

Business Report

Context : Business report intended for the regional director of an American call center with multiple offices, specializing in the sale of marketing products (exercice based on real data anonymized).

XXXXXXXXX COMPANY

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LOUIS MARECHAL



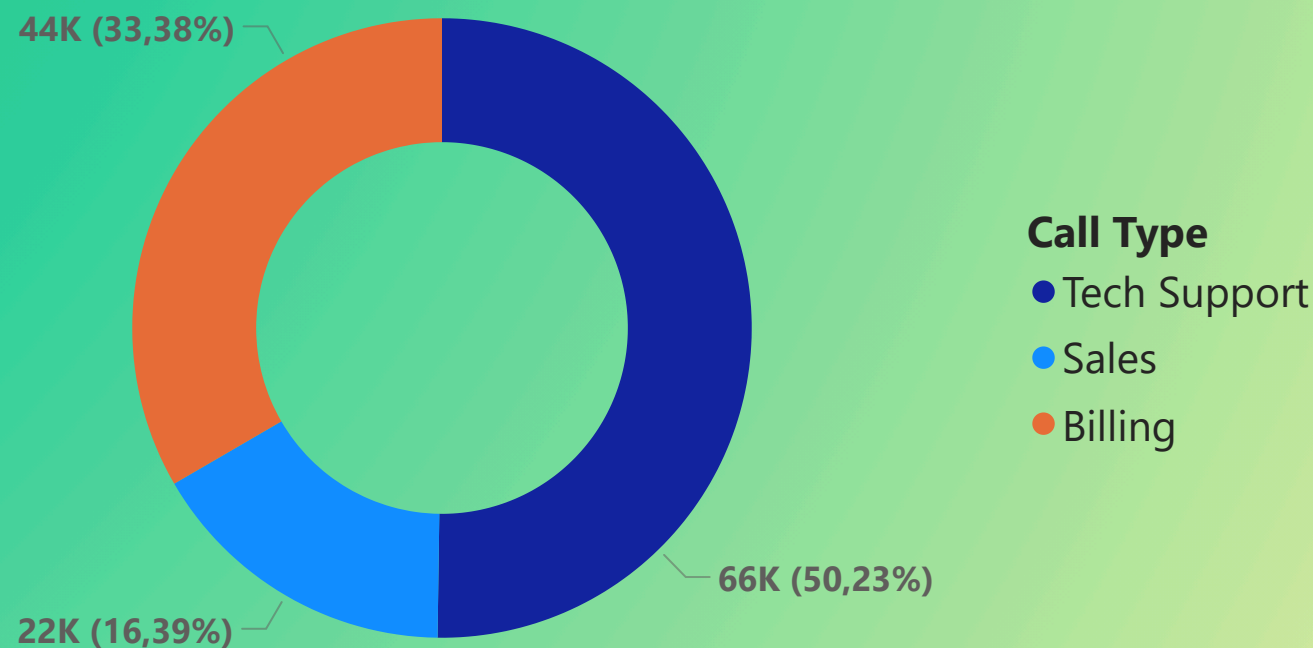
Total revenue
10,79M

Mean Call Duration (sec)
752,31

Mean Revenue (\$, per call)
81,84

General Overview

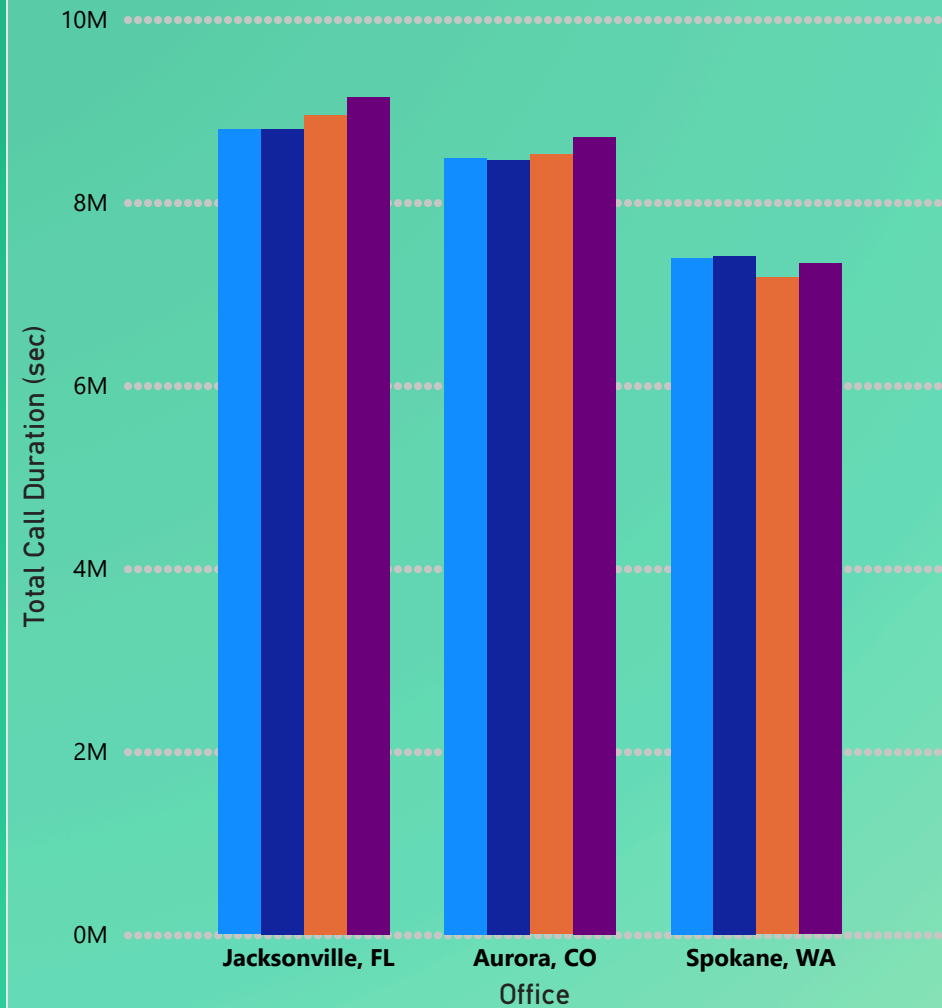
Calls by Sector



KPI – *Durations*

Call Duration by Office

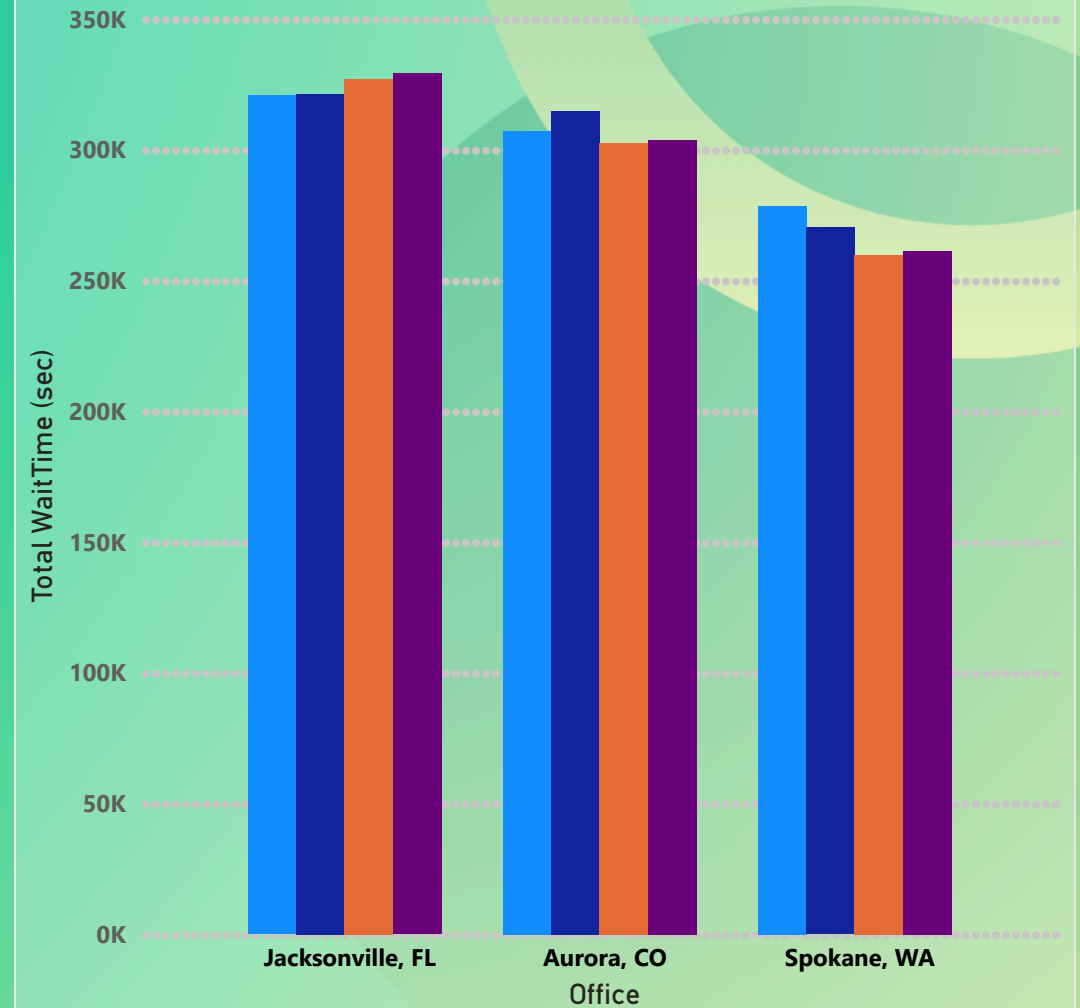
