ServiceSpot
Call Overview

EmployeeName

All

EmployeeID

All

CallTypeLabel

- ☐ Billing
- ☐ Sales
- ☐ Tech Support

Region

- ☐ Midwest
- ☐ Northeast
- ☐ South
- ☐ West

Site

- ☐ Aurora
- ☐ Jacksonville
- ☐ Spokane

Year

- ☐ 2018
- ☐ 2019
- ☐ 2020
- ☐ 2021

Total Calls	Total Abandoned Calls	Total Call Charges ($)
131,821	7,923	2,023,783

Total Call Duration

1146d 13h 45m 20s

Total Wait Duration

45d 08h 10m 34s

Average Call Duration

12m 32s

Call Type by Site

Spokane 39K (29.63...)
Jacksonville 47K (36.0...)
Aurora 45K (34.35%)
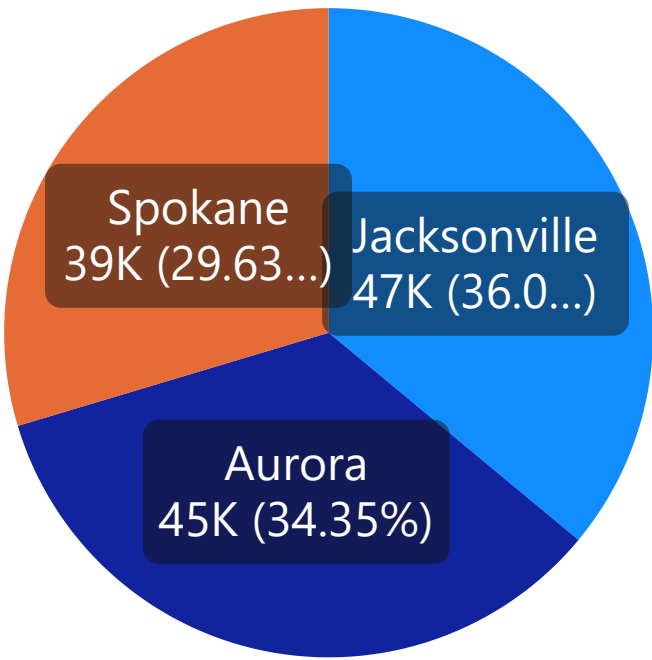
Total Count Call 2018-2021

2018, Aurora	2018, Jacksonv...
11344	11776
2018, Spokane	**2019, Aurora**
9937	11332
2019, Jacksonv...	**2019, Spokane**
11837	9818
2020, Aurora	**2020, Jacksonv...**
11316	11949

Call trend by Month and Year

● Total Abandoned Calls ● Total calls

	Total calls	Total Abandoned Calls
Jan-18	2,687	169
Feb-18	2,405	129
Mar-18	3,028	187
Apr-18	2,685	145
May-18	2,892	162
Jun-18	2,689	162
Jul-18	2,922	179
Aug-18	2,718	140
Sep-18	2,783	152
Oct-18	2,864	207
Nov-18	2,602	134
Dec-18	2,782	179
Jan-19	2,802	151
Feb-19	2,459	127
Mar-19	2,904	204
Apr-19	2,687	158
May-19	2,865	199
Jun-19	2,726	156
Jul-19	2,827	162
Aug-19	2,782	187
Sep-19	2,632	156
Oct-19	2,765	151
Nov-19	2,709	158
Dec-19	2,829	200

