# **Call Analysis Report**

## **Category: Monday 9:00 – 9:30 AM — Top 3 Longest Calls**

### **Call 1**

* **Phone Number**: 9509011138
* **Agent**: Sahil Ansari
* **Purpose**: Re-inquiry of complaint

**Observations**:

1. Inadequate speaking and communication skills
2. Redundant explanation of previously resolved complaint
3. Approximately 10 minutes of silence during the call

### **Call 2**

* **Phone Number**: 6263434826
* **Agent**: Rahul Kumar Sharma
* **Duration**: 14 minutes, 50 seconds

**Observations**:

1. Excessive hold time
2. Customer's concern remained unresolved
3. Poor audio clarity
4. Around 8 minutes of silence recorded

### **Call 3**

* **Phone Number**: 8969693674
* **Agent**: Nikki Kumari
* **Duration**: 14 minutes, 12 seconds

**Observations**:

1. Agent asked the customer to call later due to workload
2. Poor communication effectiveness
3. Multiple instances of suggesting call disconnection
4. Approximately 4 minutes of silence

## **Category: Agent – Zeeshan Salman**

### **Call 1**

* **Phone Number**: 9525848879
* **Date & Time**: 06/12/2025, 9:03:46 AM
* **Duration**: 13 minutes, 3 seconds

**Observations**:

1. Speaking pace was too slow and repetitive
2. Explanations were overly lengthy
3. Unnecessary hold time
4. Lack of clarity on technician involvement (agent clarified he was not a technician)

### **Call 2**

* **Phone Number**: 9973422161
* **Date & Time**: 06/02/2025, 12:29:12 PM

**Observations**:

1. Unexplained 2-minute hold
2. Slow response throughout the call

## **Category: Agent – Vani Nayak**

### **Call 1**

* **Phone Number**: 9644515327
* **Date & Time**: 06/21/2025, 11:46:41 AM

**Observations**:

1. Multiple short holds ranging from 30 seconds to 1 minute
2. Approximately 11 minutes of silence

### **Call 2**

* **Phone Number**: 7002067929
* **Date & Time**: 06/18/2025, 1:58:17 PM

**Observations**:

1. Approximately 13 minutes of silence

## **Category: Agent – Rahul Kumar Mishra**

### **Call 1**

* **Phone Number**: 8235117617
* **Date & Time**: 06/20/2025, 12:39:13 PM

**Observations**:

1. Poor speaking and engagement skills
2. Roughly 10 minutes of silence

### **Call 2**

* **Phone Number**: 8423449030
* **Date & Time**: 06/21/2025, 3:02:25 PM

**Observations**:

1. Call did not take place — only ringtone was heard

## **Category: Agent – Gowtham Krishna**

### **Call 1**

* **Phone Number**: 7307879595
* **Date & Time**: 06/13/2025, 3:58:31 PM

**Observations**:

1. Approximately 6 minutes of silence (Tamil language context)

### **Call 2**

* **Phone Number**: 9847308092
* **Date & Time**: 06/25/2025, 1:11:05 PM

**Observations**:

1. Approximately 6 minutes of silence

# **Summary of Call Analysis Report**

### **1. Common Issues Identified Across Multiple Agents**

* **Extended Silence**: A recurring concern across almost all agents, with silence durations ranging from 4 to 13 minutes. This reflects inefficient handling, lack of engagement, or technical constraints.
* **Communication Skill Gaps**: Several agents, including Sahil Ansari, Nikki Kumari, and Rahul Kumar Mishra, demonstrated poor speaking skills or ineffective communication, impacting customer experience.
* **Prolonged Hold Times**: Repeated hold durations — often without explanation — were flagged in calls handled by Rahul Kumar Sharma, Zeeshan Salman, and Vani Nayak.
* **Redundant or Unclear Explanations**: Some agents gave repetitive or overly lengthy explanations (e.g., Zeeshan Salman), which led to extended call durations and customer frustration.
* **Improper Call Closure or Escalation**: Instances were observed where agents asked customers to disconnect or call again later, especially during high workload periods, rather than properly managing or escalating the issue.
* **Unanswered or Failed Calls**: At least one instance (Rahul Kumar Mishra – Call 2) showed a call with no engagement (only ringtone), indicating possible technical or operational lapses.

### **2. Agent-Specific Observations**

* **Sahil Ansari**: Needs focused training on handling re-inquiries and maintaining active communication throughout the call.
* **Rahul Kumar Sharma**: Requires improvement in managing hold durations and ensuring clarity of voice.
* **Nikki Kumari**: Demonstrated poor call closure etiquette; must avoid suggesting call disconnection.
* **Zeeshan Salman**: Communication was repetitive and slow. Needs training in concise and technical communication.
* **Vani Nayak**: Long silences and frequent holds indicate possible procedural confusion or hesitation in handling.
* **Rahul Kumar Mishra**: Limited interaction and a failed call reflect the need for technical checks and communication training.
* **Gowtham Krishna**: Language-based and silence issues may require linguistic or regional support enhancements.