Year ● 2018 ● 2019 ● 2020 ● 2021



Performance

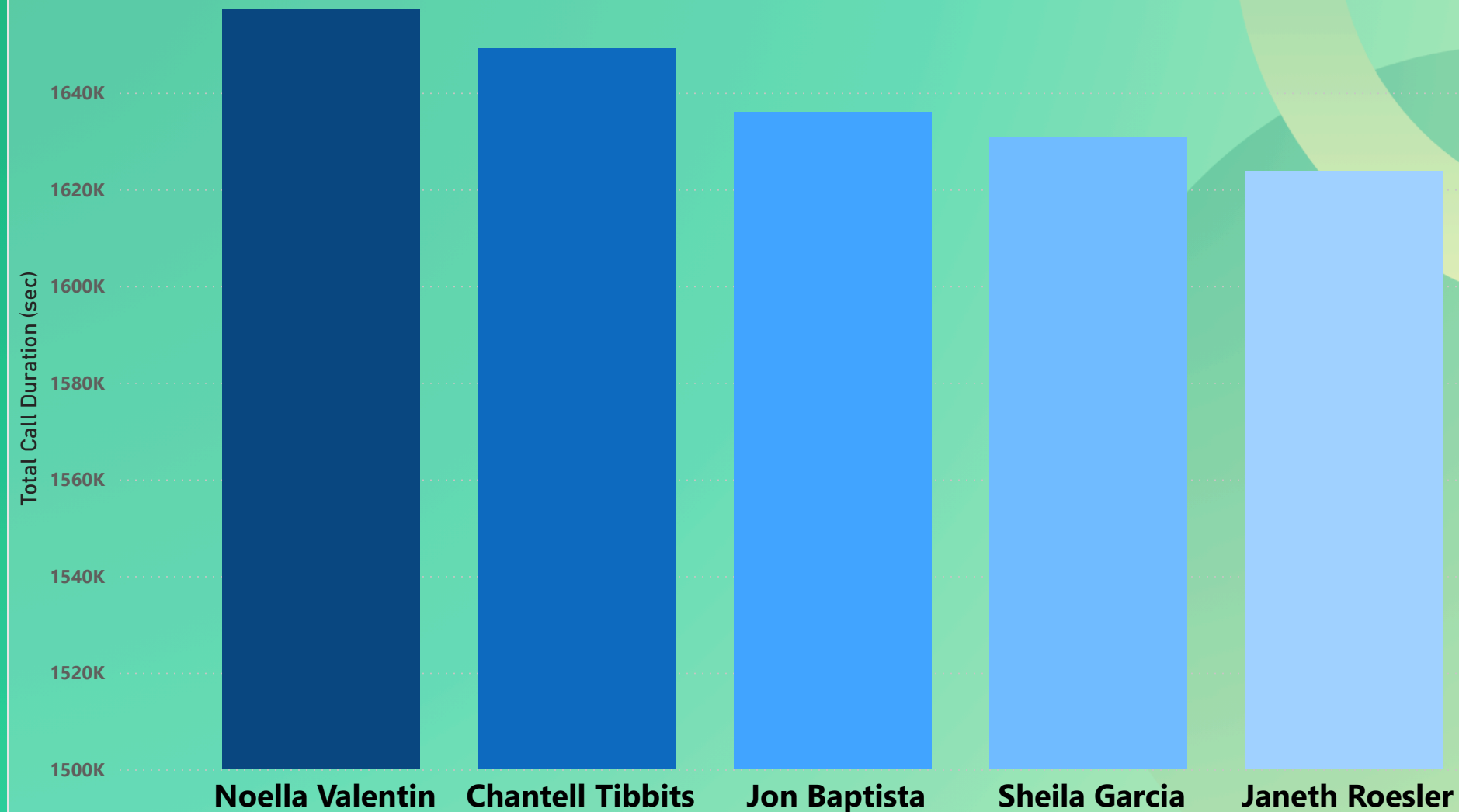
WaitTime by Office

Year ● 2018 ● 2019 ● 2020 ● 2021



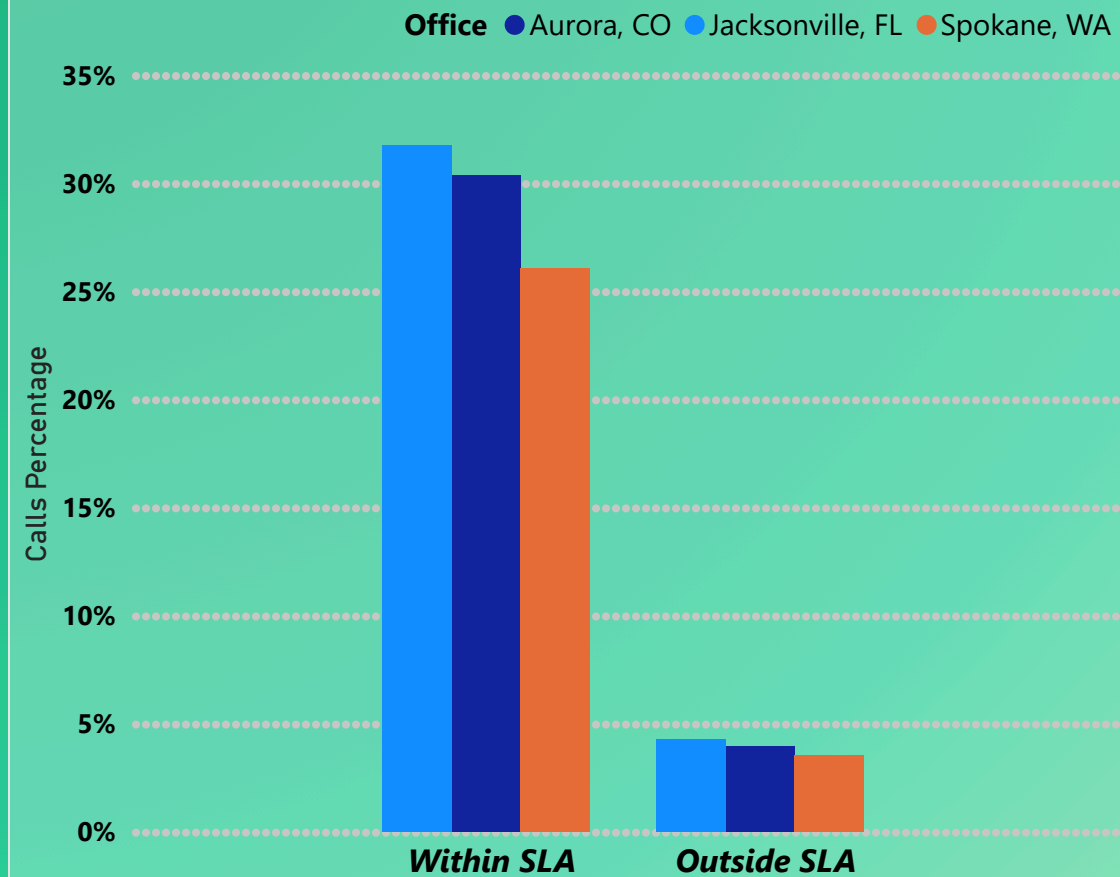
KPI – *Durations*

Top 5 employees by Call duration



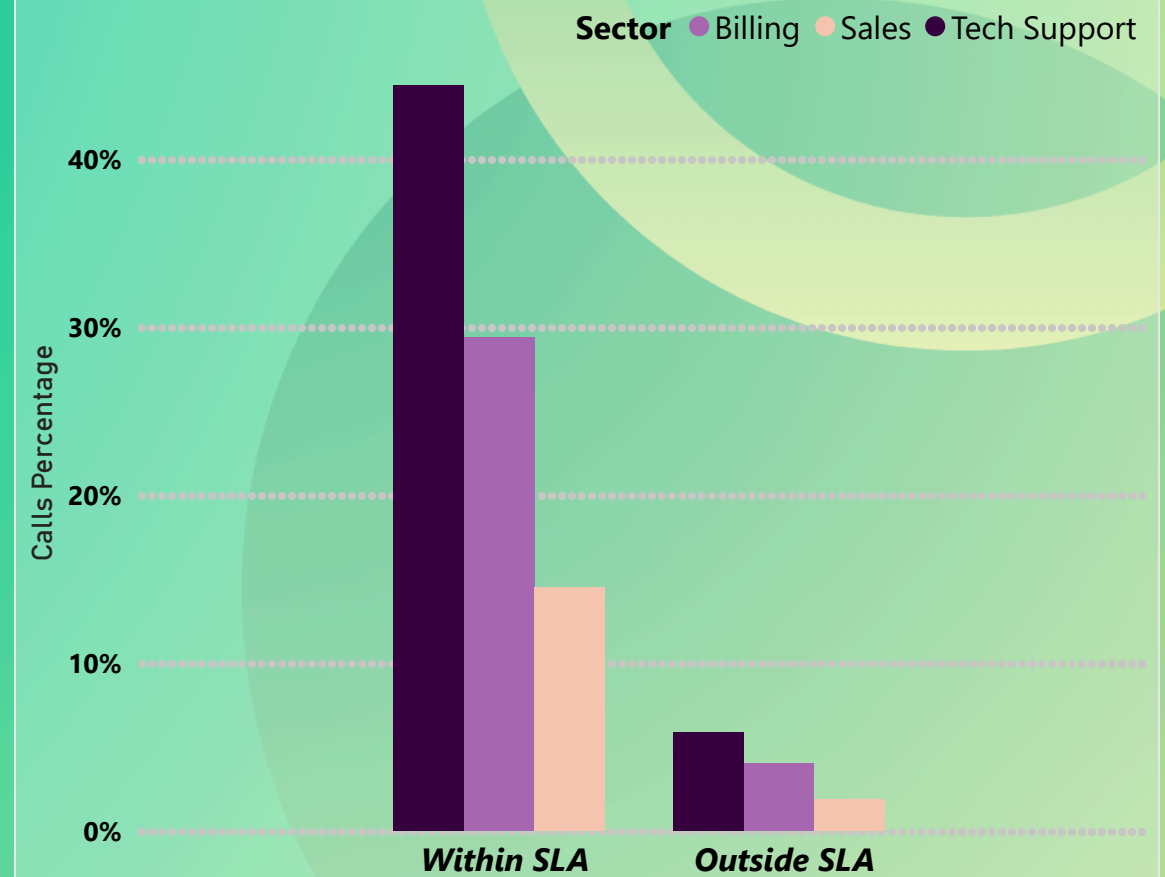
