

UCSF Health: Finding Call Center Success Through Actionable Tableau Dashboards

Improving Call Answered Rate by 300% in 6 Months

The UCSF School of Dentistry (SOD) team was **manually reporting** on their call center performance and using non-standardized reporting. This manual, incomplete reporting prevented them from having a single source of truth or from fully assessing their staffing needs. As a result, they had to rely on **individual SME knowledge** to staff and **couldn't fully assess agent performance**.

They enlisted the help of the Prominence team to create a **Tableau dashboard to automate and standardize their Call Center analytics**. This project allowed them to gain **full insight into their FTE needs and resulted in a 300% increase in call answered rate within the first 6 months of implementation**.



Developing Actionable Tableau Dashboards

The UCSF Health team recognized the necessity of meticulously preparing their data for ongoing, automated analysis. This crucial step enabled them to derive actionable insights efficiently and effectively. Leveraging their collaboration with Prominence Advisors, UCSF Health seamlessly streamlined their data preparation processes, ensuring that the information was primed for ingestion into their analytical frameworks.

In response to UCSF Health's reporting needs, the Prominence UI team developed intuitive dashboards that provided comprehensive insights into call center performance. These dynamic dashboards not only offer a high-level overview of performance metrics but also equip leadership with the capability to delve deeper into specific departments and individual agent performance. This granular level of analysis facilitated informed decision-making and empowered UCSF Health to continuously optimize their call center operations for enhanced efficiency and customer satisfaction.



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Contact our team today to get started **doing more with your data!**



Proven Results in Just 6 Months

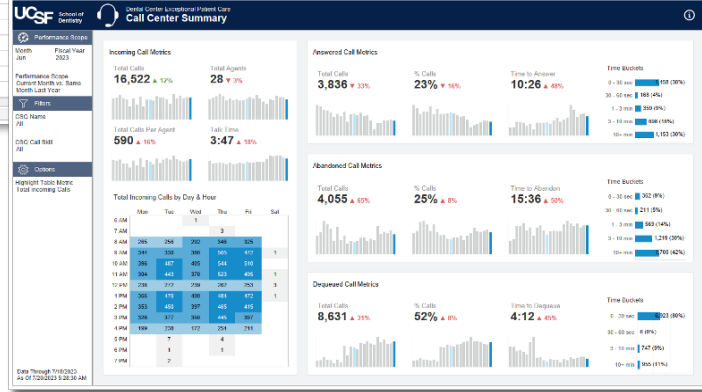
Over the span of just six months, UCSF Health witnessed a staggering **300% increase in their call answered rate**, a testament to the transformative impact of data-driven analytics and the increased visibility created by this dashboard.

One of the key outcomes of the partnership was the implementation of **Erlang Calculator Inputs**, providing invaluable insights into the optimal staffing levels required to meet fluctuating call volumes. By leveraging this advanced analytical tool, UCSF Health gained the ability to accurately forecast staffing needs, ensuring that their call center operations were finely tuned to match demand. This not only optimized resource allocation but also significantly enhanced operational efficiency, enabling UCSF Health to deliver unparalleled levels of service to their patients and stakeholders.

Additionally, Prominence Advisors developed **downloadable detail tables for the relevant dashboards**. These tables offered comprehensive insights into various aspects of call center performance, empowering UCSF Health's leadership and operational teams with actionable data at their fingertips. Whether analyzing call handling times, agent performance metrics, or call resolution rates, these detail tables provided the necessary granularity for informed decision-making and continuous performance optimization.

Reporting Period Start Date	Reporting Period End Date	Grand Total	Total Incoming Calls	Avg. Queue Time	Max. Queue Time	Answered Calls	Avg. Handle Time	Avg. Hold Time	Max. Hold Time	Total Abandoned Calls	Avg. Time to Abandon	Max. Time to Abandon
7/1/2023	7/1/2023	1,418	1,085	5:41	1:56	1,126	0:01:30	0:01:30	0:10:42	180	0:56:40	3:09:22
CSQ ID	CSQ Name	CSQ Call Site										
284	SOD-QS-CHI-HOLN	SOD-QS-SHQHIO	421	6:59	1:50	183	0:03:40	0:01:40	0:10:42	180	0:59:31	
285	SOD-QS-ORTHO-SP	SOD-QS-SQTHIO	53	0:11:36	1:07:38	23	0:13:48	0:01:08	0:28:35	16	0:13:03	
286	SOD-QS-PHRO-EN	SOD-QS-SPHRO	456	0:11:36	3:21:23	196	0:17:56	0:07:30	0:37:36	147	0:13:01	
287	SOD-QS-PEDIO-SP	SOD-QS-SPEDIO	35	0:18:23	1:54:54	9	0:23:45	0:01:07	0:10:38	14	0:14:58	
288	SOD-QS-PEDIO-EN	SOD-QS-SPEDIO	873	0:18:08	3:23:44	296	0:11:50	0:01:53	0:33:06	412	0:14:00	
289	SOD-QS-PEDIO-SP	SOD-QS-SPEDIO	180	0:18:42	2:24:17	80	0:18:01	0:01:59	0:28:22	91	0:25:54	
290	SOD-PROS-ENDO-SCHEDULING	SOD-PROS-ENDO-SCHEDULING	273	0:05:21	1:10:13	151	0:03:30	0:02:40	0:23:43	40	0:11:37	
290	SOD-PROS-PROS-SCHEDULING	SOD-PROS-PROS-SCHEDULING	319	0:01:11	0:43:20	279	0:01:21	0:02:51	0:24:55	11	0:04:00	
294	SOD-PROS-PHP-SCHEDULING	SOD-PROS-PHP-SCHEDULING	1,430	0:10:28	3:28:48	241	0:14:44	0:01:27	1:32:07	430	0:16:14	
311	SOD-ORALMED	SOD-ORALMED	396	0:07:14	1:22:28	179	0:05:21	0:02:14	0:18:54	97	0:09:29	
313	SOD-ORALMED	SOD-ORALMED	1,330	0:20:06	4:58:04	77	0:05:01	0:02:37	0:39:48	724	0:22:26	
815	SOD-PROS-ENDO-EN	SOD-PROS-ENDO-EN	1,912	0:02:58	1:55:53	164	0:14:58	0:05:53	0:36:56	147	0:11:06	
910	SOD-PHILDOC-SP	SOD-PHILDOC-SP	147	0:01:54								
916	SOD-PEDSAB	SOD-PEDSAB	477	0:02:04								
953	SOD-ORAL-CHI-SURGARY-SC	SOD-ORAL-CHI-SURGARY-SC	166	0:00:00								
954	SOD-ORAL-CHI-FRONT-DESK	SOD-ORAL-CHI-FRONT-DESK	39									
955	SOD-PBS	SOD-PBS	774	0:08:57								
990	SOD-FHS	SOD-FHS	898	0:08:31								

