

KPI Service Division

KPI Code					
CR1		/ Dashboaras	100% = 20 95-99% = 15 90-94% = 10 90% = 0	20	

CR2	Call Rank	Call Rank Rank A Rank B 4 Rank C 3 (20 /) ***CR ***	Call Rank <table><tr><th>Ra nk A</th><th>Ra nk B</th><th>Ra nk C</th></tr><tr><td> </td><td>4 </td><td>3 </td></tr><tr><td> </td><td> /</td><td> /</td></tr><tr><td> </td><td> </td><td> </td></tr><tr><td> </td><td> </td><td> </td></tr><tr><td> </td><td> </td><td> </td></tr><tr><td> </td><td> </td><td> </td></tr><tr><td> </td><td> </td><td> </td></tr><tr><td> </td><td> </td><td> </td></tr></table> Call >=100% = 10 Call >=90% = 8 Call >=80% = 5 Call 80% = 0	Ra nk A	Ra nk B	Ra nk C		4	3		/	/																			10
Ra nk A	Ra nk B	Ra nk C																													
	4	3																													
	/	/																													

CR6	████████ ████████ ███ ,███ Back order, ████████ ███ , ████████ ███	████████ ████████ ████████ ████████ ███ - ████████ ████████ ███ ████████ ██████ Dashboardas	████████ ████████ , ███ Back order, ████████ ███ , ████████ ███ , ████████ ████████ ████████ ████████ ██████ ████████ ████████ ████████ ██████ - ████████ ████████ ████████ ███ 100% = 10 ██████ - ████████ ████████ ██████ ██████ = 0 ██████	10	
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