ServiceSpot
Call Charges Analysis

EmployeeName
All ▾

EmployeeID
All ▾

CallTypeLabel
☐ Billing
☐ Sales
☐ Tech Support

Region
☐ Midwest
☐ Northeast
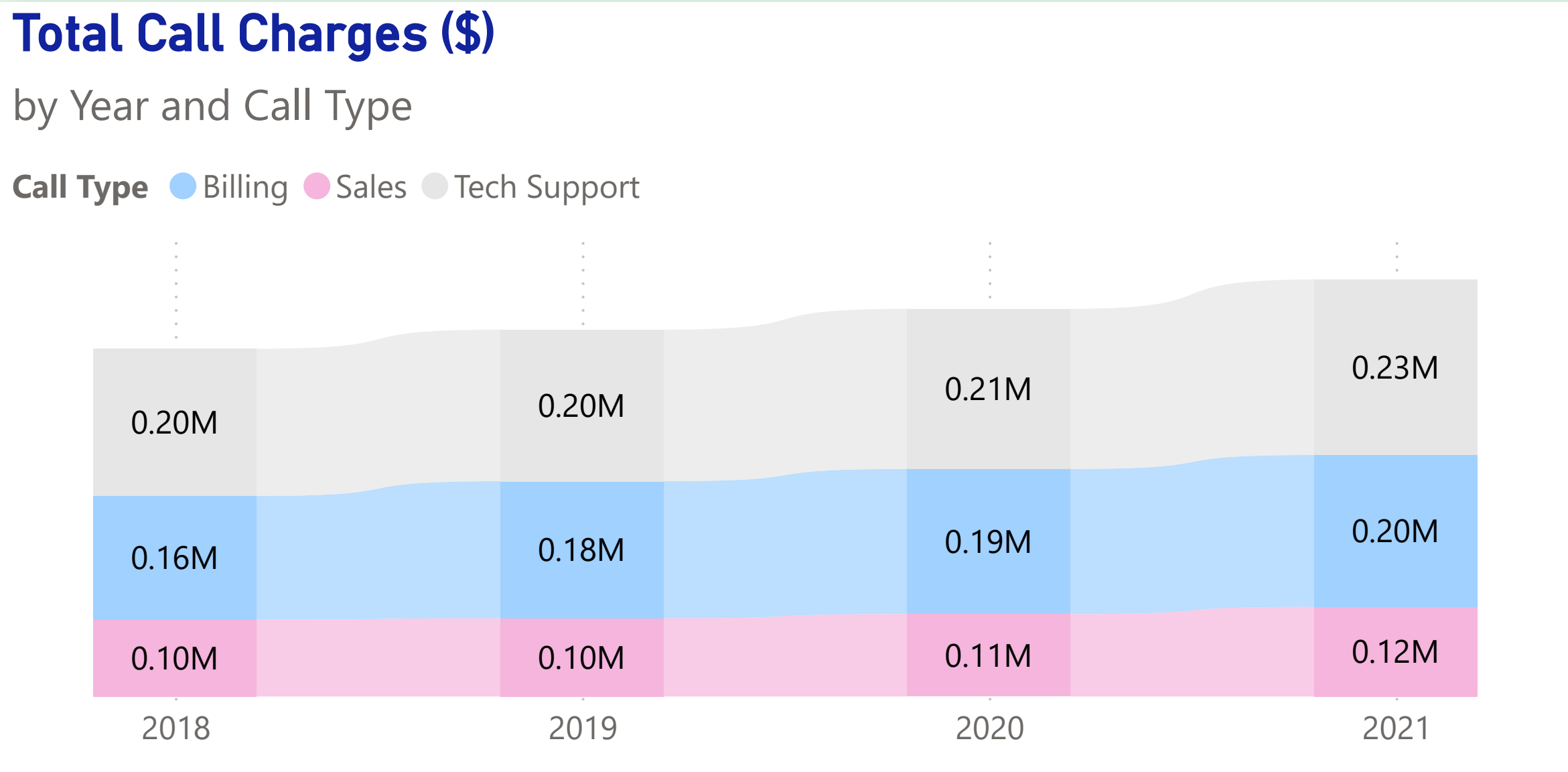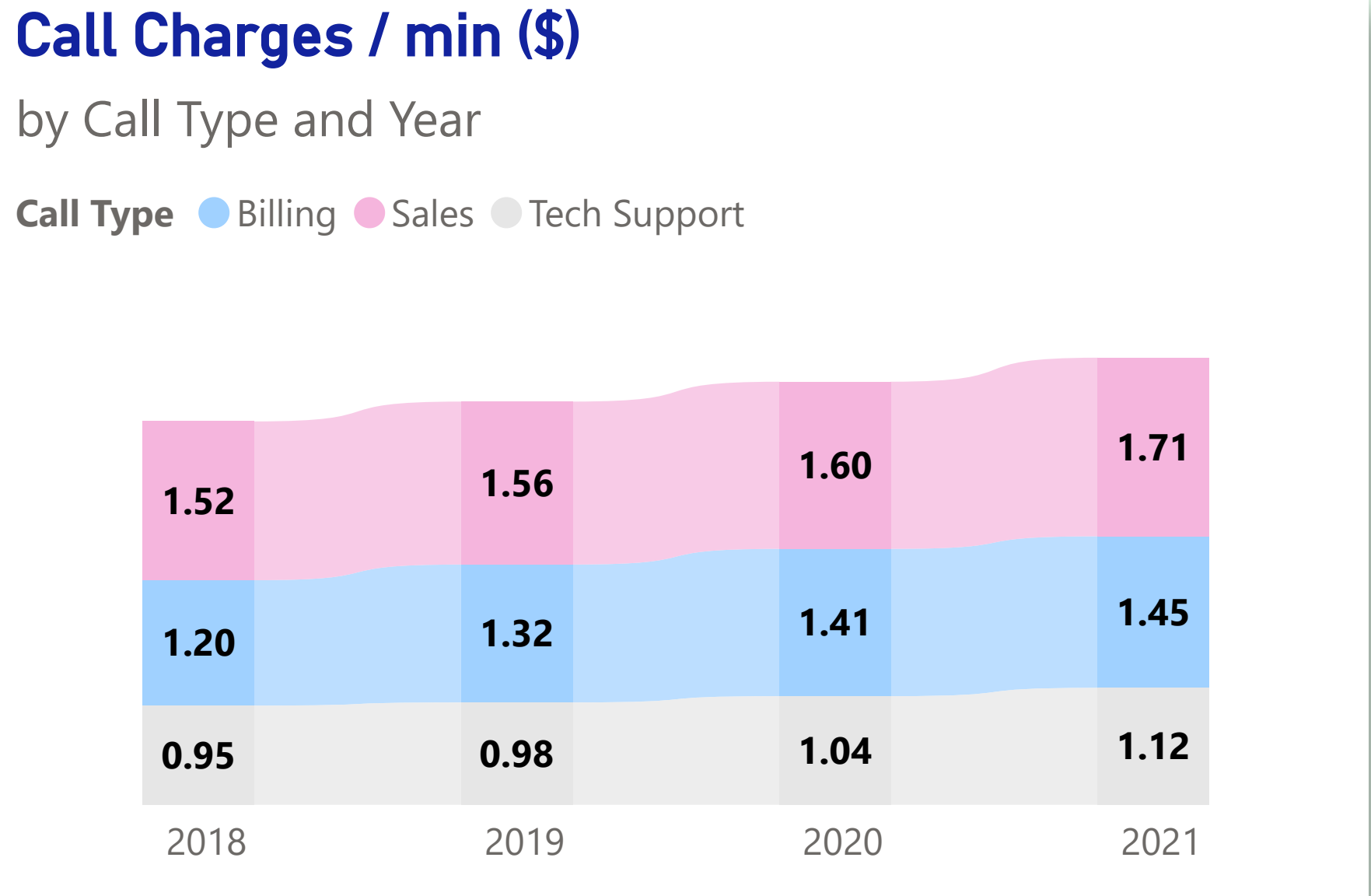☐ South
☐ West