KPI – *SLA Compliance*

SLA Compliance by Office

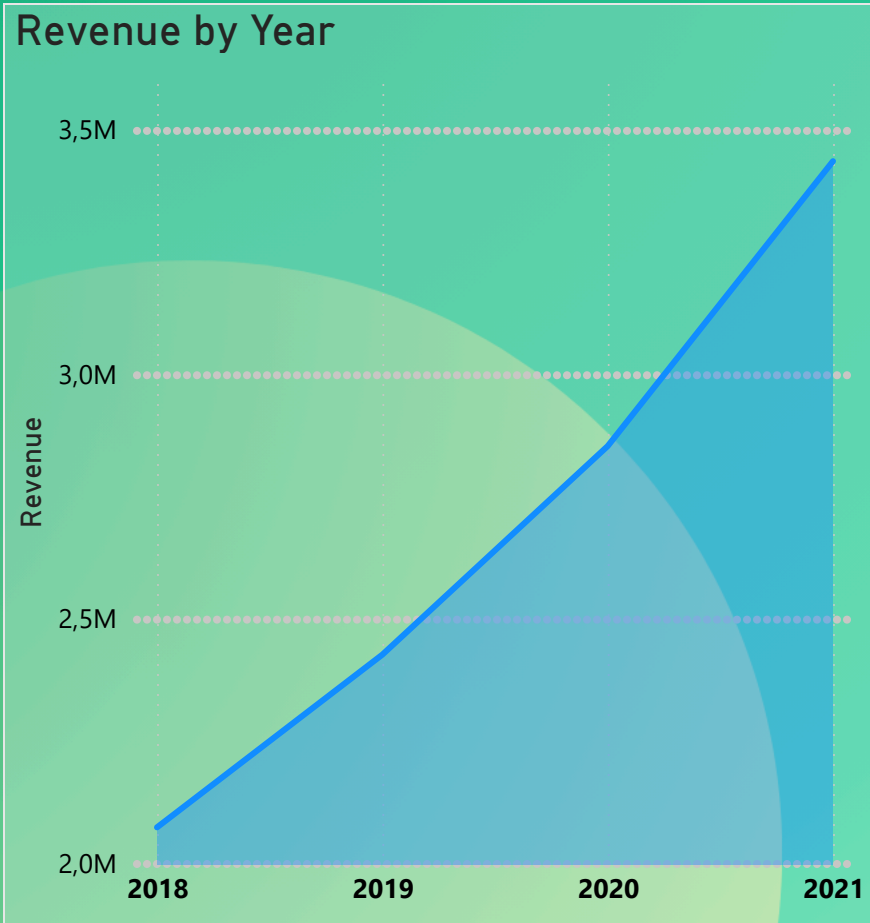


Performance

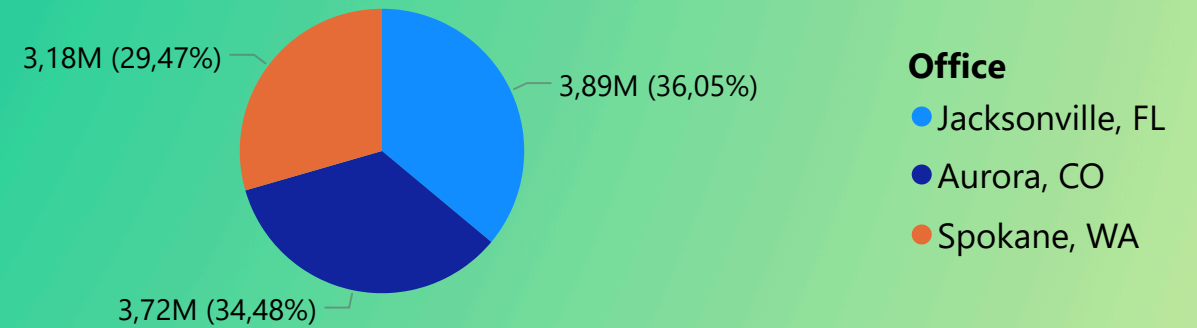
SLA Compliance by Sector



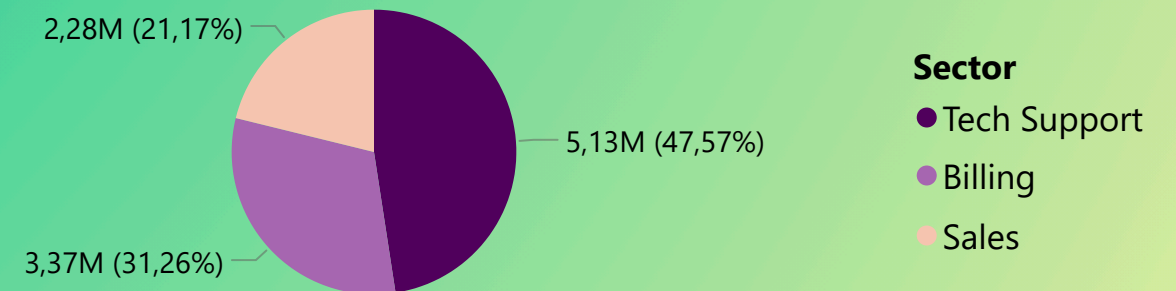
Financial Overview



Revenue by Office

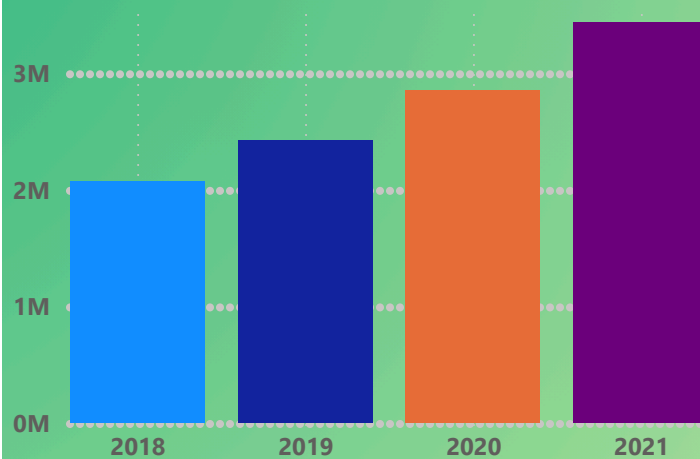


