Agents Name

Becky | Dan | Diane | Greg | Jim

KPIs and Metrics

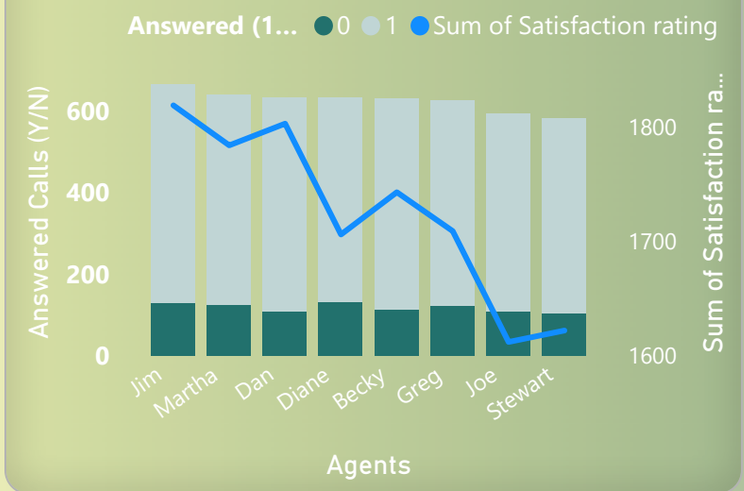
Answered Calls (Y/N))

