



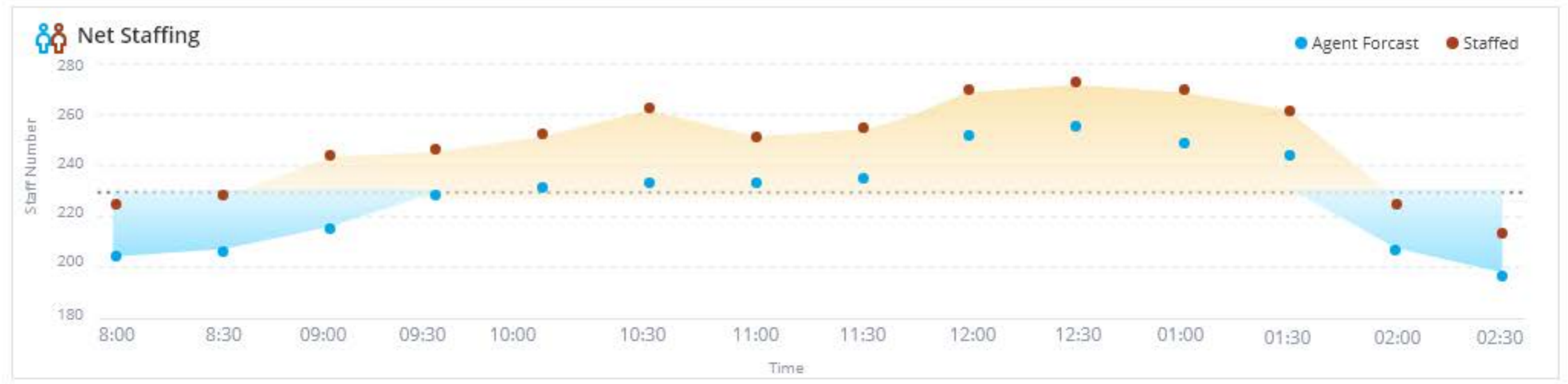
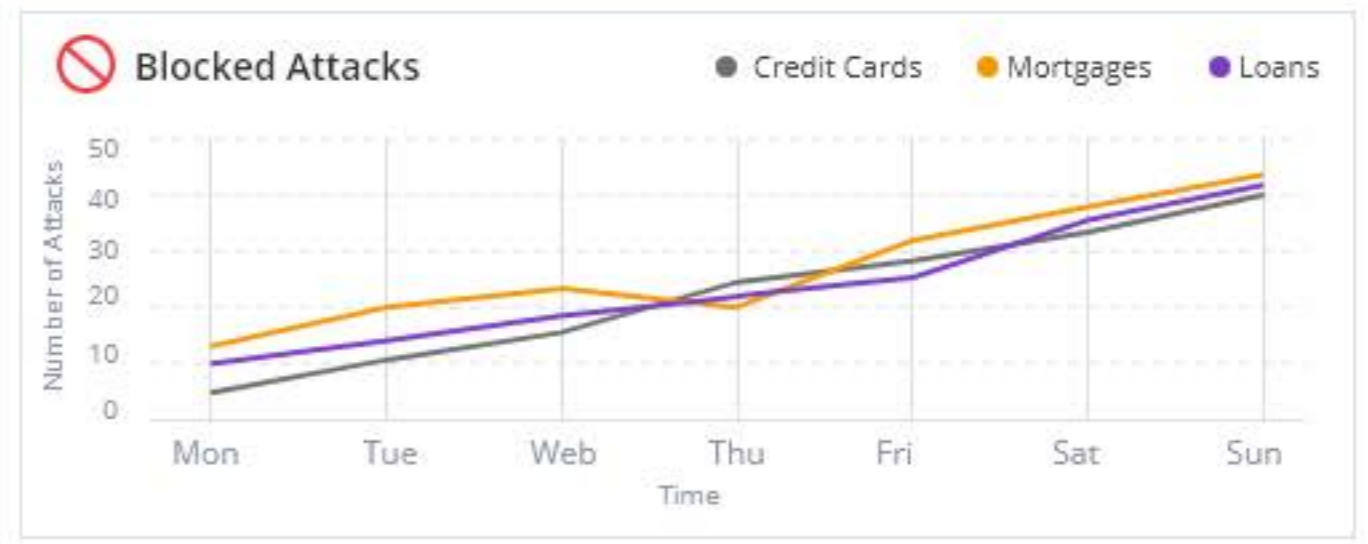
Dashboard



Mark Harris
Operational Director

KPI Status

Call Volume 120% ↑	FCR 72% ↓	Journey Excellence Score 57% ↓	Authenticated Calls (RTA) 80% ↑	AHT 92% ↑
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INSIGHTS

Following re-forecasting, EEM identified recommendation to address overstaffing of 32%

