Challenge #401: AAI Special Edition – Team 4 Performance Analysis

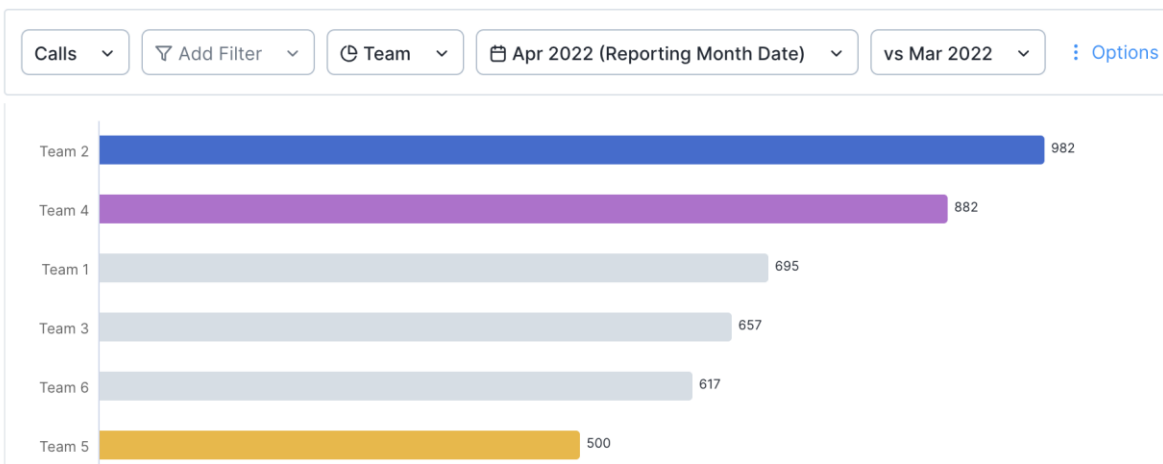Here are the answers to your third Auto Insights challenge.

Task:
Create a Mission (KPI Deep Dive Report) using the preloaded **Call Centre Operation Analysis** dataset (available in the Datasets tab) using the **Calls** column as your **Measure**.

Answer the following questions for your team (Team 4):

1. The teams have a monthly competition for the greatest number of calls taken. What is the total number of calls did Team 4 take? Which rank did Team 4 place in the competition that month?
   a. 657 calls, fourth place
   b. 695 calls, third place
   c. 882 calls, second place
   d. 982 calls, first place

   To get there:
   a. Measure = Calls
   b. Add Breakdown = Team
   c. Date = Apr 2022 vs Mar 2022
   d. Change to **How was the total distributed?** view.

Calls ∨	▽ Add Filter ∨	⏱ Team ∨	📅 Apr 2022 (Reporting Month Date) ∨	vs Mar 2022 ∨	⋮ Options

Team 2	982
Team 4	882
Team 1	695
Team 3	657
Team 6	617
Team 5	500

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2. How did calls trend in April 2022 compared to March 2022 for Team 4?
   a. **Decreased by 5.36%**
   b. Increased by 50%
   c. Decreased by 60 calls
   d. Increased by 882 calls

   To get there:
   a. Query bar same as Q1.
   b. Filter = Team 4

Calls filtered by **Team 4** for **Apr 2022 (Reporting Month Date)** vs **Mar 2022**

What key changes occurred?	How was the total distributed?

Calls for **Team 4** decreased to 882 total.
- This was a change of ↓ -50 (-5.36%) from Mar 2022.

Calls
882
↓ -50 (-5.36%)

3. Which agent(s) on Team 4 contributed most to the overall trend? Select all that apply.
   a. **Erminia Billinge**
   b. **Donni Sapsforde**
   c. **Kizzee Filde**
   d. Del Romanini
   e. Holden Newrick
   f. Kenton Letford

   To get there:
   a. Query bar same as the previous question.
   b. Add Breakdown = Agent

Calls filtered by **Team 4** comparing **Agent** for **Apr 2022 (Reporting Month Date)** vs **Mar 2022**

Large decreases
Agent that saw a large decrease in Calls

Largest decrease   Largest % decrease

Erminia Billinge, Donni Sapsforde and **Kizzee Filde** saw a large decrease (↓ -60) and a fast decline (-19.17%). They now account for 28.68% of Calls.