Site
☐ Aurora
☐ Jacksonville
☐ Spokane

Year
∨ ☐ 2018
∨ ☐ 2019
∨ ☐ 2020
∨ ☐ 2021

Call Charges / min ($)
by Call Type and Year

Call Type ● Billing ● Sales ● Tech Support

	2018	2019	2020	2021
Sales	1.52	1.56	1.60	1.71
Billing	1.20	1.32	1.41	1.45
Tech Support	0.95	0.98	1.04	1.12

Total Call Charges ($)
by Year and Call Type

Call Type ● Billing ● Sales ● Tech Support

	2018	2019	2020	2021
Tech Support	0.20M	0.20M	0.21M	0.23M
Billing	0.16M	0.18M	0.19M	0.20M
Sales	0.10M	0.10M	0.11M	0.12M

Call analysis by timeline

Year ▾	Total calls	Total Abandoned Calls	Total call duration	Total wait time	Total call charges ($)	Averag
⊞ 2021	32,846	1,983	290d 07h 17m 58s	14d 01h 31m 01s	555,441.46	
⊞ 2020	32,931	1,986	285d 07h 05m 40s	10d 07h 02m 20s	516,421.01	
⊞ 2019	32,987	2,009	285d 11h 46m 52s	10d 11h 47m 57s	488,655.64	
⊞ 2018	33,057	1,945	285d 11h 34m 50s	10d 11h 49m 16s	463,264.99	
Total	**131,821**	**7,923**	**1146d 13h 45m 20s**	**45d 08h 10m 34s**	**2,023,783.10**	