EE Monthly Review

Oct 17, 2019 10:46 AM | Monitoring Period: Oct 03, 2019 to Oct 17, 2019

Quote to Order entry process was identified by Automation Finder with score of 82%

Automation Finder Report

Oct 17, 2019 10:46 AM | Monitoring Period: Oct 03, 2019 to Oct 17, 2019



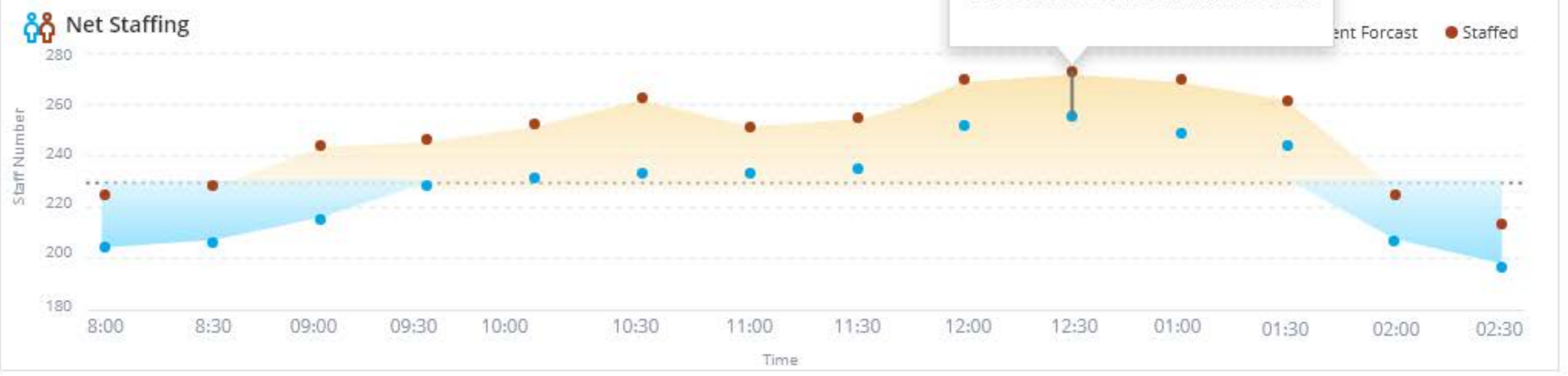
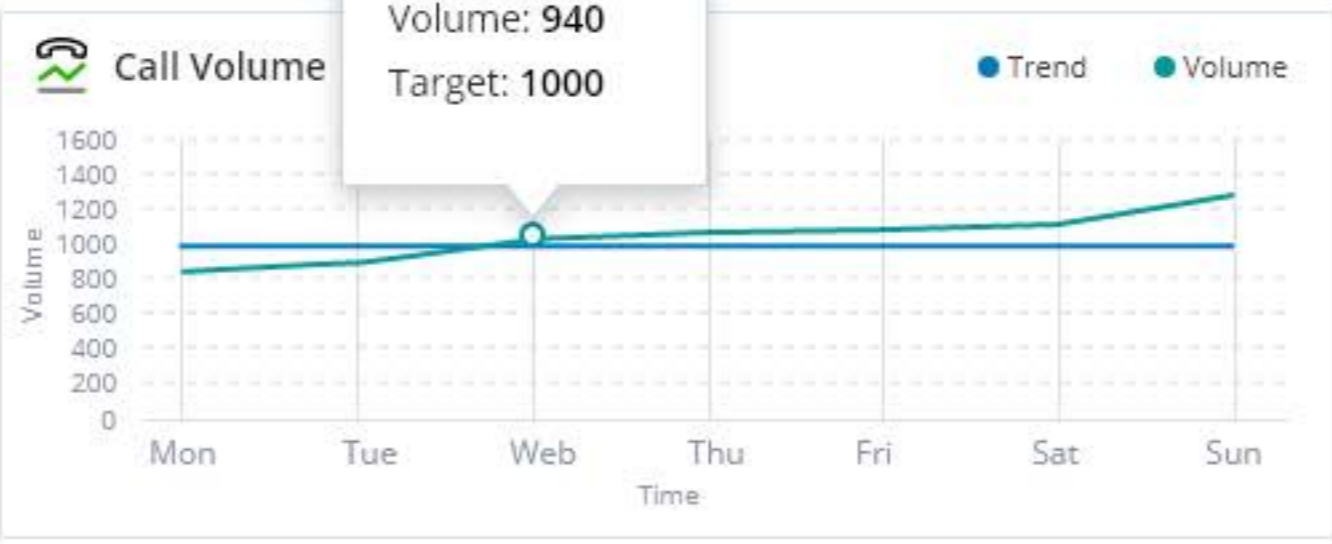
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Here should be written some more text about the insight followed by a view details button.

[View Details](#)

