THOMAS EAPEN · SELECTED WORK

Bring the reporting views together

A synthetic service-status dashboard combining interval performance, snapshot-to-actual shrinkage and an illustrative response log.

Original report: **Excel · VBA-fed data** · Example calculations: **Python**

Synthetic example · independently invented data · One-page A3 landscape

176 / 176
calls · forecast / actual
Illustrative window · 09:00–11:00

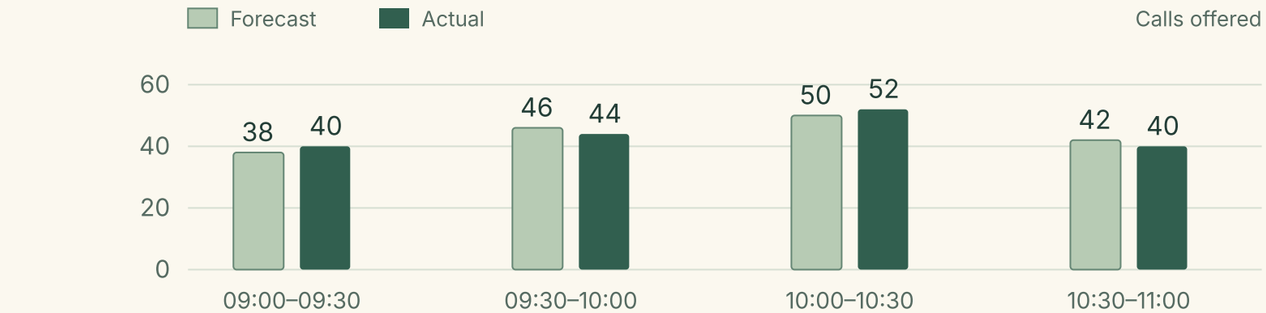
208.0 s
average handling time
34,945 seconds ÷ 168 answered calls

81.3%
within the example 20s target
143 answered within target ÷ 176 offered

13.08 h
actual available person-hours
13.67 h at the snapshot

01 / FORECAST AND ACTUAL INTERVALS

Matching totals can hide a different day



Interval	AHT · s	Within 20s / offered	Snapshot available · h	Actual available · h
09:00–09:30	195.8	80.0%	3.42	3.33
09:30–10:00	198.4	86.4%	3.50	3.17
10:00–10:30	238.8	75.0%	3.33	3.25
10:30–11:00	192.7	85.0%	3.42	3.33
Window total	**208.0**	**81.3%**	**13.67**	**13.08**

Computed from the same unrounded results as the interval study

Totals use underlying counts and seconds, not averages of the displayed interval averages. Inspect the calculation ↗

02 / SHRINKAGE COMPARISON

Explain the change from the snapshot

Category	Snapshot	Actual	Change
Learning	70	75	+5
Coordination	40	50	+10
Other	30	50	+20
All categories	**140**	**175**	**+35**

Offline person-minutes by category

The 35 additional offline minutes reduce available time by the same amount. Inspect the grouped report ↗

03 / INVENTED RESPONSE ENTRY

Record the action and outcome

Identified	10:05 · Illustrative data-refresh delay
Action	Retry the import and reconcile the refreshed interval totals.
Response	Refresh completed; totals reconciled.
Closed	10:09 · 4 minutes later

A fictional reporting incident; no causal effect on the call metrics is asserted.

Separate calculation from presentation. This dashboard consumes the same computed interval and shrinkage results as the two linked studies. The views are arranged for interpretation; no new metric is estimated from their rounded display values.

Clearly synthetic. All groups, figures, intervals and incident details are independently invented. The response target is an example convention, and available time is scheduled time less offline time—not a staffing-model recommendation.

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New illustrative material explaining the approach. Values, configurations and results shown here are not historical workplace records.