Revenue by Sector

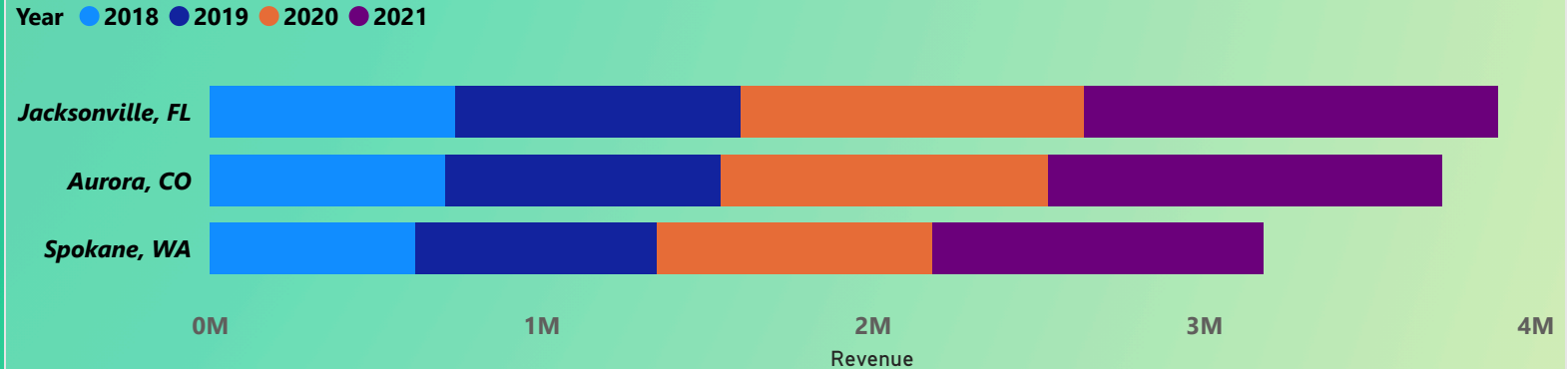


Financial Overview

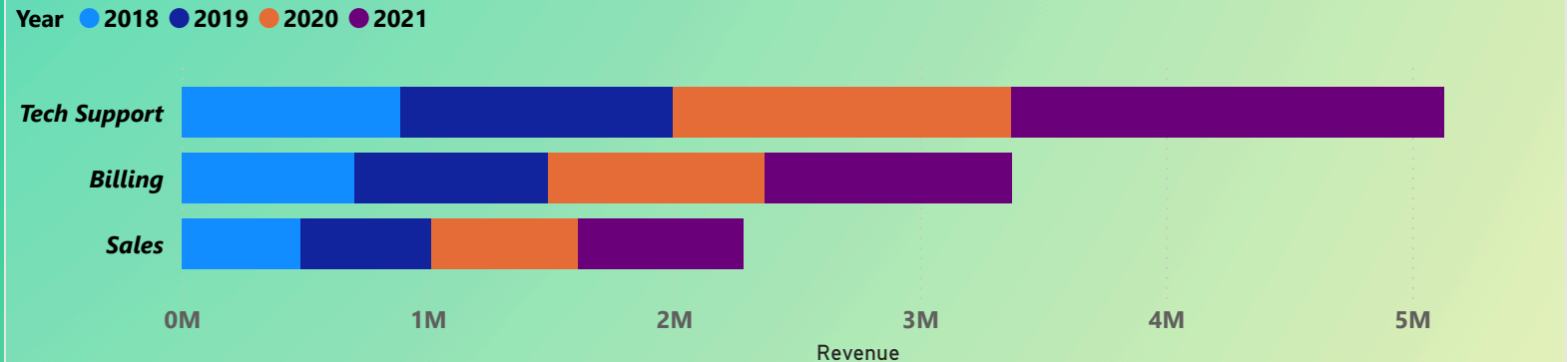
Revenue by Year



Revenue by Office / Year



Revenue by Sector / Year

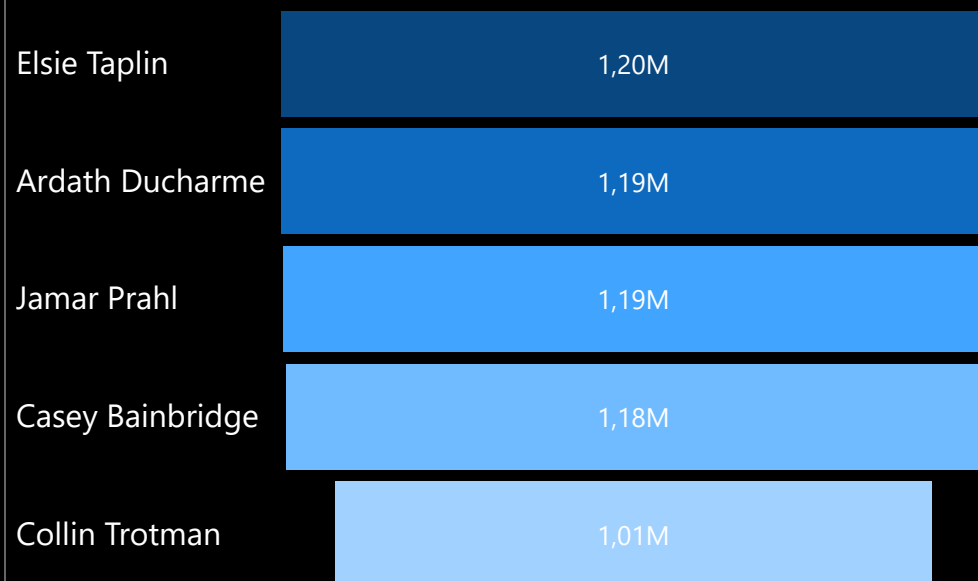


Revenue

by: Manager