253
This made up 28.68% of all Calls

↓ -60 (-19.17%)
vs Mar 2022

4. Which agent(s) on Team 4 had the largest increase in **Average Handling Time**?
   a. Erminia Billinge
   b. Donni Sapsforde
   c. Kizzee Filde
   d. Del Romanini
   e. Holden Newrick
   f. Kenton Letford

   To get there:
   a. Change the Measure to **Average Handling Time**.
   b. Keep Filter = Team 4
   c. Keep Breakdown = Agent

5. Which call type drove this increase?
   a. Follow up
   b. Complaint
   c. Product Enquiry
   d. Support Issue

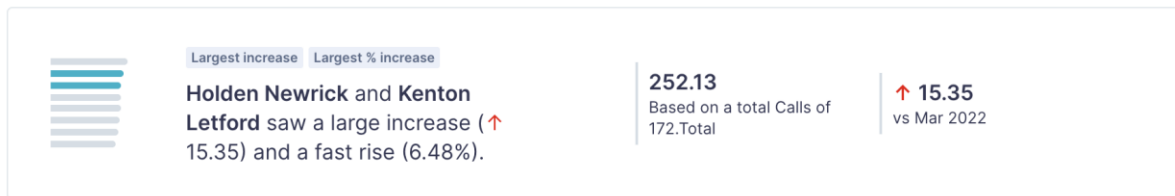   **To get there:**
   a. Query bar same as the previous question.
   b. Scroll to the **Large increases** story.
   c. Select the story and scroll to **What Caused This?**

Average Handling Time filtered by **Team 4** comparing **Agent** for **Apr 2022 (Date)** vs **Mar 2022**

Large increases
Agent that saw a large increase in Average Handling Time

Largest increase   Largest % increase

Holden Newrick and **Kenton Letford** saw a large increase (↑ 15.35) and a fast rise (6.48%).

252.13
Based on a total Calls of 172.Total

↑ 15.35
vs Mar 2022

Average Handling Time filtered by **Team 4** comparing **Agent** for **Apr 2022 (Date)** vs **Mar 2022**

WHAT CAUSED THIS?

The most likely causes of change for Kenton Letford and Holden Newrick were **Follow up, Brand B, Grant Bowen, 0900 - 1159 (Morning)** and **Holden Newrick**

The most likely causes for the increase of ↑ 15.35 (6.48%) in Average Handling Time for Kenton Letford and Holden Newrick ⌄

Name ↑		Apr 2022 ⇕	Change (Amount) ⇕	Cor
1.	Follow up in Call Type	266.2	+24	⋮
2.	Brand B in Brand	237.76	-11.57	⋮
3.	Grant Bowen in Team Lead	252.13	+15.35	⋮
4.	0900 - 1159 (Morning) in Time of Call	243.36	-9.55	⋮
5.	Holden Newrick in Agent	256.93	+17.17	⋮

(Average H)

Mission Subscription

6. Going forward, you would like to monitor Team 4's productivity on a monthly basis. How can you automate this so that you receive a report on the first of every month?

    Answer: Change my mission date to **last month** and create a subscription for myself to be sent the first Monday morning of each month.

    a. Ensure your date is set to a rolling range for the last 1 month.
    b. Exit edit mode.
    c. Select **Subscribe** > **Create a new subscription** in the upper-right corner.
    d. Create a name for your subscription: **Team 4 Performance Analysis.**
    e. Change the delivery time to **Monthly on the first day of the month**. Set the time and time zone to your preference. Finally, ensure that you select **Create Subscription**.

Magic Documents

Your final task is to use Magic Documents to create a PowerPoint presentation for the Call Centre Sr. Manager, primarily focusing on Team 4 performance.

Answer: Audience = Call Centre Sr, Manager, Objective = Team 4 Performance.
To get there: Select the Magic Documents tab.