



# CALL CENTER ANALYSIS

Agent

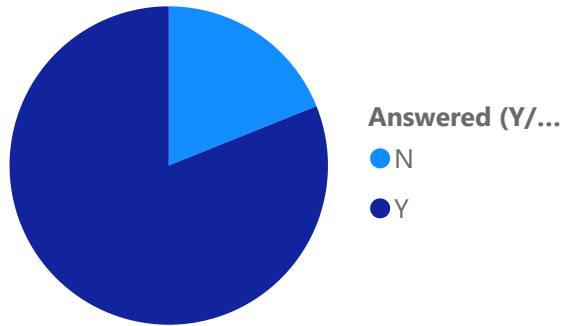
All

Date

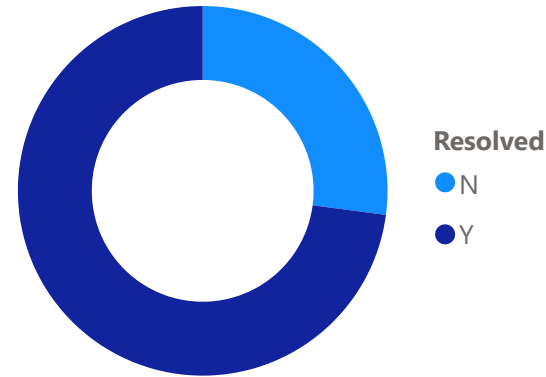
1/1/2021

3/31/2021

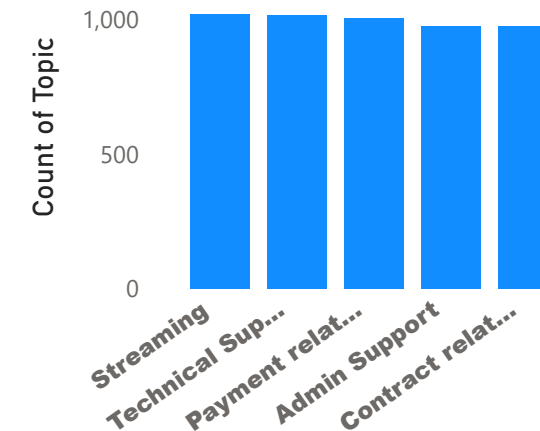
Answered Calls (Y/N)



Resolved Calls



Count of Topic



Calls Answered

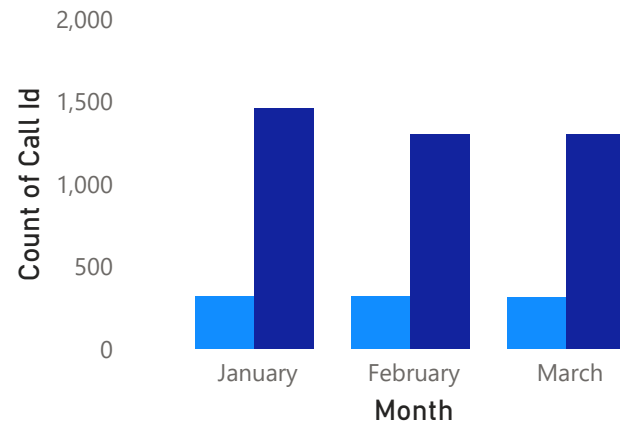
946

Calls Answered

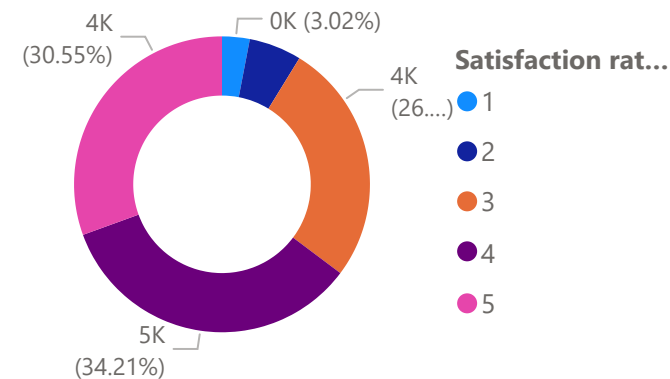
4054

Calls Per Month

Answered ... N Y



Sum of Satisfaction rating by Satisfaction rating



Agent	Calls Answered	Calls Missed
Becky	517	114
Dan	523	110
Diane	501	132
Greg	502	122
Jim	536	130
Joe	484	109
Martha	514	124
Stewart	477	105
Total	4054	946