Insights

- *Total call charges for ServiceSpot has increased over the years*

- *Total charges for Tech Support has been all time high, followed by billing and Sales respectively*

ServiceSpot
Abandoned Calls and Wait Time

EmployeeName

All ▾

EmployeeID

All ▾

CallTypeLabel
- ☐ Billing
- ☐ Sales
- ☐ Tech Support

Region
- ☐ Midwest
- ☐ Northeast
- ☐ South
- ☐ West

Site
- ☐ Aurora
- ☐ Jacksonville
- ☐ Spokane

Year
- ⌄ ☐ 2018
- ⌄ ☐ 2019
- ⌄ ☐ 2020
- ⌄ ☐ 2021

Total Calls	Total Abandoned Calls
131,821	7923 (6.01 %)

Number of Calls Abandoned by Call Type

Sales	Billing	Tech Support
1,224	2,732	3,967

Maximum and Minimum Wait Time by Call Type

Call Type	Average Wait time	Max wait period ▲	Min wait period
Billing	00m 30s	05m 11s	00m 00s
Sales	00m 29s	05m 11s	00m 00s
Tech Support	00m 30s	05m 11s	00m 00s

Insights

- *In all the years between 2018 and 2021, Tech Support has the highest number of abandoned calls*
- *Sales has the lowest number of abandoned calls*

Abandoned calls by Month and Year

Count view | % View

Legend: ● Calls Abandoned - Billing ● Calls Abandoned - Sales ● Calls Abandoned - Tech Support ● Total Abandoned Calls

	Jan-18	Feb-18	Mar-...	Apr-18	May-...	Jun-18	Jul-18	Aug-...	Sep-18	Oct-18	Nov-...	Dec-18	Jan-19	Feb-19	Mar-...	Apr-19	May-...	Jun-19
Total Abandoned Calls	169	129	187	145	162	162	179	140	152	207	134	179	151	127	204	158	199	156
Tech Support	83	62	100	85	85	84	84	63	73	91	67	91	73	61	107	83	96	76
Billing	62	62	62		55	66			57	77		72			64	63	78	55

Insights

For Sales, Billing and Tech Support, the maximum waiting time does not exceed 5 min

ServiceSpot
Calls by Site and Region

EmployeeName
All ▾

EmployeeID
All ▾

CallTypeLabel
☐ Billing
☐ Sales
☐ Tech Support

Region
☐ Midwest
☐ Northeast
☐ South
☐ West
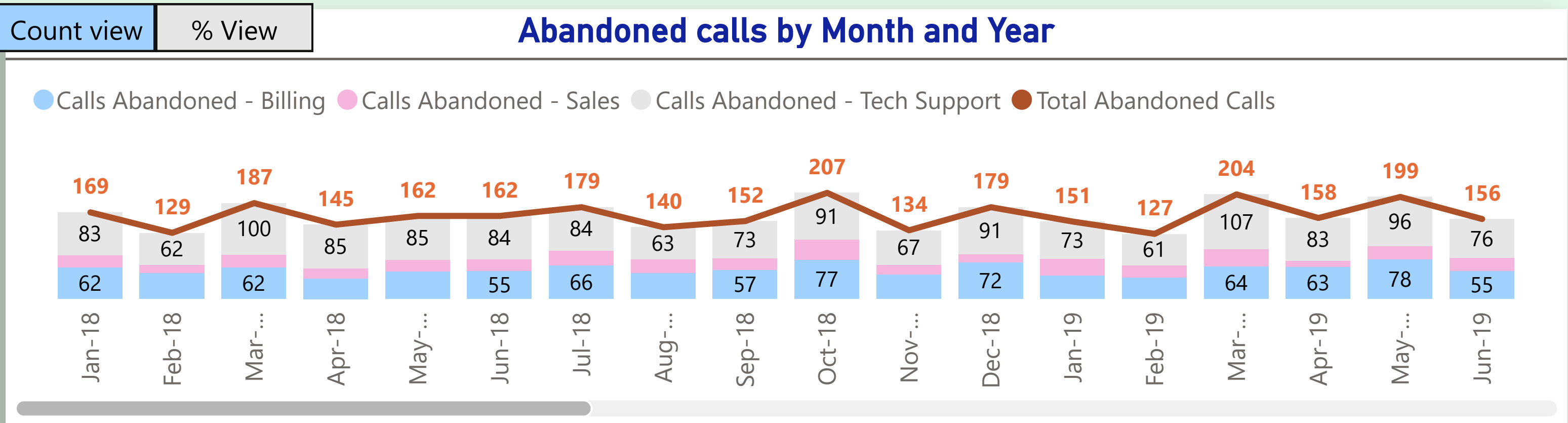
Site
☐ Aurora, CO
☐ Jacksonville, FL
☐ Spokane, WA