Agent ID	Agent Full Name	Presented Calls	Answered Calls	% of Presented	Avg. Handle Time	Max. Handle Time	Avg. Talk Time	Max. Talk Time	Avg. Wait Time	Max. Wait Time
4401	Ji-Fang, Feng	109	108	99.1%	0:02:22	0:02:43	0:13:43	0:02:04	0:09:22	
4488	Oswald, Thoma	2	0	0.0%						
8922	Deborah, Guzman	29	29	100.0%	0:07:19	0:07:19	0:10:52	0:09:38	0:27:12	
7272	Munoz, Yvette	4	2	50.0%	0:23:24	0:23:24	0:09:50	0:11:36	0:24:42	
13032	Sanchez, Rosa	150	151	97.4%	0:04:49	0:04:49	0:02:09	0:14:08	0:03:11	0:18:36
18109	Wend, Lorena	120	132	97.8%	0:09:41	0:09:41	0:02:53	0:24:58	0:07:20	0:31:38
18442	Yee, Ana	167	149	89.8%	0:04:06	0:04:06	0:02:06	0:20:11	0:09:12	0:23:25
18994	Boyd, Amy	150	151	100.0%	0:06:23	0:06:23	0:03:23	0:13:89	0:03:89	
18995	Kemp, Gary	8	8	100.0%	0:05:10	0:05:10	0:03:00	0:07:30	0:01:37	0:05:15
18997	Sol, Lirico	2	2	100.0%	0:05:16	0:05:16	0:03:16	0:05:57	0:01:56	0:07:38
18998	Alvarez, Pulgarin	88	75	85.2%	0:02:21	0:02:21	0:01:55	0:06:27	0:01:57	
18999	Woo, Ranae	2	2	100.0%	0:04:50	0:04:50	0:04:26	0:08:06		
19020	Xie, Jie	3	2	66.7%	0:05:45	0:05:45	0:02:23	0:07:56	0:04:44	0:04:44
19023	Lee-Wong, Kathy	187	187	100.0%	0:04:56	0:04:56	0:02:42	0:16:41	0:02:35	0:12:31
19404	Estroza, Maicre	78	54	69.2%	0:05:43	0:05:43	0:04:35	0:02:14	0:04:11	
21177	Arundato, Jan	6	5	100.0%	0:05:40	0:05:40	0:03:40	0:13:40	0:02:12	0:04:12
21915	Lopez, Jen	23	19	82.6%	0:07:58	0:07:58	0:04:45	0:13:17	0:02:45	0:05:08
22405	Ramos, Lorena	303	266	73.3%	0:04:00	0:04:00	0:02:55	0:21:51	0:02:35	0:20:54
22487	Bello, Priscila	260	139	53.5%	0:05:41	0:05:41	0:04:04	0:15:42	0:02:18	0:05:07
22514	Darin, Sheryl	3	3	100.0%	0:07:53	0:07:53	0:05:38	0:08:34	0:01:02	0:01:02
33088	Monahan, Lon	154	130	81.5%	0:05:10	0:05:10	0:04:44	0:18:24	0:03:17	0:12:22
3389	82.8%	0:07:37	0:07:37	0:04:35	0:14:57	0:04:34	0:18:44			
35	63.3%	0:04:50	0:04:50	0:04:11	0:16:51	0:04:50	0:05:12			
156	79.6%	0:05:46	0:05:46	0:05:21	0:08:50	0:05:15	0:04:38			
101	86.1%	0:08:23	0:08:23	0:08:48	0:11:51	0:08:18	0:02:04			
310	89.2%	0:07:08	0:07:08	0:05:20	0:13:11	0:05:11	0:02:11			
0	0.0%	0:08:37	0:08:37	0:07:17	0:23:50	0:03:53	0:05:28			
28	93.5%	0:02:37	0:02:37	0:02:37	0:03:50	0:01:13	0:02:06			
25	92.6%	0:06:48	0:06:48	0:03:07	0:10:33	0:03:38	0:14:48			



Prominence Basecamp: Explore the Engagement

Watch the recap of our Basecamp event, in which UCSF Health's Rick Seefeldt provides an overview of this engagement.



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Contact our team today to get started doing more with your data!

