers to develop further This no nonsense guide minimises the intimidation factor of complex formulas and instead focuses on practical real world applications making it essential reading for Marketing students and anyone looking to upskill Dr Rahul Pratap Singh Kaurav is Associate Professor at FORE School of Management New Delhi India Dr Asha Thomas is an Assistant Professor at Wroclaw University of Science and Technology WUST Poland

It Enabled Practices And Emerging Management Paradigms Gupta, 2008-08 Papers presented at the Third National IT Conference

Customer Relationship Management Francis Buttle, Stan Maklan, 2015-02-11 Customer Relationship Management Third Edition is a much anticipated update of a bestselling textbook including substantial revisions to bring its coverage up to date with the very latest in CRM practice The book introduces the concept of CRM explains its benefits how and why it can be used the technologies that are deployed and how to implement it providing you with a guide to every aspect of CRM in your business or your studies Both theoretically sound and managerially relevant the book draws on academic and independent research from a wide range of disciplines including IS HR project management finance strategy and more Buttle and Maklan clearly and without jargon explain how CRM can be used throughout the customer life cycle stages of customer acquisition retention and development The book is illustrated liberally with screenshots from CRM software applications and case illustrations of CRM in practice NEW TO THIS EDITION Updated instructor support materials online Full colour interior Brand new international case illustrations from many industry settings Substantial revisions throughout including new content on Social media and social CRM Big data and unstructured data Recent advances in analytical CRM including next best action solutions Marketing sales and service automation Customer self service technologies Making the business case and realising the benefits of investment in CRM Ideal as a core textbook by students on CRM or related courses such as relationship marketing database marketing or key account management the book is also essential to industry professionals managers involved in CRM programs and those pursuing professional qualifications or accreditation in marketing sales or service management

Customer Relationship Management Daniel D. Prior, Francis Buttle, Stan Maklan, 2024-01-23 This highly regarded textbook provides the definitive

account of Customer Relationship Management CRM concepts applications and technologies focusing on how companies can create and maintain mutually beneficial relationships with customers Readers will gain a thorough understanding of the conceptual foundations of CRM see CRM in practice through illustrative case examples and exercises and understand how to organise customer data gathering analysis and presentation for decision making The book achieves these outcomes by first considering strategic CRM before moving into operational CRM and finally onto analytical aspects of CRM The fifth edition has been fully updated to include A series of new case examples to illustrate CRM within various regional and industrial contexts including those relevant to large medium and small enterprises A series of new exercises and discussion questions to help readers understand CRM concepts and to support pedagogical processes particularly in higher education environments A greater emphasis on managerial applications of CRM through new content to help guide managers An updated account of new and emerging technologies relevant to CRM Expanded coverage of customer experience CX customer engagement CE and customer journey management CJM Customer Relationship Management is essential reading for advanced undergraduate and postgraduate students studying CRM Sales Management Customer Experience Management and Relationship Marketing as well as executives who oversee CRM functions Online resources include an Instructor s Manual chapter by chapter PowerPoint slides and a bank of exam questions

Predictive HR Analytics Dr Martin R. Edwards, Kirsten Edwards, Daisung Jang, 2024-06-03 This is the essential guide for HR practitioners who want to gain the statistical and analytical knowledge to fully harness the potential of HR metrics and organizational people related data The ability to use and analyse data has become an invaluable skill for HR professionals to not only identify trends and patterns but also make well informed business decisions The third edition of *Predictive HR Analytics* provides a clear accessible framework for understanding people data working with people analytics and advanced statistical techniques Readers will be taken step by step through worked examples showing them how to carry out analyses and interpret HR data in areas such as employee engagement performance and turnover Learn how to make effective business decision with this updated edition that includes the latest materials on biased algorithms and data protection supported by online resources consisting of R and Excel data sets

Introduction to Information Systems R. Kelly Rainer, Casey G. Cegielski, Ingrid Spletstoeser-Hogeterp, Cristobal Sanchez-Rodriguez, 2013-08-30 The goal of *Introduction to Information Systems* 3rd Canadian Edition remains the same to 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 *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

The American Architect and Building News ,1876 **Metamorphic Geology** S. Ferrero,P. Lanari,P. Goncalves,E. G. Grosch,2019-04-17 In Earth evolution mountain belts are the loci of crustal growth reworking and recycling These crustal scale processes are unravelled through microscale investigations of textures and mineral assemblages of metamorphic rocks Multiple episodes of metamorphism re equilibration and deformation however generally produce a complex and tightly interwoven pattern of microstructures and assemblages Over the last two decades the combination of advanced computing and technological capabilities with new concepts has provided a vast array of novel petrological tools and high resolution high sensitivity techniques for microanalysis and imaging Such novel approaches are proving fundamental to untangling the enigma represented by metamorphism with an unprecedented level of detail and confidence As a result the first decade and a half of this century has already seen the tumultuous development of new research avenues in metamorphic petrology This book aims to provide a timely overview of the state of the art of this field of newly developed petrological techniques future advancements and significant new case studies