Year
⌄ ☐ 2018
⌄ ☐ 2019
⌄ ☐ 2020
⌄ ☐ 2021

Total Calls	Total Abandoned Calls	Abandoned Calls
131,821	7,923	6.01%

YoY% change	Call trend

YoY% by Call Site

	2019	2020	2021
Aurora	-0.11%	-0.14%	-0.26%
Jacksonville	0.52%	0.95%	-0.25%
Spokane	-1.20%	-1.55%	-0.27%
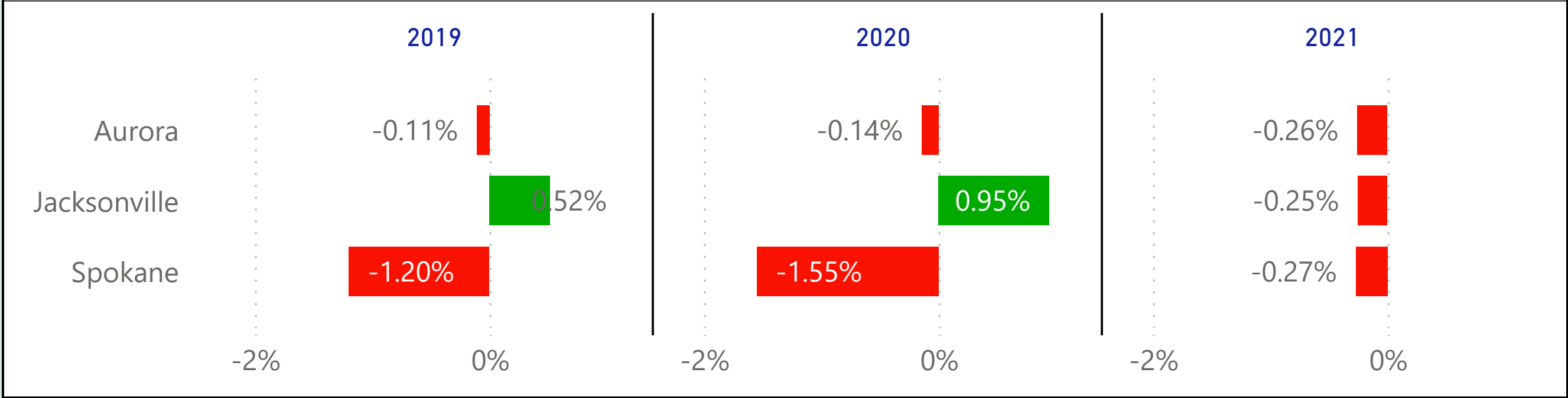
Count of Calls by Region per year

2018, Aurora, West	2018, Jacksonvill...
11344	11776
2018, Spokane, W...	2019, Aurora, West
9937	11332
2019, Jacksonvill...	2019, Spokane, W...
11837	9818
2020, Aurora, West	2020, Jacksonvill...
11316	11949

Year		2018			
Region	Total calls	Total Abandoned Calls	Total call charges	Total calls	Total Ab
▼					
⊟ West	21281	1,233	297,928.86	21150	
⊞ Spokane	9937	573	138,802.10	9818	
⊞ Aurora	11344	660	159,126.76	11332	
⊟ South	11776	712	165,336.13	11837	
⊞ Jacksonville	11776	712	165,336.13	11837	
Total	33057	1,945	463,264.99	32987	