No. Of Agents

8

Total Calls

5000

# CHURN ANALYSIS



Total Customers

7043

Senior Citizen

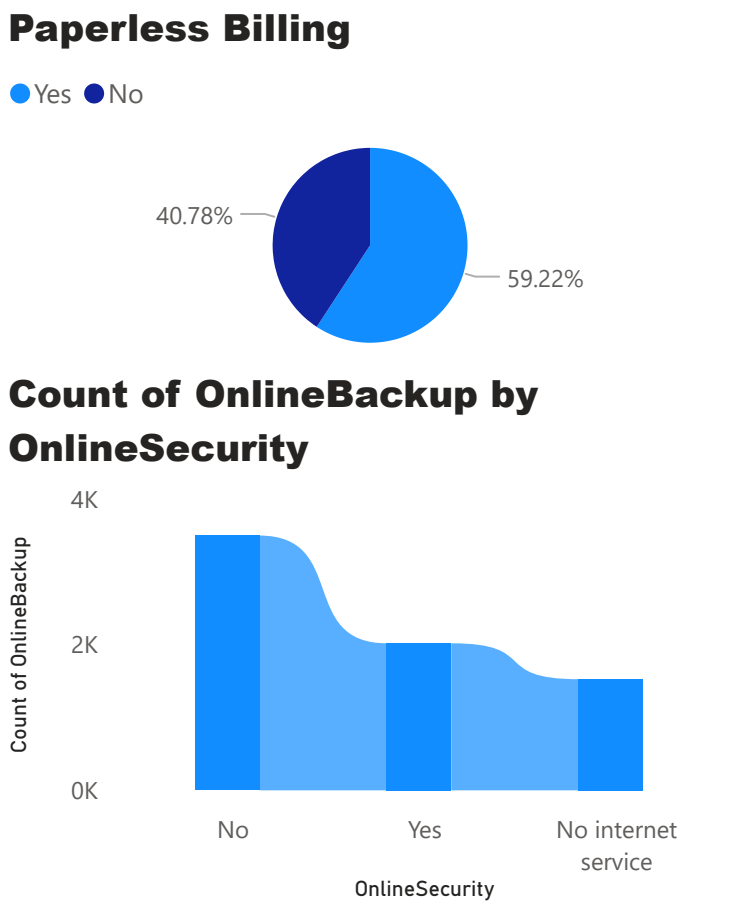
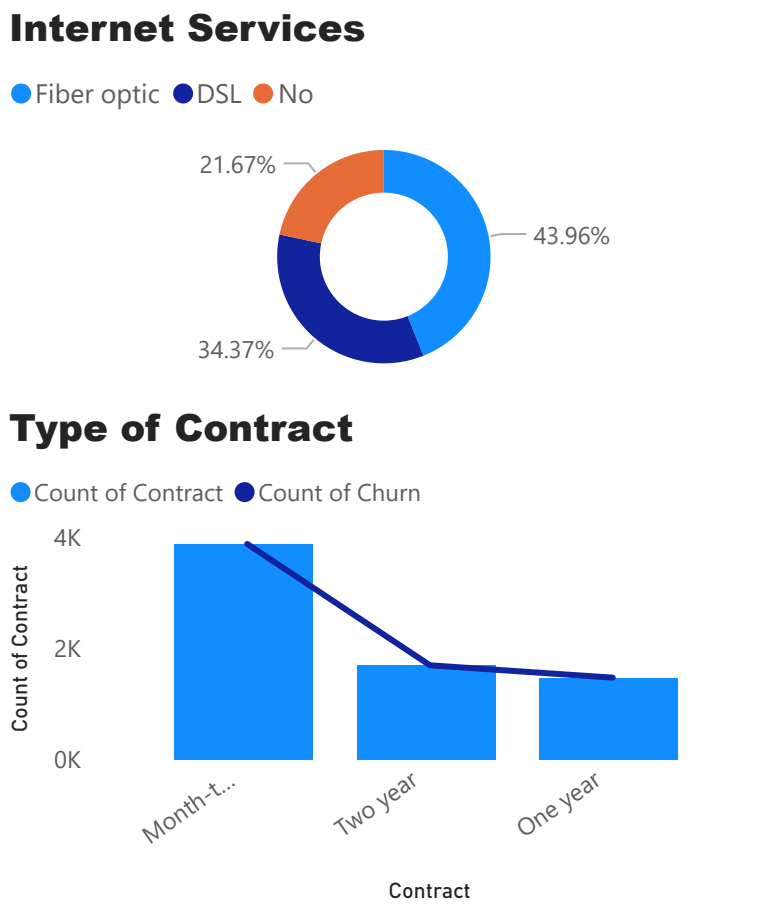
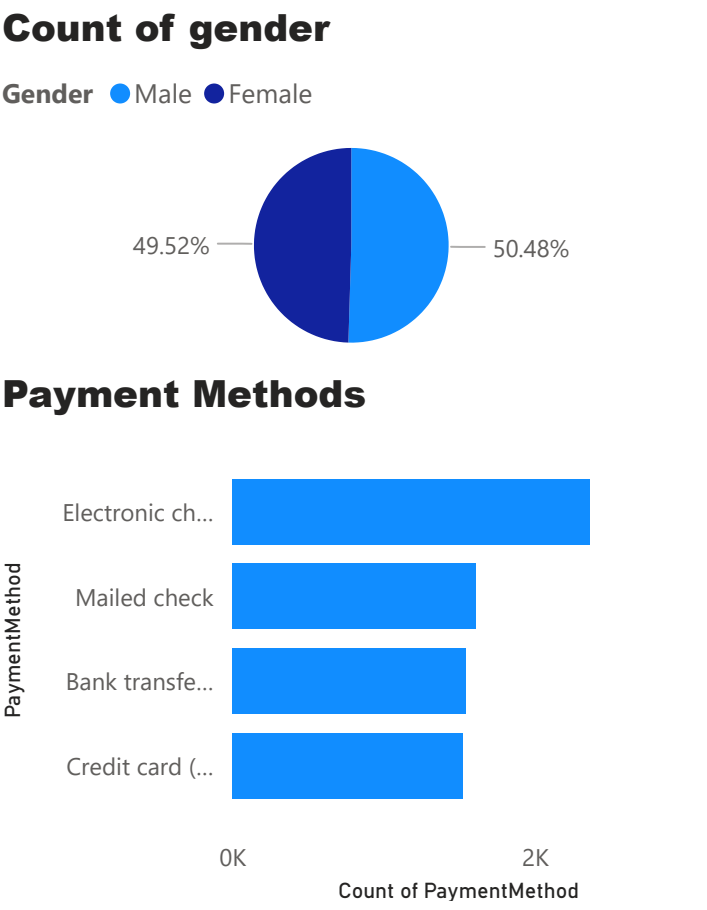
1142

