# **Analyse *CALL CENTRE* dataset and make informative output out of it.**

# Let us first go through the data and try analysing/understanding it to visualize the data in any meaningful way to help to get the solution result as per the company requirements.

* CALLER ID, this column gives the unique identification number of each caller
* AGENT, here we have names of each agent
* DATE, gives you the date of each call have been received/got it on that particular date
* TIME, we have time here in hh:mm:ss format of each call have been received
* TOPIC, name of the subject on calls has been received (topic names)
* ANSWERED, here we get to know whether call has been received or abounded by giving us a value in yes/no format(Y/N)
* RESOLVED, name of the column itself says, calls which agents received it resolved or not. (Y/N)
* SPEED OF ANSWER IN SECOND, what is the speed of each call
* AVG. TALK DURATION, particular agent how long has been gone through on particular call-in average duration
* SATISFATION RATE, the rating of each agent, who has got how much rating on satisfying callers query on each call

**These 3 steps helped for better result/output**

* Firstly, replace all null values/blank values to 0
* Change datatype wherever required
* Extract seconds, minutes from avg. talk duration and create a new column by naming -Duration on calls (change the data type)

**After understanding/visualize the data, design a report for the call centre review information. Make sure to create interactive insight of report.**

# **Below are the information/KPIs/demands to be performed in order to meet client’s requirement:**

* Calculate total number of calls
* Create a new column to calculate total number of calls answered and total number of calls been rejected
* Calculate total % of calls been answered and total % of calls been rejected
* Create a new column to calculate how many calls been resolved
* Create a new column to calculate how many calls been not-resolved
* Find top 1 agent who answered maximum calls
* Top 1 agent who got highest satisfaction rate
* Use a chart to display total number of calls by topic wise
* Duration on calls by every agent
* Total calls by days and months for the year 2021
* Use Slicers to interactive with other charts by month and day wise.
* Finally, give the overall 2021 performance ratings
* Use any suitable custom chart to show(give) overall 2021 performance satisfaction rating.