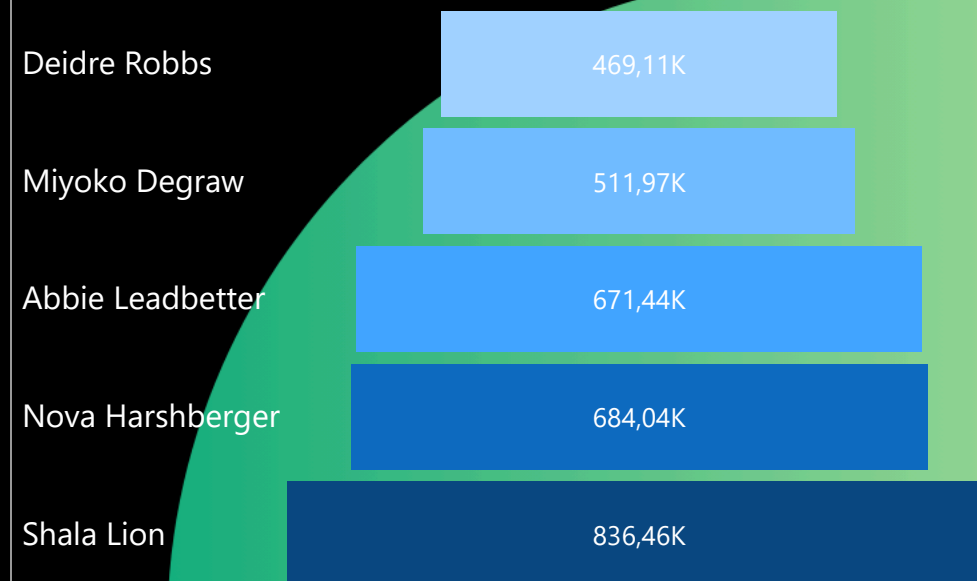
TOP 5 - Manager by Revenue

Highest revenues generated by manager



FLOP 5 - Manager by Revenue

Lowest revenues generated by manager

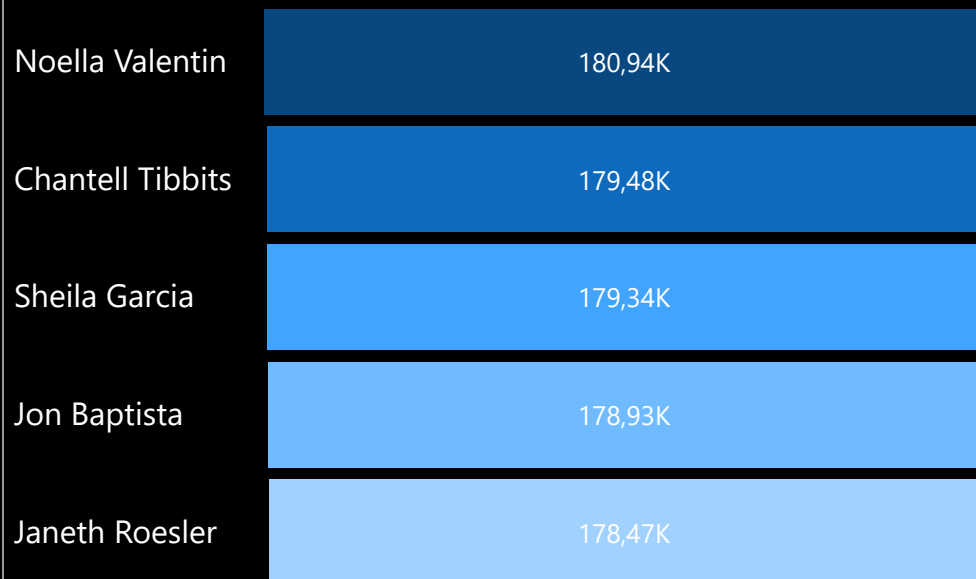


Revenue

by: Employee

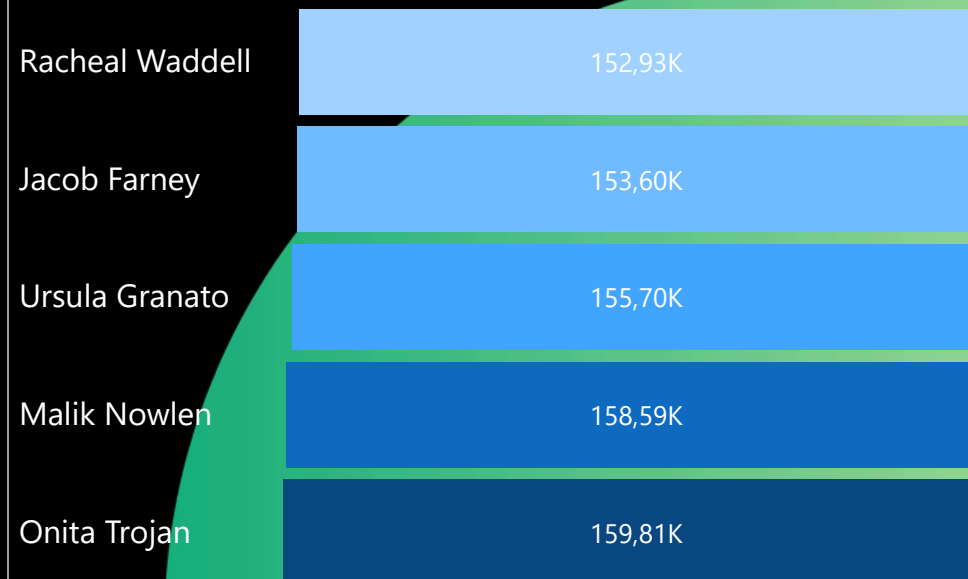
TOP 5 - Employee by Revenue

