

Praktijkvoorbeeld Container rederij haven van Antwerpen.



Hoe controle mechanismen
ongezonde druk, stress en
burn-out veroorzaken.

In de logistiek en havensector heerst enorme druk.
Werknemers worden continu gemonitord.
Gevolg: stress → burnout → hoge uitval.

In de haven van Antwerpen werken duizenden mensen bij
containerrederijen.

Het werk bestaat uit het snel afhandelen van calls, mails en
cases (klantendossiers)

Er heerst grote concurrentie onder de rederijen.

Module1

Agent	Team	Queue	Status	Activity Start Time	TimeInState	Agent Extension Number	
	BE_ML_AUTO	N/A	idle	20/04/26 7:47:17	03:33:27	8383232053801	
	BE_ML_AUTO	N/A	idle	20/04/26 10:23:56	00:56:48	8383232053916	
	BE_ML_AUTO	N/A	idle	20/04/26 10:31:58	00:48:46	3232053807	
	BE_ML_AUTO	N/A	available	20/04/26 10:46:44	00:34:01	8383232053832	
	BE_ML_COE_PL	Q_BE_ML_A...	connected	20/04/26 11:06:02	00:14:42	83848225414260	
	BE_ML_COE_PL	N/A	available	20/04/26 11:10:20	00:10:25	83848225414313	
	BE_ML_COE_PL	N/A	idle	20/04/26 11:10:38	00:10:06	83848225414402	
	BE_ML_COE_PL	N/A	available	20/04/26 11:10:42	00:10:03	83848225414305	
	BE_ML_COU	N/A	available	20/04/26 9:23:40	01:57:04	8383232053973	
	BE_ML_COU	N/A	available	20/04/26 11:17:08	00:03:37	8383232053860	
	BE_ML_DTS	N/A	available	20/04/26 11:09:45	00:10:59	8383232053958	
	BE_ML_DTS	N/A	idle	20/04/26 11:12:15	00:08:29	8383232053975	
	BE_ML_DTS	N/A	available	20/04/26 11:15:09	00:05:35	8383235404216	
	BE_ML_DTS	N/A	available	20/04/26 11:16:45	00:03:59	8383232053983	
	BE_ML_DTS	Q_BE_ML_C...	connected	20/04/26 11:18:25	00:02:20	8383232053965	
	BE_ML_DTS	Q_BE_ML_C...	connected	20/04/26 11:20:27	00:00:17	8383232053943	
	BE_ML_FMCG_1	N/A	idle	20/04/26 10:56:48	00:23:56	8383232053989	
	BE_ML_FMCG_1	N/A	idle	20/04/26 11:14:34	00:06:10	+3232053956	
	BE_ML_FMCG_1	N/A	available	20/04/26 11:15:25	00:05:19	8383232053961	
	BE_ML_FMCG_2	N/A	available	20/04/26 10:20:59	00:59:45	8383232053951	
	BE_ML_FMCG_2	N/A	available	20/04/26 10:33:41	00:47:04	8383232053803	
	BE_ML_FMCG_2	N/A	idle	20/04/26 11:11:55	00:08:50	8383232051505	
	BE ML FMCG 2	N/A	idle	20/04/26 11:13:16	00:07:28	8383232053925	
Summary							

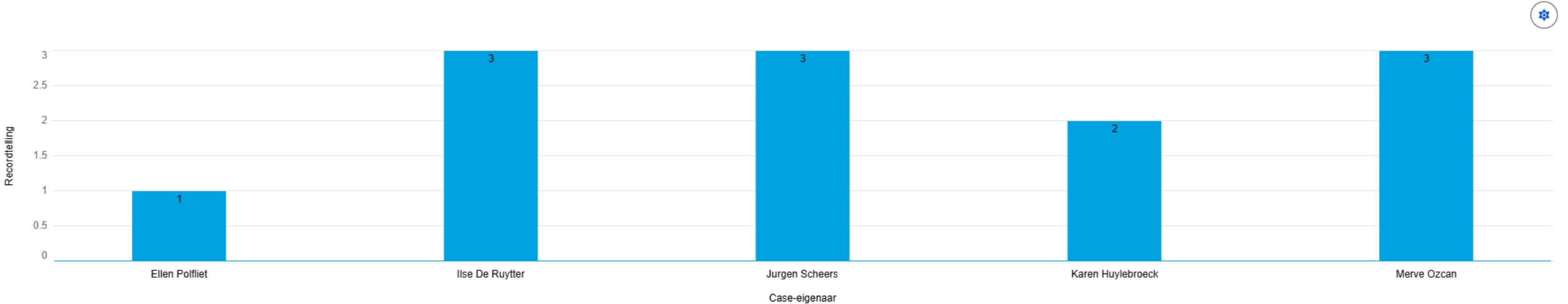


Module1

Agent	Team		Status	Agent Extension Number	Not Ready Reason	TimeInStat
	BE_ML_DTS		idle	8383235404216	Call Follow up Task	00:14:32
	BE_ML_DTS		available	8383232053975	N/A	00:05:55
	BE_ML_DTS		available	8383232053943	N/A	00:05:42
	BE_ML_DTS		available	8383232053958	N/A	00:02:28
	BE_ML_DTS		available	8383232053965	N/A	00:01:54
	BE_ML_DTS		available	8383232053983	N/A	00:00:16
	BE_ML_COE_PL		available	83848225414313	N/A	00:20:59
	BE_ML_COE_PL		available	83848225414402	N/A	00:17:55
	BE_ML_COE_PL		idle	83848225414305	Break	00:05:21
	BE_ML_COE_PL		available	83848225414336	N/A	00:05:19