0 | 1

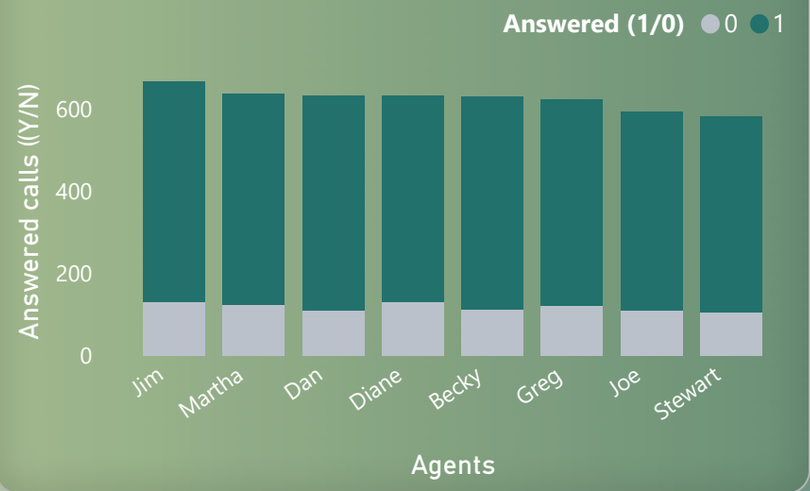
Resolved

0 | 1

Answered Calls by Agents and Satisfaction rate



Answered Calls (Y/N) by Agents



Avg Satisfaction Rate

3.40

Avg Speed of answering calls in secs

67.52

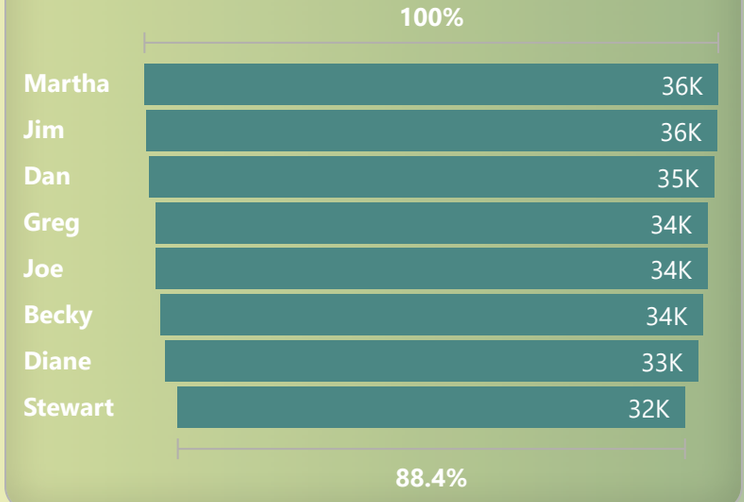
Total Calls

5000

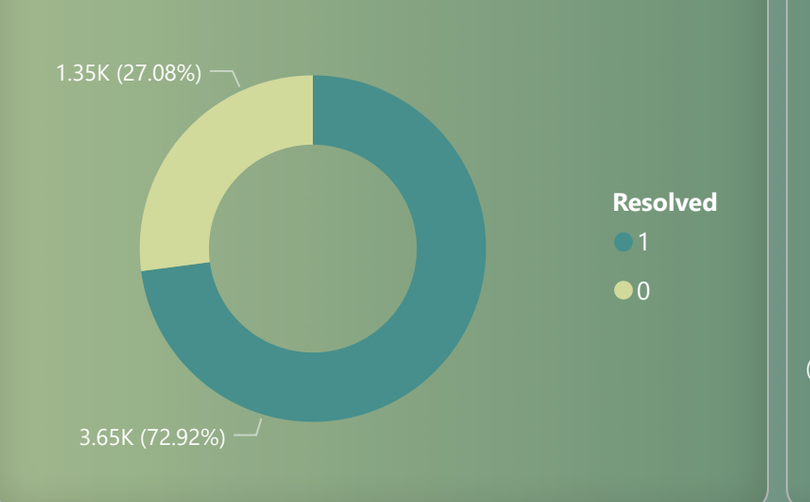
Latest Avg Call Duration in secs

224.92

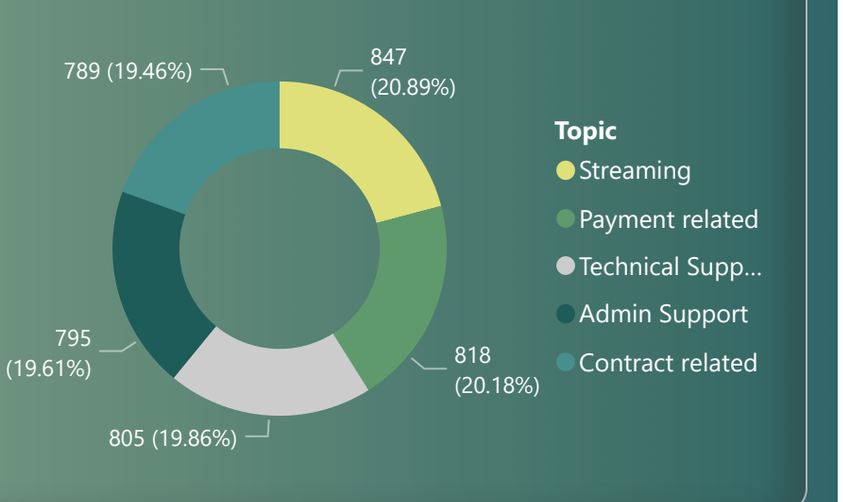
Sum of Speed of answer in seconds by Agent