Highest revenues generated by employee



FLOP 5 - Employee by Revenue

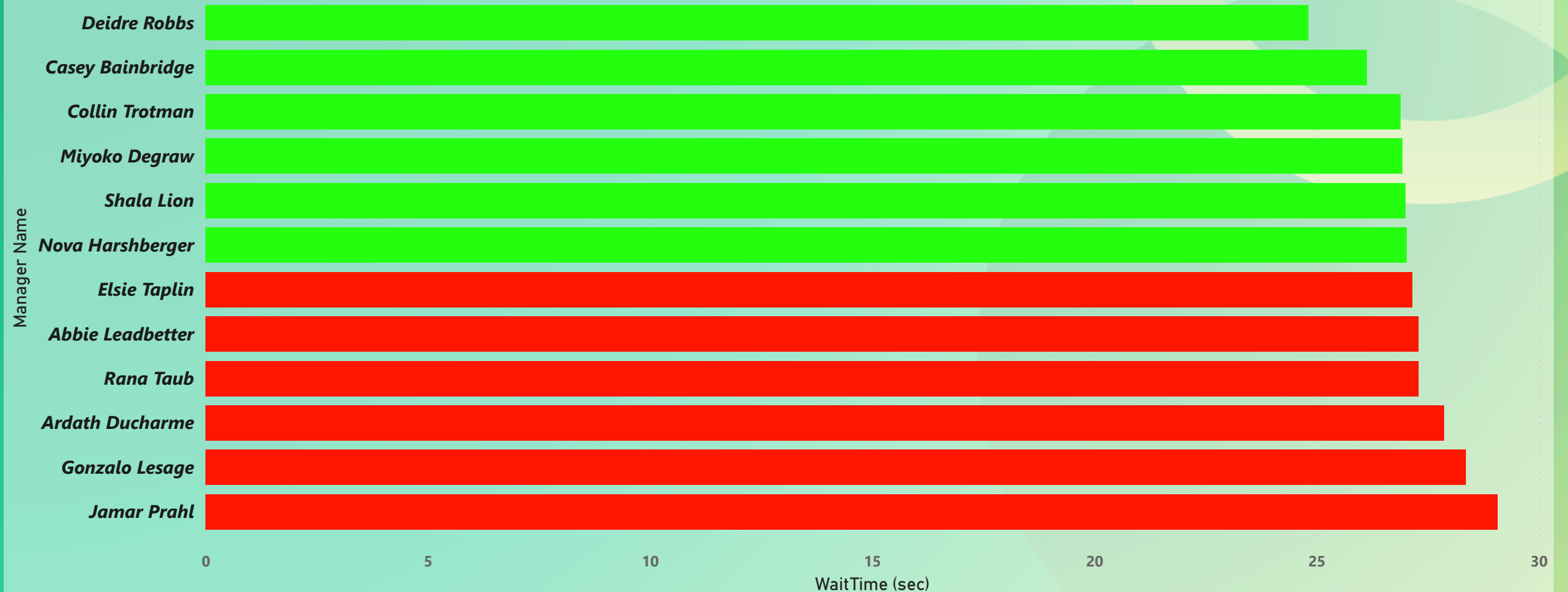
Lowest revenues generated by employee



Performance – Managers

KPI – *WaitTime*

WaitTime (mean) by Manager



Performance – Employees

KPI – *WaitTime*

TOP 5 - Employee by Waittime

Lowest 5 WaitTime

Margot Armbruster

23,44

Onita Trojan

23,89

Ursula Granato

24,13

Racheal Waddell

24,29

Malik Nowlen

25,19

Flop 5 Employee by WaitTime

Highest 5 WaitTime

Dwana Rymer

31,11

Alla Winkel

30,49

Sheba Ary

29,87

Chantell Tibbits

29,82

Jon Baptista

29,09