

# Performance Results

## Visualisation of results

### Choose date range to visualise results data.

You can choose a single day, week, month or any custom ranges to visualise the results.

The previous and next button icon allows you to navigate easily to a previous period based on your current selection. For example, if you are viewing yesterday, then the previous icon will load results for the day before.

| Agent Name | pTRV | cTRV ↓ | pANS  | cANS  | cAHT  | pAHT  | cCSAT    | pCSAT |
|------------|------|--------|-------|-------|-------|-------|----------|-------|
| Mashud     | 32 ↓ | 4 ↓    | 86% ↑ | 92% ↑ | 723 ↓ | 580 ↓ | 87% ↑    | 78% ↑ |
| Alex       | 45 ↑ | 11 ↑   | 88% ↑ | 89% ↑ | 501 ↑ | 532 ↑ | 78% ↑    | 61% ↓ |
| Amy        | 36 ↑ | 13 ↑   | 79% ↑ | 91% ↑ | 522 ↑ | 501 ↑ | 77.68% ↑ | 66% ↓ |
| Scott      | 45 ↑ | 10 ↑   | 88% ↑ | 89% ↑ | 501 ↑ | 542 ↑ | 84% ↑    | 59% ↓ |
| Sam        | 28 ↓ | 14 ↑   | 89% ↑ | 82% ↑ | 690 ↓ | 620 ↑ | 81.25% ↑ | 64% ↓ |
| Jan        | 32 ↓ | 6 ↓    | 86% ↑ | 92% ↑ | 723 ↓ | 580 ↓ | 87% ↑    | 78% ↑ |

### Choose KPIs

The drop-down list displays all available KPIs, you can multi-select as necessary. Any addition to your selection will be loaded and appended to the table from the last column.

### Choose Groups or Users to filter the results

The drop-down list displays all user groups and users that are visible for you and can be used to filter the results.

| Agent Name | pTRV | cTRV ↓ | pANS  | cAS   | cAHT  | pAHT  | cCSAT    | pCSAT |
|------------|------|--------|-------|-------|-------|-------|----------|-------|
| Mashud     | 32 ↓ | 4 ↓    | 86% ↑ | 92% ↑ | 723 ↓ | 580 ↓ | 87% ↑    | 78% ↑ |
| Alex       | 45 ↑ | 11 ↑   | 88% ↑ | 89% ↑ | 501 ↑ | 532 ↑ | 78% ↑    | 61% ↓ |
| Amy        | 36 ↑ | 13 ↑   | 79% ↑ | 91% ↑ | 522 ↑ | 501 ↑ | 77.68% ↑ | 66% ↓ |
| Scott      | 45 ↑ | 10 ↑   | 88% ↑ | 89% ↑ | 501 ↑ | 542 ↑ | 84% ↑    | 59% ↓ |
| Sam        | 28 ↓ | 14 ↑   | 89% ↑ | 82% ↑ | 690 ↓ | 620 ↑ | 81.25% ↑ | 64% ↓ |
| Jan        | 32 ↓ | 6 ↓    | 86% ↑ | 92% ↑ | 723 ↓ | 580 ↓ | 87% ↑    | 78% ↑ |

### Trend in the results

Depending on the Base Metric for the KPI, a higher or lower value may be preferred when comparing to a previous period. The direction of the arrow indicates the trend direction when compared to a previous period from your selected period and the colour of the arrow indicates if this is desirable or not. A green arrow is a desirable outcome, and a red arrow indicates an undesirable outcome.

- if higher value preferred on goal setting and current value higher than last period = up green
- If higher value preferred on goal setting and current value less than previous period = down red
- if lower value preferred on goal setting and current value lower than last period = down green
- if lower value preferred on goal setting and current value higher than last period = up red

### Score definition and accessibility

The key icon displays a definition of the colour codes and an accessibility toggle to change the layout of the results visualisation shapes.