Totaal aantal records
12

Totaal Leeftijd kantooruren
3.389



Case-eigenaar	Onderwerp	Openingsdatum/-tijd	Datum/tijd van laatste wijziging van case	Caserecordtype	Status	Casenummer	Leeftijd	Open	Gesloten	Accountnaam
E (1)	urgently !!!!! 98298 - REF. 265191611 - booking split after OBL printed without informing SEABIRD???	6/03/2026 10:07	14/04/2026 09:41	External Case	Awaiting Colleague Input	2603-356042902	1.080	☒	☐	SEABIRD INTERNATIONAL SH
Subtotaal										
I r (3)	Missing ETA Information – Andernach (1072641822 / 1072641820 / 1072641663)	16/04/2026 08:46	20/04/2026 09:58	External Case	Awaiting Colleague Input	2604-362026751	99	☒	☐	KUEHNE & NAGEL SPEDITION
	Customs Fine (€17,478.78) – Non-Clearance Import Customs Manifest – Dossier 1385/24/32_97 / 24/031 – Import Clearance 232511566 – B/L	31/03/2026 15:50	20/04/2026 10:17	External Case	Awaiting Colleague Input	2603-359730845	476	☒	☐	Internal Global Address Book - *

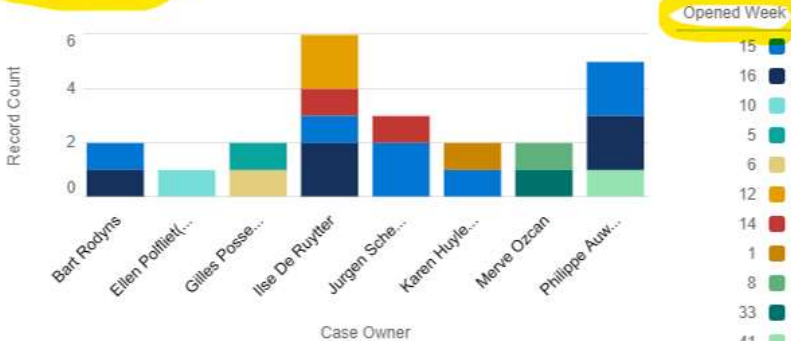
Csat This Month team

We can't draw this chart because there is no data.

[View Report \(Csat This Month team Sacha\)](#)

As of 14 Apr 2026, 11:06

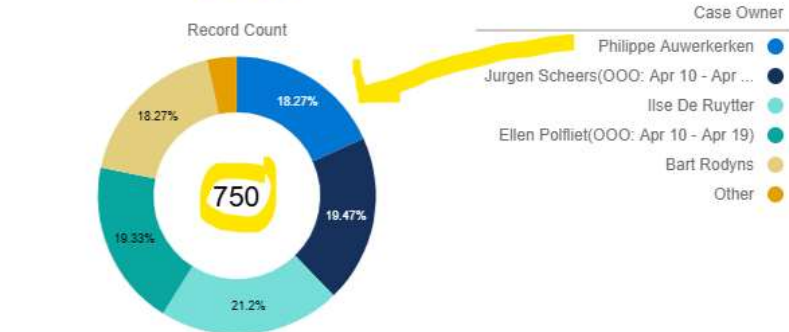
Open cases team



[View Report \(Open cases team Sacha \(per open week\)\)](#)

As of 14 Apr 2026, 11:06

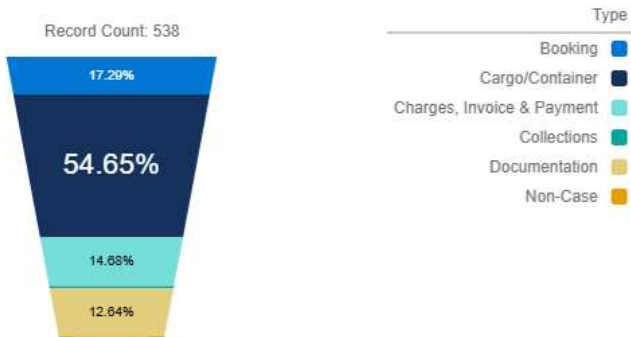
Number of cases last 30 days



[View Report \(Number of cases last 30 days Sacha\)](#)

