



CALL CENTER KPI DASHBOARD

MONTHLY DASHBOARD



someka

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

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S Ben Porath

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