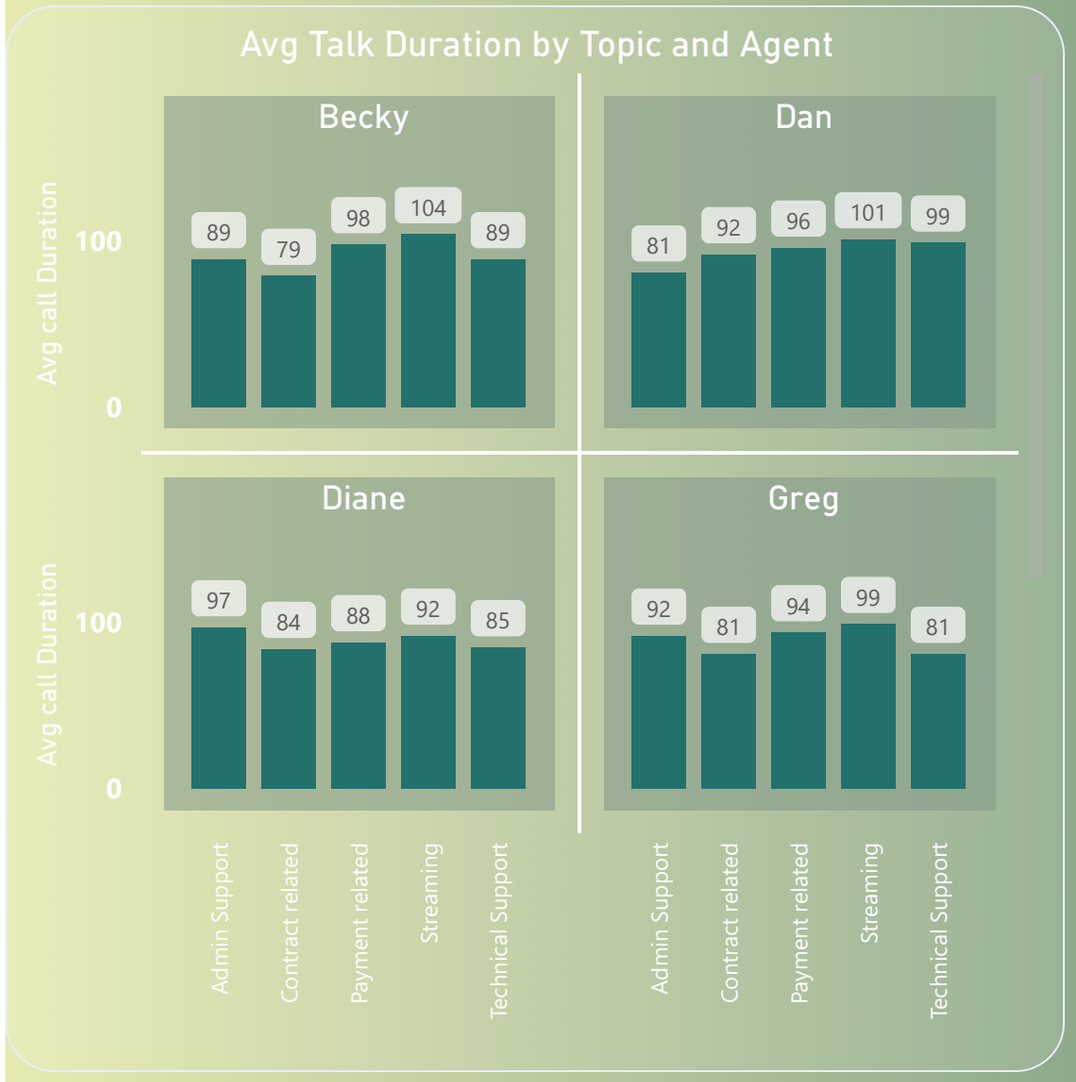
Count of Answered (1/0) by Resolved

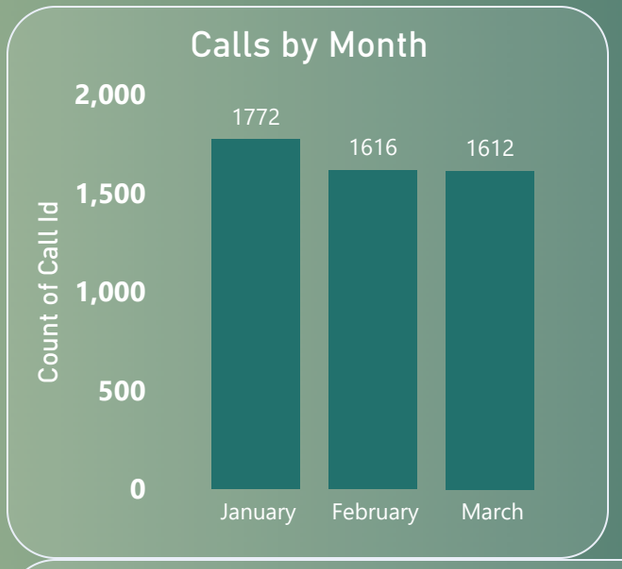


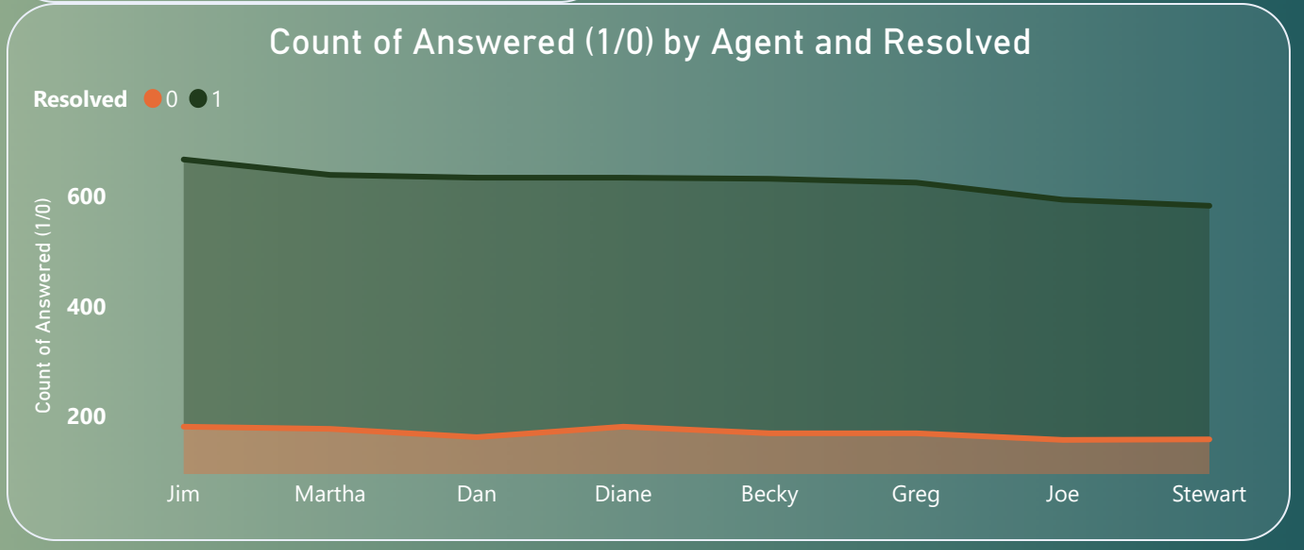
Avg Talk Duration by Topic



Performance of Agents







Key Insights from the Call center dataset:

1. Average Satisfaction rate is 3.40.
2. Total call answered is 4054 out of 5000 calls.
3. Resolved calls are 3646.
4. Streaming. Payment related and Technical Support are the top topics for call.
5. Jim, Martha and Dan are top 3 performer on the bases of calls answered over satisfaction rate.
6. Resolved call percentage is 72.92 %.
7. Height calls are in the month January.
8. Joe and Stewart sum of satisfaction is least when compared to other agents.
9. Martha, Jim and Dan asks the call in least time.
10. Jim Martha and Dan are top 3 agent in resolving the calls.