

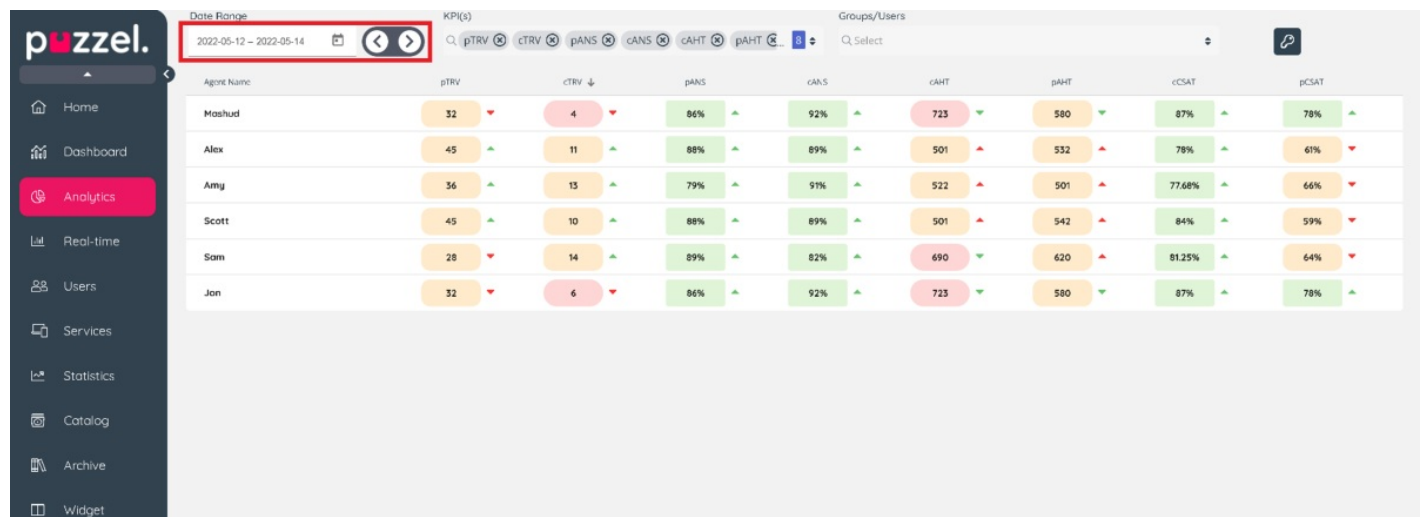
Performance Results

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.

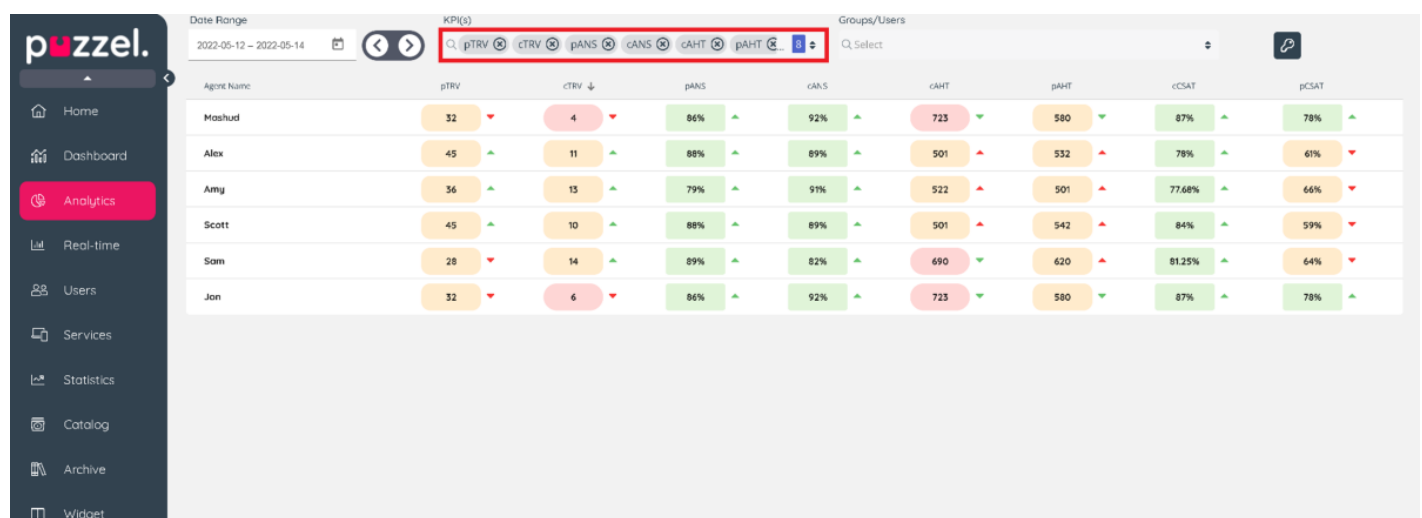


The screenshot shows the Puzzel Analytics dashboard. The 'Date Range' dropdown is highlighted with a red box, showing the current range '2022-05-12 - 2022-05-14' and navigation arrows. The 'KPI(s)' dropdown is also highlighted with a red box, showing a list of selected KPIs: pTRV, cTRV, pANS, cANS, cAHT, and pAHT. The main table displays performance metrics for seven agents: Mashud, Alex, Amy, Scott, Sam, and Jan. Each row shows values for pTRV, cTRV, pANS, cANS, cAHT, pAHT, cCSAT, and pCSAT, with color-coded indicators for trends (up, down, or stable).

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.



This screenshot is identical to the previous one, but the 'KPI(s)' dropdown is expanded, showing a list of available KPIs: pTRV, cTRV, pANS, cANS, cAHT, pAHT, and a plus icon for more options. The selected KPIs are highlighted in the dropdown list.

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.

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Date Range: 2022-05-12 – 2022-05-14

KPI(s): pTRV, cTRV, pANS, cANS, cAHT, pAHT

Groups/Users:

Agent Name	pTRV	cTRV	pANS	cANS	cAHT	pAHT	cSAT	pSAT
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%
Jon	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.

