

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	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%

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.

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Jan	32	6	86%	92%	723	580	87%	78%

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.

