



# Call Center Trends Analysis

**Agent's Performance**

**Insight's**

**Presented by**



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4054

Calls Answered

946

Calls Unanswred

3646

Resolved Calls

1354

Unresolved Calls

54.75

Average of speed o...

40.46%

Overall Customer Sat...



## Call Center Trends

Agent's Performance

Insight's

Month  
All

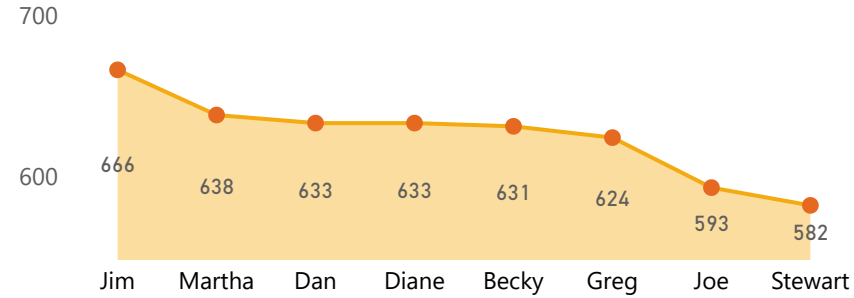
Topic  
All

Agent  
All

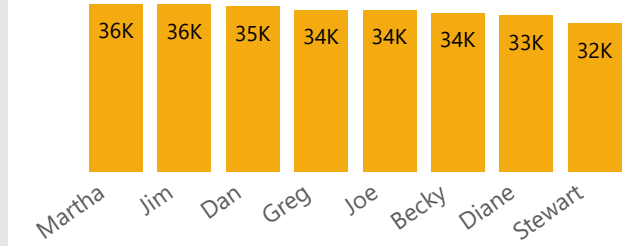
### Average of speed of answerd by Agent



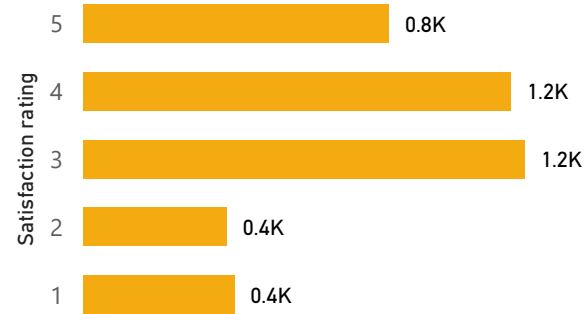
### Call of Resolved by Agent



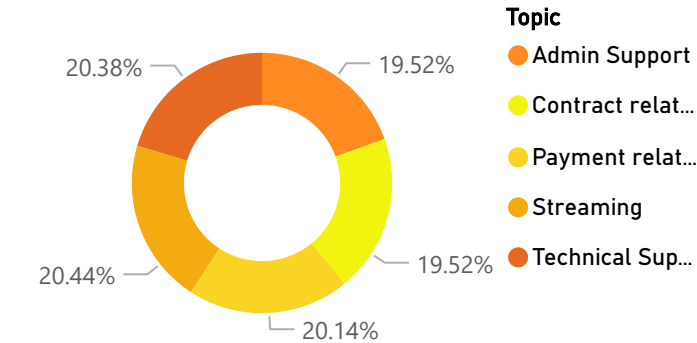
### Speed of answer in seconds by Agent



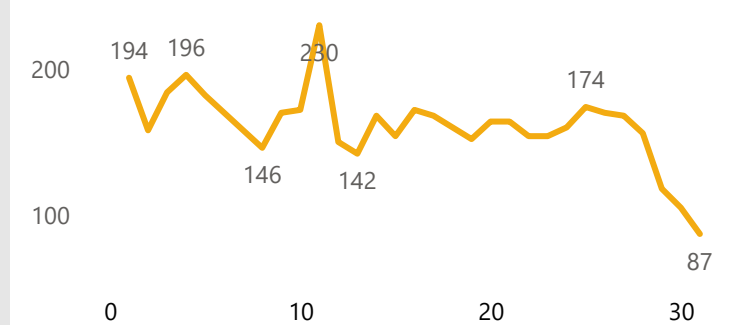
### Calls by Satisfaction rating



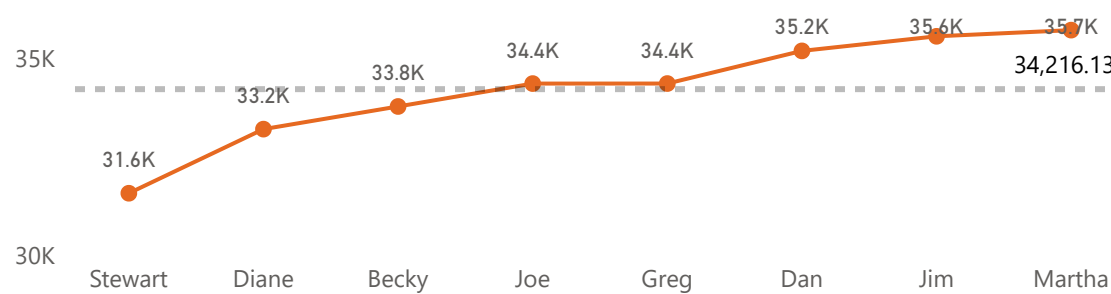
### Calls by Topic of the day



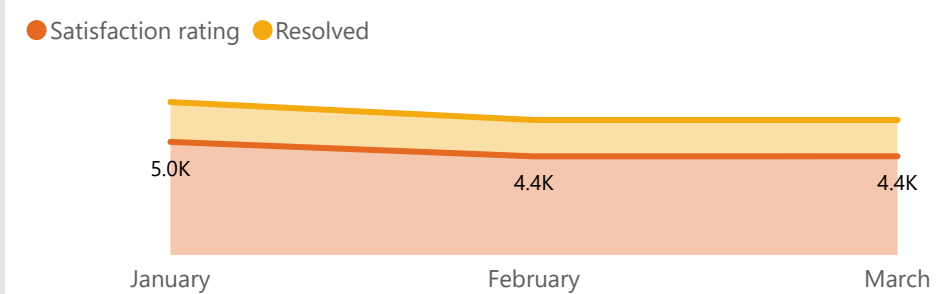
### Total Calls by Day



### Speed of answer in seconds by Agent



### Satisfaction rating and Resolved by Month





Call Center Trends

Agent's  
Performance

Insight's

## Insights

- Most of the satisfaction ratings from each call are 3 and 4.
- The average satisfaction rating has decreased over the span of three months. January brought the highest satisfaction rating and march the lowest.
- The percentage of issue resolved in January was the highest, with a dip in February. It increased again in march.
- The majority of calls come in the morning.
- The average speed of answer by Joe is the highest.
- The call resolution rate of Jim is the highest, even though the average speed of his answers is lower compared to those of Joe, Martha and Dan. The call answered by him are also higher than the average number of calls answered.
- Becky's speed of answer is the lowest among all, and her rate of calls resolved is higher. She is in the 5th position in the call resolution rate.
- Martha has the highest speed of answered in the sec