What does Olmsted do?
Olmsted’s call center line works with multiple organizations to assist people within the Western New York community. The Olmsted call line constitutes several teams that assist callers with a wide range of needs such as Deaf Access Services, Homeless helpline, and Tax line.

What is the purpose of our project?
To take raw data collected from the Olmsted Center for Sight and transform it into user-friendly charts in order to provide useful insights that facilitate decision-making for our client.

Collected raw call data through Olmsted Call Center’s call managing software

Exported into .xlsm format

Used Excel, PowerQuery, and PowerPivot, developed interactive dashboards based on pivot tables of the data

Visualized time spent on after call work (ACW) on average by each agent, and established a benchmark for average ACW.

Explored compliance with Service Level Agreement (SLA) to answer 80% of calls within 30 seconds. The buttons allow Olmsted to compare data through many different time periods, teams, and campaigns.

Analyzed trends of abandoned calls over time.

In SLA compliance over time, we were able to identify days and times Olmsted should allocate more staffing resources to answer 80% of calls within 30 seconds. The buttons allow Olmsted to compare data through many different time periods, teams, and campaigns.

Selecting different buttons, between the morning and after hours shifts, highlights the amount of SLA compliance and failure during the week.

The interactive graph below allows Olmsted to see the average amount of time, in seconds, an agent spends doing after call work compared to other members by team, skill, or both.

Selecting different buttons, between the morning and after hours shifts, highlights the amount of SLA compliance and failure during the week.

Olmsted defines skill as an area where an agent assists and directs a caller to further assistance within the Western New York area.

We created an interactive user-friendly menu system that allows Olmsted to easily see trends within the data we provided.