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SALESFORCE SERVICE CLOUD - VOICE CALL

This Tableau Accelerator allows you to:

- Assess & Improve the performance of your Call Center
- Increase your quality of service and productivity
- Identify your top performing agents
- Better allocate resources according to peak periods

Answer key business questions

- How many incoming calls do we handle?
- How many calls were answered/abandoned?
- How long do callers wait before hanging up?
- How long do callers wait before having their call answered?
- Which level of service do we deliver to our customers?

Monitor and improve KPIs

Calls

- **Total Incoming Calls:** Total number of incoming calls
- **Incoming Calls (Daily):** Average number of incoming calls per day worked

Level of Service

- **Total Abandoned Calls:** Total number of calls that were abandoned
- **Abandoned Calls %:** Share of incoming calls that were abandoned (expressed in %)
- **Total Answered Calls:** Total number of calls that were answered by agents
- **Answered Calls %:** Share of answered calls compared to all incoming calls (expressed in %)
- **FCR - First Call Resolution:** Number of inquiries that were resolved/closed at first call
- **FCR - First Call Resolution %:** First Contact Resolution %: Share of inquiries that were resolved at first call (expressed in %)

Agents

- **Nb of Agents:** Number of agents that have been handling at least one call over the period
- **Incoming Calls per Agent:** Average number of incoming calls per Agent
- **Answered Calls per Agent:** Average number of answered calls per Agent

Time

- **AHT - Average Handle Time:** Average Call Handle Time (Talk Time + Wait Time) (expressed in s)
- **Avg Wait Time:** Average time callers wait when calling the call center (expressed in s)
- **Avg Wait Time until Answer:** Average time callers wait before having their call answered (expressed in s)
- **Avg Wait Time until Abandon:** Average time callers wait before hanging up (expressed in s)
- **Avg Talk Time:** Average talk time (expressed in s)

Required attributes

- **Call #** (*string*): Call Unique Identifier
- **Call Date Time** (*date*): Date Time of the call
- **Call Resolution** (*string*): expected value 'Resolved' or null
- **Abandon Flag** (*string*): expected values: 'Y', 'N'. 'Y' means the call was abandoned
- **Previous Call #** (*string*): If null and call 'resolved' means the issue was solved on the first call
- **Customer** (*string*): Customer where the caller is working
- **Agent** (*string*): Agent who handled the call
- **Call Reason** (*string*): Reason for the call
- **Wait Time (s)** (*numeric*): Call Wait Time in seconds
- **Talk Time (s)** (*numeric*): Call Talk Time in seconds