Count of Call Type by Region

South 47.4... (3...)
West 84.3... (6...)
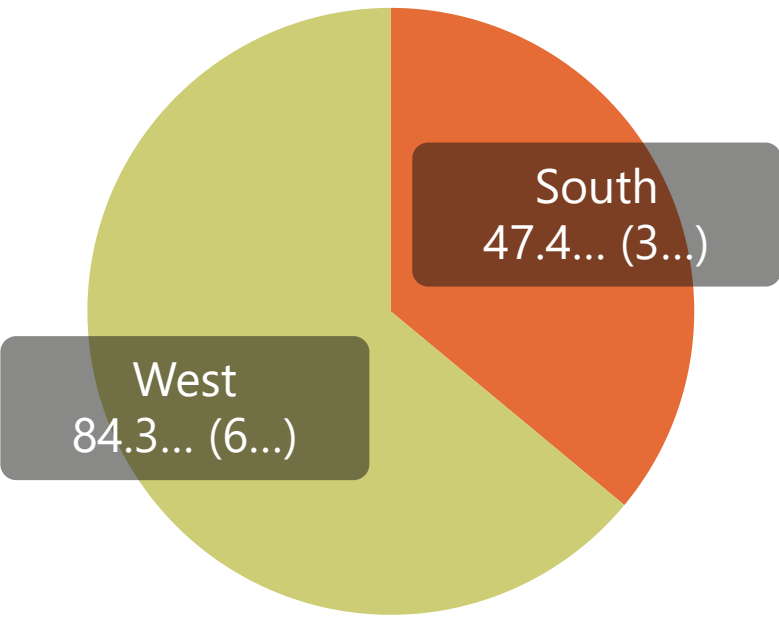
ServiceSpot
Call Analysis by Employee

Click here to see details by employee

EmployeeName

All ⌄

EmployeeID

All ⌄

CallTypeLabel

☐ Billing
☐ Sales
☐ Tech Support

Region

☐ Midwest
☐ Northeast
☐ South
☐ West

Site

☐ Aurora, CO
☐ Jacksonville, FL
☐ Spokane, WA

Year

⌄ ☐ 2018
⌄ ☐ 2019
⌄ ☐ 2020
⌄ ☐ 2021

Call analysis by employee

Employee Name	ManagerName	Total calls	Total call duration (seconds)	Total call duration (dd:hh:mm:ss)	Total wait time (seconds)	Total wait time (dd:hh:mm:ss)	Total call charges ($)
Adrianna Duque	Collin Trotman	2,067	1545267	17d 21h 14m 27s	58277	00d 16h 11m 17s	31,402.91
Agripina Snively	Elsie Taplin	2,128	1597958	18d 11h 52m 38s	61237	00d 17h 00m 37s	32,407.03
Aleida Singh	Elsie Taplin	2,027	1519497	17d 14h 04m 57s	59093	00d 16h 24m 53s	30,848.31
Aletha Dejonge	Shala Lion	2,006	1540203	17d 19h 50m 03s	57182	00d 15h 53m 02s	31,288.81
Alla Winkel	Ardath Ducharme	2,065	1536041	17d 18h 40m 41s	68055	00d 18h 54m 15s	31,341.21
Total		**131,821**	**99063920**	**1146d 13h 45m 20s**	**3917434**	**45d 08h 10m 34s**	**2,023,783.10**

Top 10 employee by total calls made

Chantell Tibbits (V828034)	2,200
Noella Valentin (C319958)	2,181
Deandre Smyre (E778362)	2,145
Jon Baptista (P203824)	2,139
Morton Goff (N620104)	2,134
Sheila Garcia (Q921541)	2,134
Blythe Welles (I543040)	2,130
Agripina Snively (B971624)	2,128
Ivette Rodenberg (T664783)	2,110
Sheba Ary (T398672)	2,109

Total employees
64

Total sites
3

Total call types
3

Total Calls
131,821

Bottom 10 employee by total calls made

Margot Armbruster (K915074)	2,015
Aletha Dejonge (B651033)	2,006
Larissa Drouin (X110622)	1,995
Kelvin Nicoletti (T659609)	1,991
Caterina Jantz (N470942)	1,990
Rosalba Severs (X825147)	1,959
Ursula Granato (M794992)	1,952
Malik Nowlen (V228277)	1,912
Jacob Farney (X409223)	1,902
Racheal Waddell (S274120)	1,886

☐ Billing
☐ Sales
☐ Tech Support

Beulah Aubert (U194381)

Jacksonville

Midwest

Total Calls
2,095

Total Abandoned Calls
143

Total Call Charges ($)
32,727

00m 00s	05m 09s	00d 00h 00m 00s	00d 00h 25m 11s
Min wait period	Max wait period	Min call duration	Max call duration

Year (YYYY)	Total calls	Total Abandoned Calls ▲	Total call charges ($)
⊞ 2018	553	34	7,750.63
⊞ 2020	515	36	8,361.56
⊞ 2021	515	36	9,004.84
⊞ 2019	512	37	7,609.51
Total	**2,095**	**143**	**32,726.54**