

KPIs explained

What do the figures on your dashboard, in Statistics and under Invoices mean?

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<https://cockpit.memo-offitel.be/>**WHERE**

Dashboard, Statistieken and
Facturen

TIME

5 minutes

YOU WILL LEARN

How to read every figure correctly

Dashboard: today

KPI	Meaning
Messages to read	Messages with the status <i>Te lezen</i> (to read), out of the total number of messages. Click to open them.
Outstanding	The total amount of invoices still to be paid, with the number of invoices.
Contacts this month	The number of calls we handled for you this month.
Beats remaining	How many beats are left in your bundle, with your subscription name and period.

Beats and usage

KPI	Meaning
Beats used per month	The beats you used each month. They are counted per accounting number, so across all your sites together.
Balance remaining	The number of beats still available.
Verbruikt (used)	The number of beats used in the selected month.
Saldo vorige maand (previous balance)	The beats left over from the previous month.
Buiten pakket (outside bundle)	The beats used beyond your bundle.
Extra pakketten (extra bundles)	The beats from extra bundles purchased that month (+n below the month).
Saldo daarna (balance afterwards)	What is left after that month.

Dashboard: usage

The **Verbruik** (usage) block shows the work we have done for you over your full history.

KPI	Meaning
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Sessions	The number of separate contacts (conversations) we handled for you.
Billable	The share of sessions that is charged, with the percentage of the total.
Billable time	The total charged call time, in hours and minutes.
Calls	All calls, split into incoming (in) and outgoing (uit).
Forwarded messages	How many messages we forwarded to you by email, SMS and WhatsApp.

Statistics

KPI	Meaning
Calls	Calls received for your organisation in the selected month. Calls we made on your behalf are not included.
Answered / not answered	Not answered means the caller hung up before an agent could answer, usually while waiting in the queue.
Average call duration	The average duration from the moment we answer, so excluding waiting time.
Waiting time to answer	How long a caller waits on average before we answer, with the shortest and longest wait of the month.
Median	The duration of a typical call: half are shorter, half are longer. A few very long calls do not push the median up the way they do the average.
Busiest hours	The hours with the most calls, highlighted in a different colour.
Topics	What people called about, based on the messages we record after each call.

All hours and days are in Belgian time. Want to see each call individually, with what happened next? Go to **Berichten** (messages).

Questions about Memo Cockpit? Our team is happy to help. **+32 52 89 84 31** · Migratie@Memo-Offitel.be

Screenshots of the Dutch-language interface, with sample data. Your screen may differ slightly. Version 0.1 · October 2026.