Admin Tickets

3632

Tech Tickets

2955



# DIVERSITY AND INCLUSION

Department

All

Age Group

All

Region Group

All

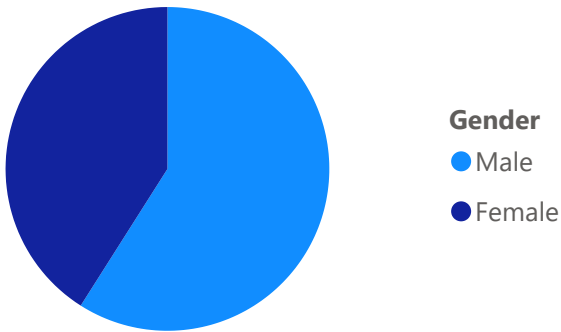
Total Employee

500

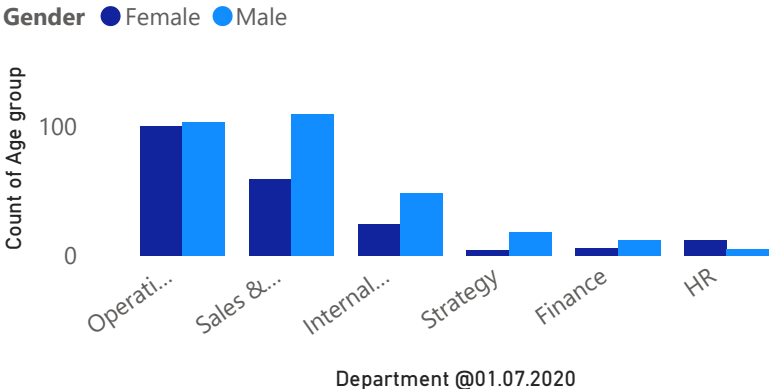
Employees Left

47

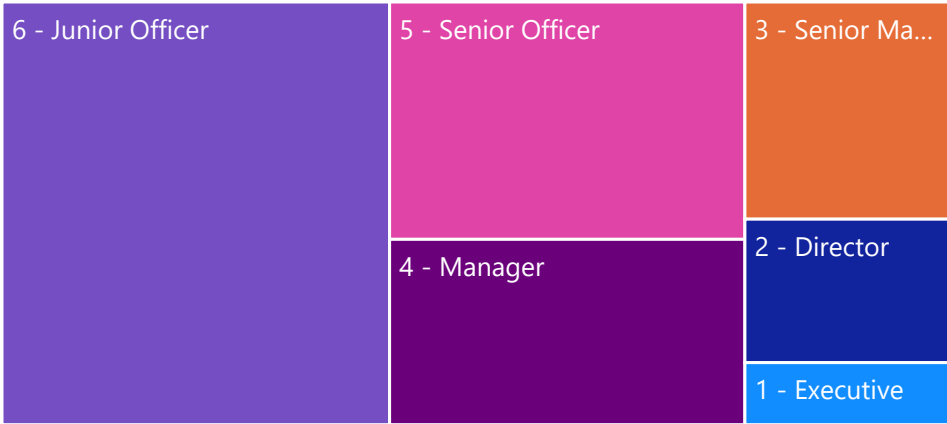
Gender



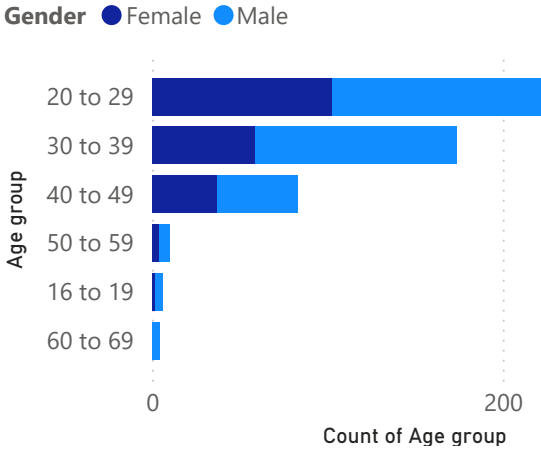
Age group by Department



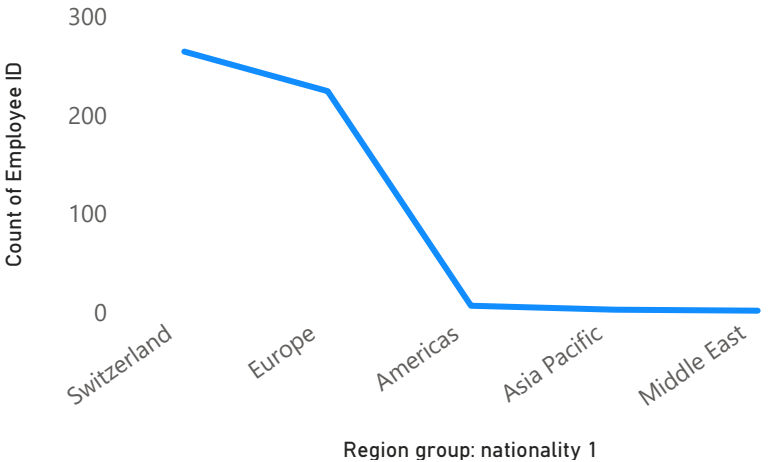
Total Emp by Job Level after FY20 promotions



Age group by Gender



No. of Employees by Nationality



Count of New hire FY20? by Gender

