



Call Centre Trend Analysis

1/1/2021

1/30/2021



Overview

Agent Performance

Key Insights



Avg Satisfaction
Rate

3.46

Max. Rating Received : 5



Total Calls
Received

1712

Abandonment Rate : 17.82%



Total Calls
Answered

1407

Resolution Rate : 73.95%



Avg. Speed of
Answer (in sec)

67.21

Max Speed of Answer : 125

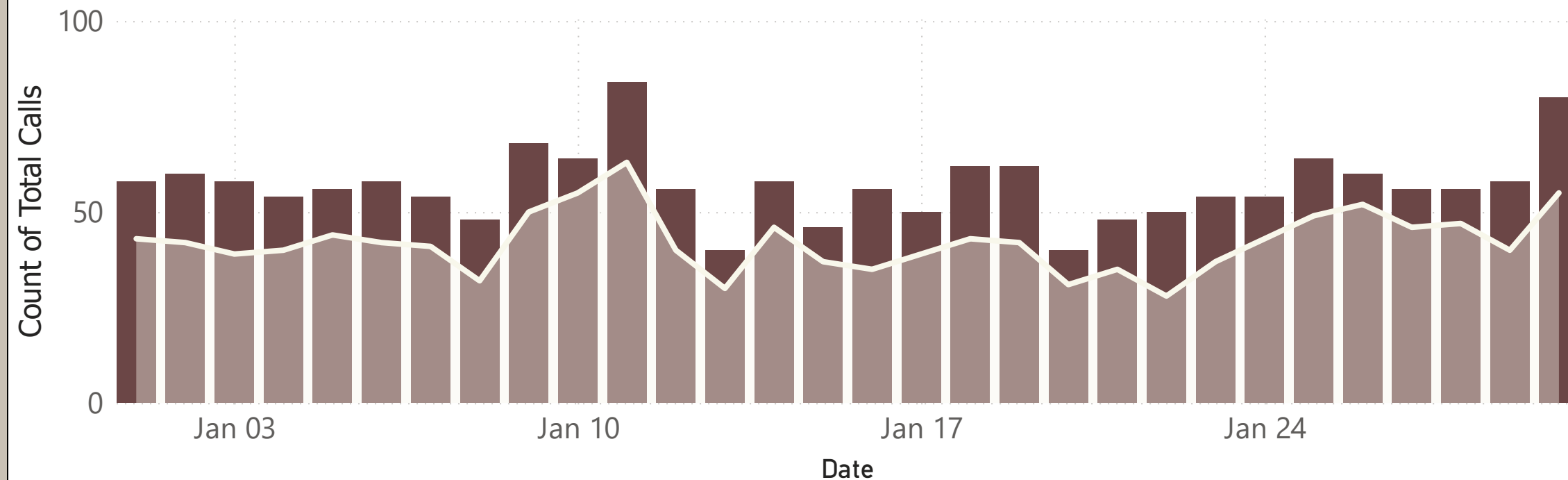
Topic	Count of Calls
Streaming	370
Technical Support	352
Payment related	342
Contract related	329
Admin Support	310

