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Greenop Pty Ltd presents:

## Forecasting and Scheduling Services

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## Data Analysis

Analysis of your Key Performance Indicators can provide you with insights on how to improve performance, set targets, optimise the investment in coaching and improve your overall understanding of your business.

Yearly, Quarterly and Monthly business planning cycles benefit from insightful, objective and timely data analysis. We can tailor any analysis to your needs and planning cycles.

Included in the analysis is a presentation back to you on major findings, and PowerPoint slides for you to use to educate your contact centre and management team. We can also design and facilitate workshops with your centre leadership team to determine action plans to address major findings.



You Need	We do	Sample Data
<p><u>AHT</u></p> <p>Set new targets</p> <p>Understand productivity</p> <p>Ratio with Sales effectiveness</p> <p>Targeted coaching</p> <p>Learning curve of new employees</p>	<p>Frequency distribution and standard deviation</p> <p>Analysis by skill, by team</p> <p>Breakdown of Talk, Wrap, Hold</p> <p>Learning curve of new employees,</p> <p>Correlation with sales effectiveness</p> <p>Comparison with targets, Identify new targets,</p> <p>Set sliding scale with sales effectiveness,</p> <p>Identify individual agents for targeted coaching to reach productivity levels</p>	<p>3 months of weekly AHT data per individual</p> <p>Talk, ACW and Hold</p> <p>Start date of employees</p> <p>Team identification</p> <p>Current targets</p> <p>Sale results for comparison</p>
<p><u>Sales</u></p> <p>Set new targets</p> <p>Understand productivity</p> <p>Ratio with AHT</p> <p>Targeted coaching</p> <p>Learning curve of new employees</p>	<p>Frequency distribution and standard deviation</p> <p>Analysis by skill, by team</p> <p>Learning curve of new employees</p> <p>Correlation with AHT</p> <p>Comparison with targets</p> <p>Identify new targets,</p> <p>Set sliding scale with AHT</p> <p>Identify individual agents for targeted coaching to reach sales targets</p>	<p>3 months of weekly sales data per individual</p> <p>Start date of employees</p> <p>Team identification</p> <p>Current targets</p> <p>AHT results for comparison</p>



You Need	We do	Sample Data
<u>Quality</u> Set new targets Ratio with Sales effectiveness & AHT Targeted coaching Learning curve of new employees PQV Charts	Frequency distribution and standard deviation Analysis by skill, by team Learning curve of new employees Correlation with AHT & Sales Comparison with targets Identify new targets, Set sliding scale with AHT Identify individual agents for targeted coaching to reach quality levels	3 months of Quality scores per individual Start date of employees Team identification Current targets AHT results for comparison
<u>Customer Abandon behaviour</u> How long before abandons occur Trigger points for Real Time Queue Management	Correlation of Abandon rate and Average Speed of Answer Translation of ASA to Service Level Objective ASA Trigger points	ASA over 1 month to half hourly level Abandon data over same month to half hourly level Service Level objective
<u>Inbound/Outbound call ratios</u> <u>Transfer rates</u>	Design data capture sheet Frequency distribution and standard deviation Ratios for agents and teams Learning curve of new employees Correlation with AHT and sales effectiveness Identify individual agents for targeted coaching to reach KPIs	Calls answered, calls transferred and outbound calls data per individual for 3 months - weekly basis Team identification Current targets AHT and Sales results for comparison