Customer Call Traffic Reports

Next Day Call Reports - Made Simple

- In **Sales**, activity and time spent predicts **Revenue**

- In **Service**, activity and time spent predicts **Reputation**

- In sales and service groups, posting activity and time spent reports **enables Employee Competition** and **increases Productivity**

The #1 question management asks/wonders *today* is:

What was yesterday's effort to make more sales and provide better service?

That high-impact question is answered by POPP's Customer Call Traffic Reports.

Daily Sales Report

POPP COMMUNICATIONS	ANSWERED											
	User Outbound Calls						User Inbound Calls					
	External			Internal			External			Internal		
Phone Number / Name	Call Count	Total Minutes	Average Minutes	Call Count	Total Minutes	Average Minutes	Call Count	Total Minutes	Average Minutes	Call Count	Total Minutes	Average Minutes
763-555-5651 Bobby												
763-555-5652 Terry												
763-555-5654 Ronnie												
763-555-5657 Pat												
TOTAL	0	0.0	0.0	0	0.0	0.0	0	0.0	0.0	0	0.0	0.0

| ‹ › | **2019_05_21** | WeekToDate | MonthToDate | CallDetail | ⊕ |

↕— Microsoft Excel Tabs —↕   ↕   *External calls transferred internally become internal calls.*

- Daily reports give coaches **easy-to-use knowledge** about yesterday
- Post daily metrics to encourage **fun competition** for employees

The increased mobility of modern work environments makes activity and time spent measurements for managers more critical. Whether your employees are in the office, mobile, or working from home, you can be confident that POPP's Employee Next Day Call Reports provide the knowledge to measure activity in one single report.

- Simple to read, daily reports are emailed and can be customized by company, departments/groups, or a single employee
- Data on all user types: whether Basic, Enhanced, Virtual or Analog – all calls are included, even those using the Business Mobility app
- Management can quickly access the reports or establish email settings at POPP.com/MMA

Measuring Productivity Made Simple and Identifying Top Producer - Tool #1 of 2

Confidently Identify Your Top Producers

Who on your team handles call after call, problem after problem, with a positive attitude and enthusiasm?

Your top producers.

In business, **activity drives results**. POPP supplies metrics you can build into reports and post showing the number of calls made and received, and charts of the time spent per call, per employee.
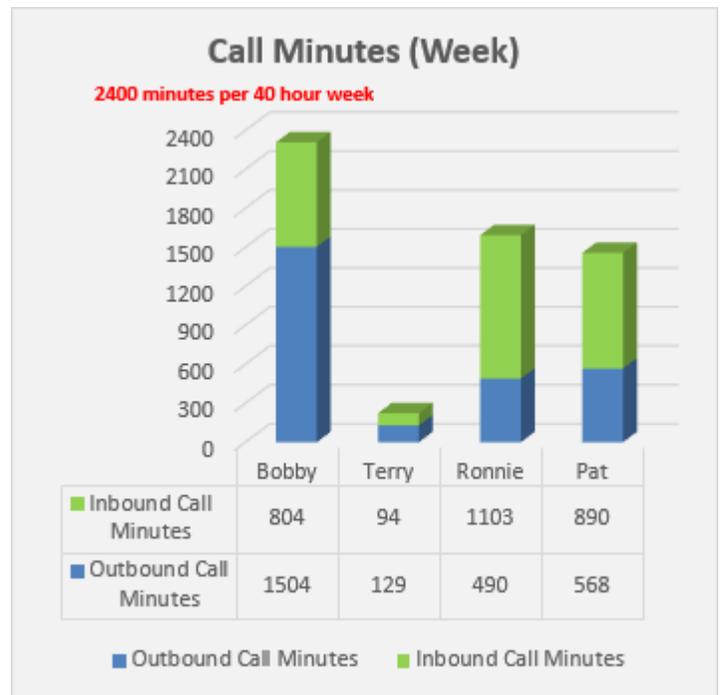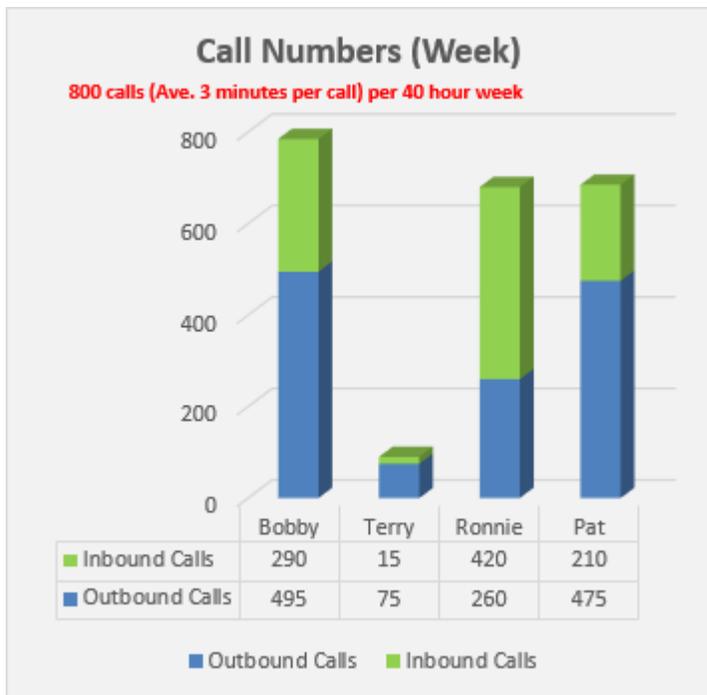
- Let your top performers know **you see the work they are doing**.
- When there is transparency in performance, all team members **know what good activity looks like**.
- Recognize, reward, and retain Top Producers.

Customizing POPP's Customer Call Traffic Report data for your business:

POPP's Customer Call Traffic Reports are provided in a simple Microsoft® Excel format. Using Excel (or the software of your choice), turn the report data into charts for a graphical representation of activity.

Share charts with employees so they can **see the bigger picture** and how they measure up.

Examples of charts you can create in Excel based on data from POPP's Customer Call Traffic Reports:

Call Numbers (Week)
800 calls (Ave. 3 minutes per call) per 40 hour week

	Bobby	Terry	Ronnie	Pat
Inbound Calls	290	15	420	210
Outbound Calls	495	75	260	475

Call Minutes (Week)
2400 minutes per 40 hour week

	Bobby	Terry	Ronnie	Pat
Inbound Call Minutes	804	94	1103	890
Outbound Call Minutes	1504	129	490	568

At POPP, our Top Producers spend roughly 80% of their time on calls for an average of 1920 minutes per week. We find the charts above helpful not only for recognizing top producers but in determining **production capacity** - the potential calls that could be handled during peak periods.

Better data drives better decisions.