



CALL CENTER KPI DASHBOARD

MONTHLY DASHBOARD



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Month	Jun 2022	- Choose Month	Monthly						Cumulative				
KPI Code	May 2022 Jun 2022 Jul 2022 Aug 2022 Sep 2022 Oct 2022 Nov 2022 Dec 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		Average Hold Time	Seconds	14	13	14	97	90	14	13	14	100	90
102		Average Speed of Answer (ASA)	Seconds	10	10	10	93	94	11	10	10	105	96
103		Abandonment Rate	%	6.7%	6.3%	6.0%	113	105	7.0%	6.3%	6.2%	113	102
104		Adherence: Speed of Answer to Hold	%	84.2%	81.0%	76.4%	91	94	77.4%	81.0%	80.1%	104	99
105	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

Brendan G. Carr

A red circular graphic with a gradient, appearing as a partial circle or a thick arc, located to the right of the author's name.

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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 WOAHI 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

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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 meaningful eye catching visualization Describes how to use different perspectives to achieve better visibility into data as well as how to slice data into various views on the fly Shows how to automate redundant reporting and analyses Part technical manual part analytical guidebook Excel Dashboards and Reports is the latest addition to the Mr Spreadsheet s Bookshelf series and is the leading resource for learning to create dashboard reports in an easy to use format that s both visually attractive and effective

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