

## 1 Language Categories

- **English:** Analyze collection rates for calls conducted in English.
- **Marathi:** Analyze collection rates for calls conducted in Marathi.
- **Hindi:** Analyze collection rates for calls conducted in Hindi.
- **Kannada:** Analyze collection rates for calls conducted in Kannada.

## 2 Time Periods

- **Daily Rates:** Analyze collection rates on a daily basis for each language category
- **Weekly Rates:** Analyze collection rates on a weekly basis for each language category.
- **Monthly Rates:** Analyze collection rates on a monthly basis for each language category.

## 3 Demographic Factors

- **Gender-based Analysis:** Analyse collection rates based on gender within each language category.

## 4 Disposition Outcomes

- **Successful Collections:** Analyse rates for successful collections in each language category.
- **Promise to Pay (PTP) Rates:** Analyze rates where customers promise to pay in each language category.
- **Unsuccessful Collections:** Analyze rates for unsuccessful collections in each language category

## 5 Performance Matrix:

- **Average Talk Time Analysis -** Analyse how average talk time correlates with collection rates in each language category.
- **Ring Time Impact:** Analyse if ring time has an impact on collection rates in each language category.

## 6.Trend Analysis

- **Historical Trend -** Analyse collection rates over time to identify any trends or patterns within each language category.

## 7.Regional Analysis

- **Regional Difference -** Analyse collection rates based on different regions or locations associated with each language.