As of 14 Apr 2026, 11:06

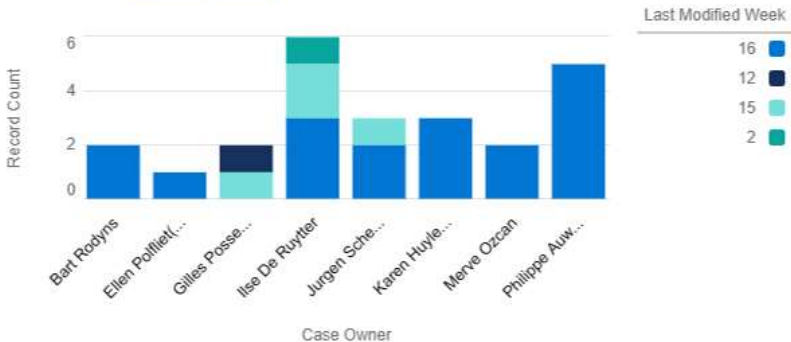
Case type :



[View Report \(Case type Sacha\)](#)

As of 14 Apr 2026, 11:06

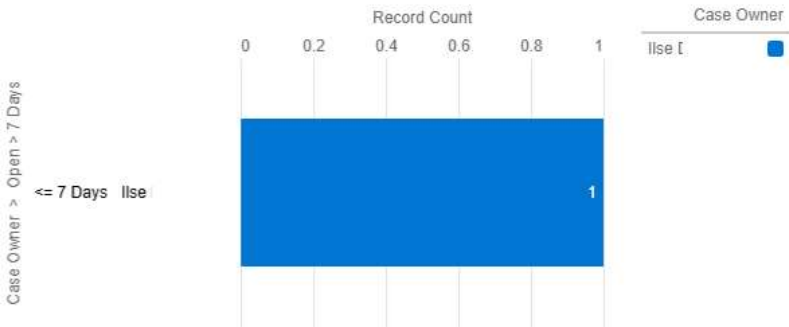
Open cases last action taken



[View Report \(Open cases last action taken Sacha\)](#)

As of 14 Apr 2026, 11:06

Open ISR team Sacha



[View Report \(Open ISR team Sacha\)](#)

As of 14 Apr 2026, 11:06



Salesforce

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Cases ▾

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Report: Tasks and Events

Sales Events Ivo Ivo Q1 - 2026

sales reports Q2 - 24

Enable Field Editing



Canceled: Weekly Broadcast NW...
10:30 20 Apr 2026

Total Records

104

Total HasNotes?

104

Assigned ↑ ▾	Activity Type ↑ ▾	Company / Account ↑ ▾	Date ↑ ▾	Created Date ▾	Opportunity ▾	Contact ▾	Subject
☐ Ivo Willoque (104)	Sales Call (Face-to-Face) (21)	BDP NETHERLANDS BV (2)	18/03/2026	23/03/2026	-	Dennis De Kok	LT_NL_BDP_E1W_INLAND
			23/03/2026	23/03/2026	-	Dennis De Kok	ST_LT_NL_BDP_INLANDS
		CEVA AIR & OCEAN (1)	23/03/2026	24/03/2026	-	ILSE SMEULDERS	ST_BE_CEVABE_ALL_TRA
		CEVA AIR & OCEAN NETHERLANDS B.V (1)	17/03/2026	22/03/2026	-	MONICA CANOVAS	NL_ST/LT_CEVA_NL_E1W
		DHL GLOBAL FORWARDING (BELGIUM) (2)	10/03/2026	22/03/2026	-	Peter Suykens	ST/LT_BE_DHL_BE_ALL TI
			19/03/2026	24/03/2026	-	Veronique Dekelver	ST_BE_DHLBE_ALL_TRAE
		DHL GLOBAL FORWARDING NETHERLANDS BV (2)	11/03/2026	22/03/2026		Dimitri Montan	ST/LT_NL_DHL_NL_ALL TI



SIP Participant

SIP-024954

	☐ SIP Measure: SI... ▼	KPI Name ↑ ▼	Applicable ... ▼	Weight ▼	Unit of Me... ▼	Target ▼	Actual ▼	Performanc... ▼
1	☐ SM-114058	L&S Revenue DTS EUR...	Q1	40%	USD	654,325	900,443.18	137.60%
2	☐ SM-114059	L&S Revenue DTS EUR...	Q2	40%	USD	887,939		0.00%
3	☐ SM-114060	L&S Revenue DTS EUR...	Q3	40%	USD	1,214,430		0.00%
4	☐ SM-114061	L&S Revenue DTS EUR...	Q4	40%	USD	1,371,138		0.00%
5	☐ SM-112850	Ocean Volume	Q1	60%	FFE	2,877	4,021.50	139.80%
6	☐ SM-128957	Ocean Volume	Q2	60%	FFE	4,308	688.50	16.00%
7	☐ SM-128958	Ocean Volume	Q3	60%	FFE	4,108		0.00%
8	☐ SM-128959	Ocean Volume	Q4	60%	FFE	4,377		0.00%