Overall Calls by Time

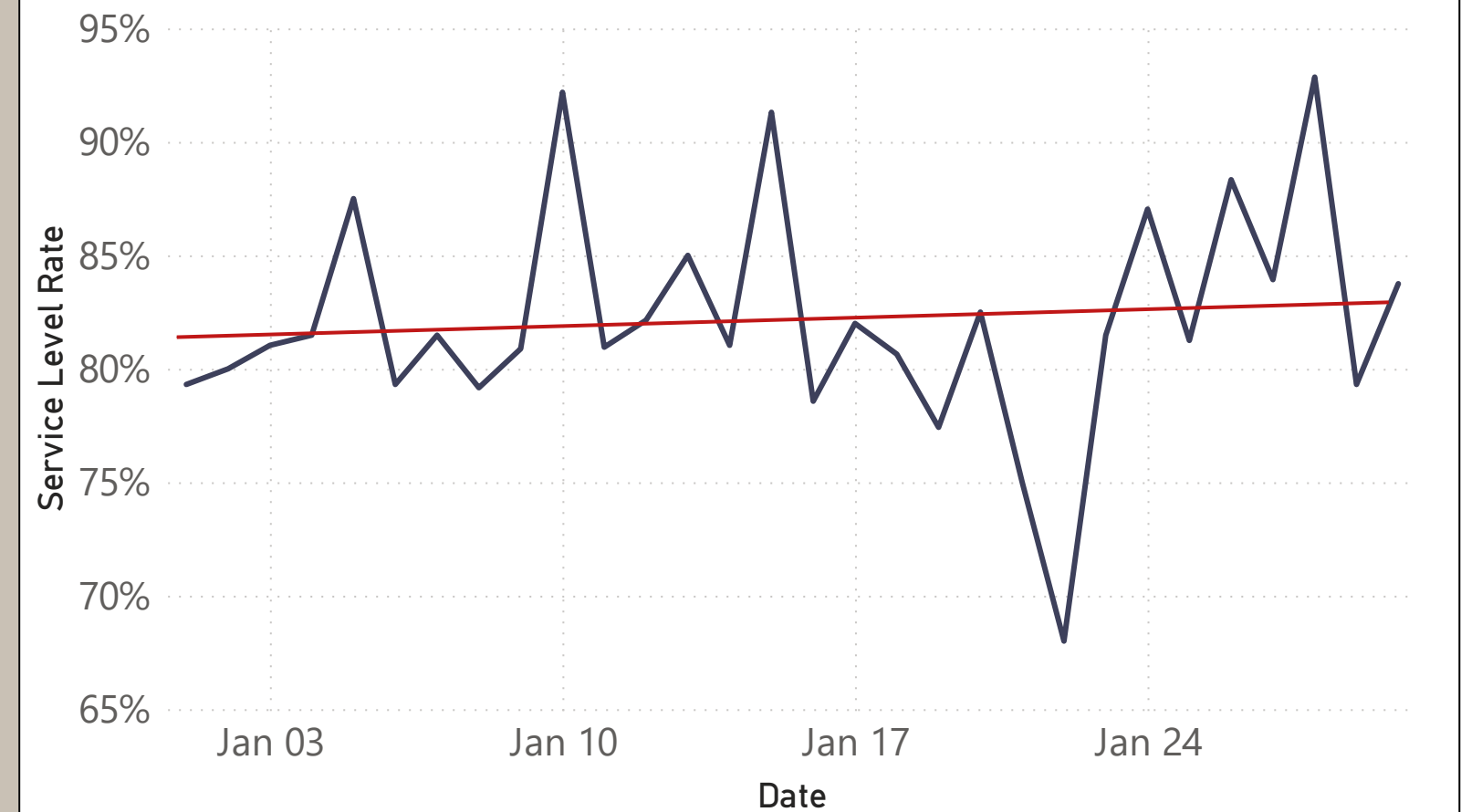
Total Calls v/s Resolved Calls

Total Calls Received v/s Resolved calls

Count of Total Calls Count of Resolved Calls



Trending Daily





Call Centre Trend Analysis

Agents Name

Becky

1/1/2021

3/31/2021

Overview

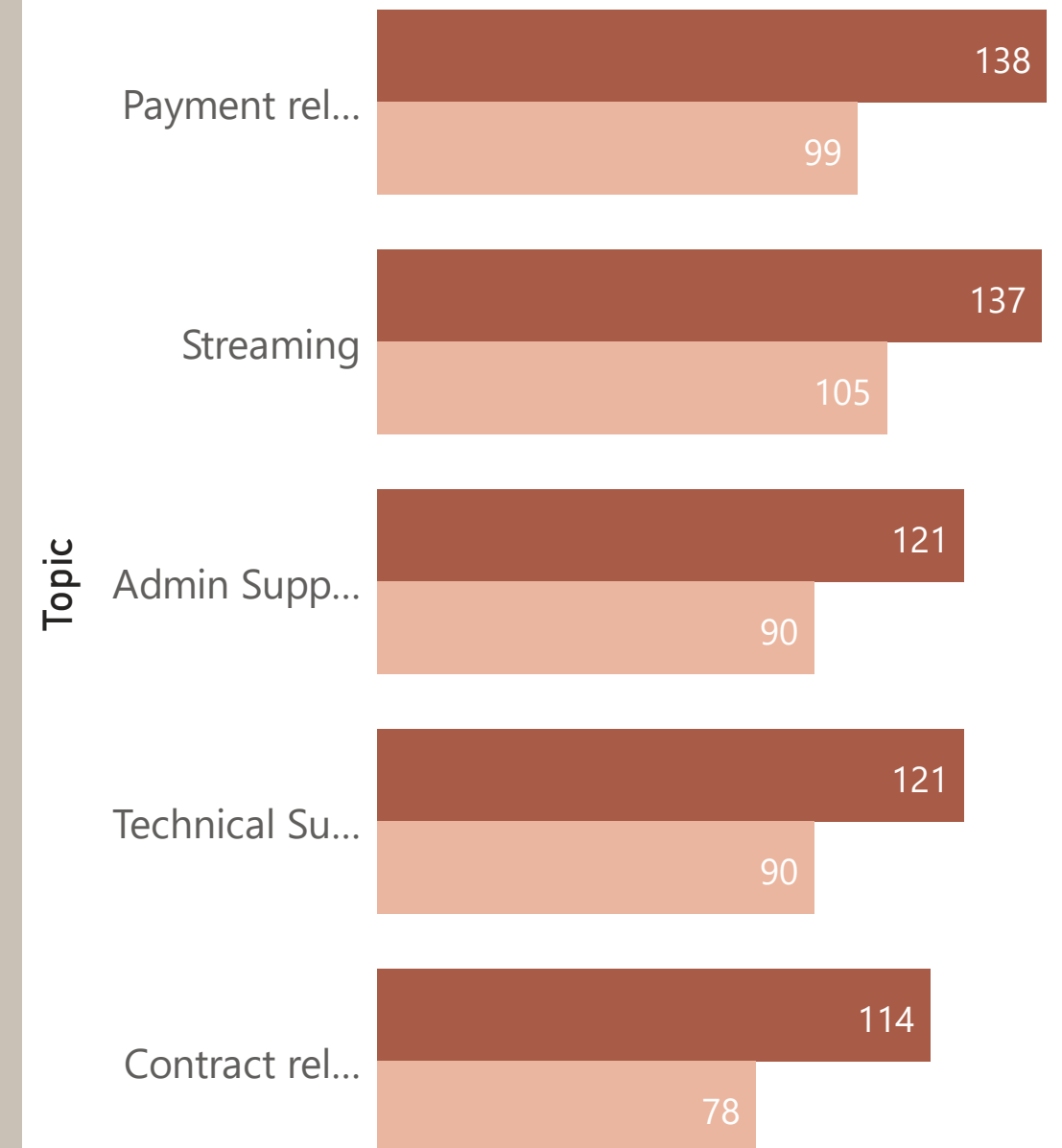
Agent Performance

Key Insights

Agent	Total Calls	Answered Calls	Resolution Rate	Avg. Answer Speed (in sec)	Avg. CSAT Score
Joe	593	484	73.52%	57.94	3.33
Martha	638	514	72.26%	55.98	3.47
Dan	633	523	74.41%	55.59	3.45
Greg	624	502	72.92%	55.06	3.40
Stewart	582	477	72.85%	54.24	3.40
Becky	631	517	73.22%	53.53	3.37
Jim	666	536	72.82%	53.39	3.39
Diane	633	501	71.41%	52.45	3.41
Total	5000	4054	72.92%	54.75	3.40

Calls Received v/s Resolved Calls

● Total Calls Received ● Total Resolved Calls

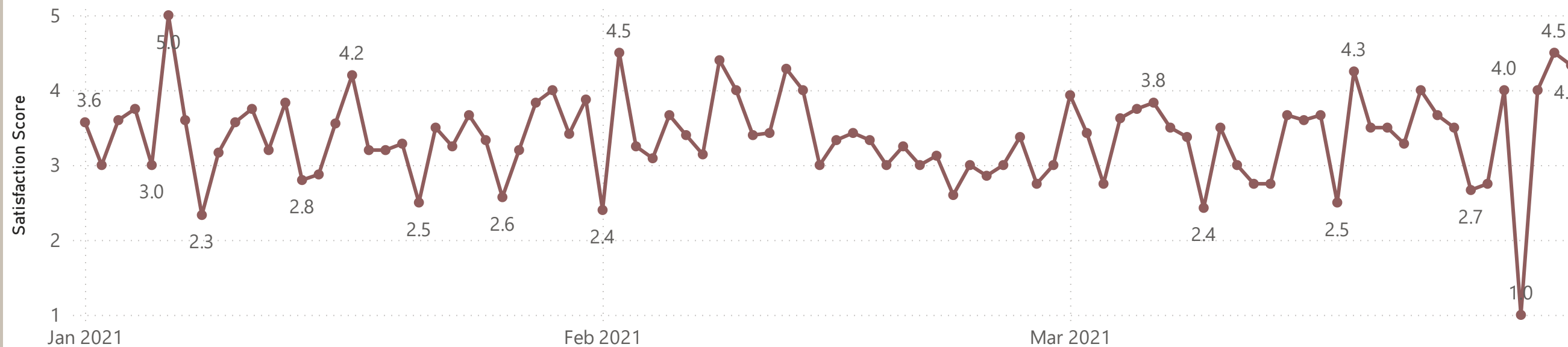


Satisfaction Score Trend

Avg. Speed of Answers

Call Abandonment Trend

Satisfaction Score Trend





Call Centre Trend Analysis

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Data-Driven Insights

- *** In the first quarter of 2021, PhoneNow received 5000 calls, with an overall abandonment rate of 18.92% and a resolution rate of 72.92%. Offering the options of chat, email, and "requesting callback" will increase the rate of problem resolution and reduce desertion.
- *** The maximum answer speed is 125 seconds, while the average answer speed is 67.52 seconds. It will be possible to respond to more client inquiries quickly by hiring additional agents, or by giving agents the required call centre training time to time.
- *** The average score for customer satisfaction is 3.40, which is greater than the desired level. Giving them the option to select subtopics under those five topics would help agents answer questions more quickly while also improving client satisfaction because it enables them to better comprehend the problem that each client is asking for.
- *** Streaming, technical support, and payment-related issues are the most frequent types of issues, with an overall resolution rate of over 70% and a service level rate of over 75%, which is fairly satisfactory. While Admin support and contract-related issues have over time gradually decreased service level rate, streaming and payment-related difficulties have exhibited a consistent service level rate.
- *** Dan has been a high performing agent, and Martha has done satisfactorily, with resolution rates of 74.41% and 72.26%, respectively. However, Martha has a low resolution rate for technical support and streaming issues. Martha has performed rather well in contract-related issues and payment-related issues. Additional training is required for agents in technical support, payment-related, and contract-related topics.