International Journal of Production Economics Elsevier,2000 **English Mechanic and World of Science** ,1920 English Mechanic and Mirror of Science and Art ,1919 **Multilingual Computing & Technology** ,2005 *The Compact Edition of the Oxford English Dictionary* Sir James Augustus Henry Murray,1971 Micrographic reproduction of the 13 volume Oxford English dictionary published in 1933 **Domus** ,1991 **Excel 2007 Dashboards and Reports For Dummies** Michael Alexander,2011-03-16 What s the use of putting out reports that no one reads Properly created dashboards are graphical representations that put data in a

context for your audience and they look really cool How cool You ll find out when you see the dazzling examples in Excel 2007 Dashboards Reports For Dummies And before long everyone s eyes will be riveted to your dashboards and reports too This revolutionary guide shows you how to turn Excel into your own personal Business Intelligence tool You ll learn the fundamentals of using Excel 2007 to go beyond simple tables to creating dashboard studded reports that wow management Get ready to catch dashboard fever as you find out how to use basic analysis techniques build advanced dashboard components implement advanced reporting techniques and import external data into your Excel reports Discover how to Unleash the power of Excel as a business intelligence tool Create dashboards that communicate and get noticed Think about your data in a new way Present data more effectively and increase the value of your reports Create dynamic labels that support visualization Represent time and seasonal trending Group and bucket data Display and measure values versus goals Implement macro charged reporting Using Excel 2007 as a BI tool is the most cost efficient way for organizations of any size create powerful and insightful reports and distribute throughout the enterprise And Excel 2007 Dashboards and Reports for Dummies is the fastest you for you to catch dashboard fever [Excel Dashboards & Reports For Dummies](#) Michael Alexander,2022-04-05 It s time for some truly Excel lent spreadsheet reporting Beneath the seemingly endless rows and columns of cells the latest version of Microsoft Excel boasts an astonishing variety of features and capabilities But how do you go about tapping into some of that power without spending all of your days becoming a spreadsheet guru It s easy You grab a copy of the newest edition of Excel Dashboards Reports For Dummies and get ready to blow the pants off your next presentation audience With this book you ll learn how to transform those rows and columns of data into dynamic reports dashboards and visualizations You ll draw powerful new insights from your company s numbers to share with your colleagues and seem like the smartest person in the room while you re doing it Excel Dashboards Reports For Dummies offers Complete coverage of the latest version of Microsoft Excel provided in the Microsoft 365 subscription Strategies to automate your reporting so you don t have to manually crunch the numbers every week month quarter or year Ways to get new perspectives on old data visualizing it so you can find solutions no one else has seen before If you re ready to make your company s numbers and spreadsheets dance it s time to get the book that ll have them moving to your tune in no time Get Excel Dashboards Reports For Dummies today *Excel Dashboards and Reports* Michael Alexander,John Walkenbach,2010-08-06 The go to resource for how to use Excel dashboards and reports to better conceptualize data Many Excel books do an adequate job of discussing the individual functions and tools that can be used to create an Excel Report What they don t offer is the most effective ways to present and report data Offering a comprehensive review of a wide array of technical and analytical concepts Excel Reports and Dashboards helps Excel users go from reporting data with simple tables full of dull numbers to presenting key information through the use of high impact meaningful reports and dashboards that will wow management both visually and substantively Details how to analyze large amounts of data and report the results in a

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Top Secrets Of Excel Dashboards Andrei Besedin,2017-10-30 Today there is an increased demand for flexible information access requirements and rapid decision making Do you think the old approach for collecting assimilating and collecting information can feel in the gap No it can cause limitations and obstacles that slow your ability to integrate the strategy and processes of a business For you to meet up with the increase in demand and information requirement you will need a flexible and integrated business intelligence solution that facilitates more informed and timely decision Excel dashboard is the solution Surprised Don t be An Excel dashboard is most of the time one pager that helps business owners or managers in tracking key KPIs or metrics and takes a decision based on it IT contains views tables and charts that are backed by data Excel dashboards have lots of benefits some of which are You would have absolute visibility into your business Exceptional time savings Productivity will increase Stress will be reduced You will know which area of your business is performing poorly thereby working on it and increasing profit But do you think these benefits would just fall from the sky No Knowing the secrets of Excel dashboards is the key that opens the door to these benefits Our top rated short book Top secrets of excel dashboards save your time with MS Excel is incredible as it shows you the secrets of Excel dashboards that open the door to various benefits This amazing product stands to offer you some advantages that are incomparable Wow Come with us and let s take a look at the benefits it offers The book is informative giving you a great knowledge of Excel Dashboards It offers precise short and self explanatory top secrets of Excel Dashboards Ehw You will not stop until you read to the end It offers a great navigation index that you can use as reference guide Top secrets provided will save your time increase your profit and give you total visibility into your business and so much more This is no joke you don t need to spend all the money on you before getting this book It is affordable and suitable for all budgets Purchasing our product could save about US 1000 which is a lot of money that can take care of other basic needs No doubt the result you will get from this book is worth more than its price Believe it we cannot deny the fact that this incredible and powerful book might not contain the entire information about Excel Dashboards Our main goal is to make sure you have a great knowledge in Excel Dashboard so has to move your business forward The more you delay purchasing and making use of the information in this book the more you waste your precious time and the more you remain in the dark about the progress of your business Note Each day you delay buying this product the more you waste your precious time and the more you remain in the dark about the progress of your business Purchase this product while you can

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