

ServiceSpot

Call Centre Data Analysis

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

131,821

Total calls

7,923

Total Abandoned Calls

2,023,783

Total call charges (\$)

1146d 13h 45m 20s

Total call duration

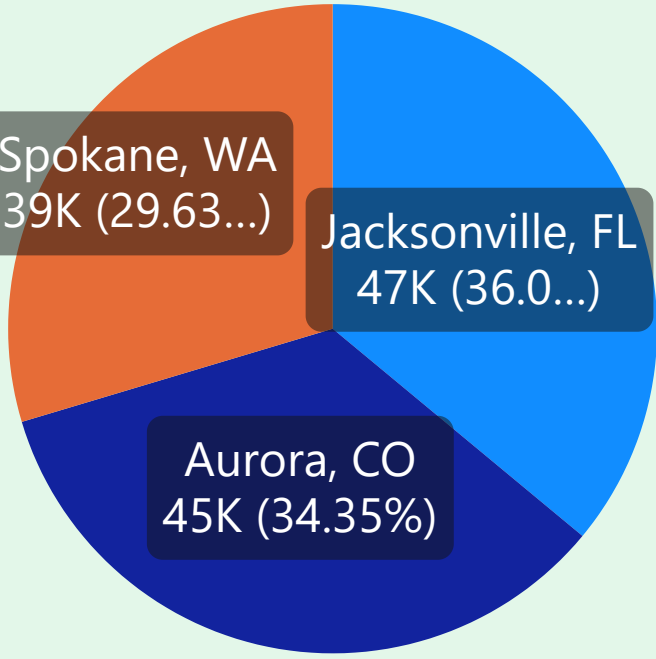
45d 08h 10m 34s

Total wait time

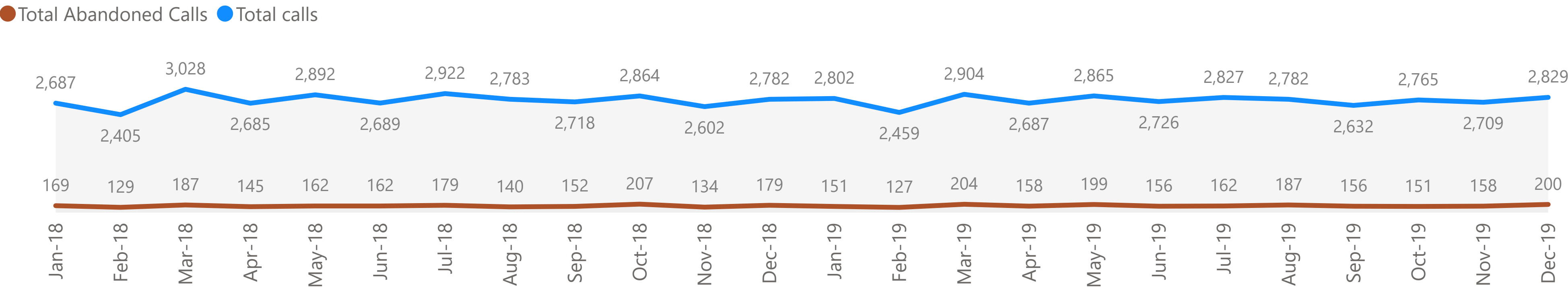
12m 32s

Average Call duration

Call Type by Site



Call trend by Month and Year



Date

1/1/2018



Count of Calls by Region per year

2018, South

11776

2019, South

11837

2020, South

11949

2021, South

11919

2018, West

21281

2019, West

21150

2020, West

20982

2021, West

20927

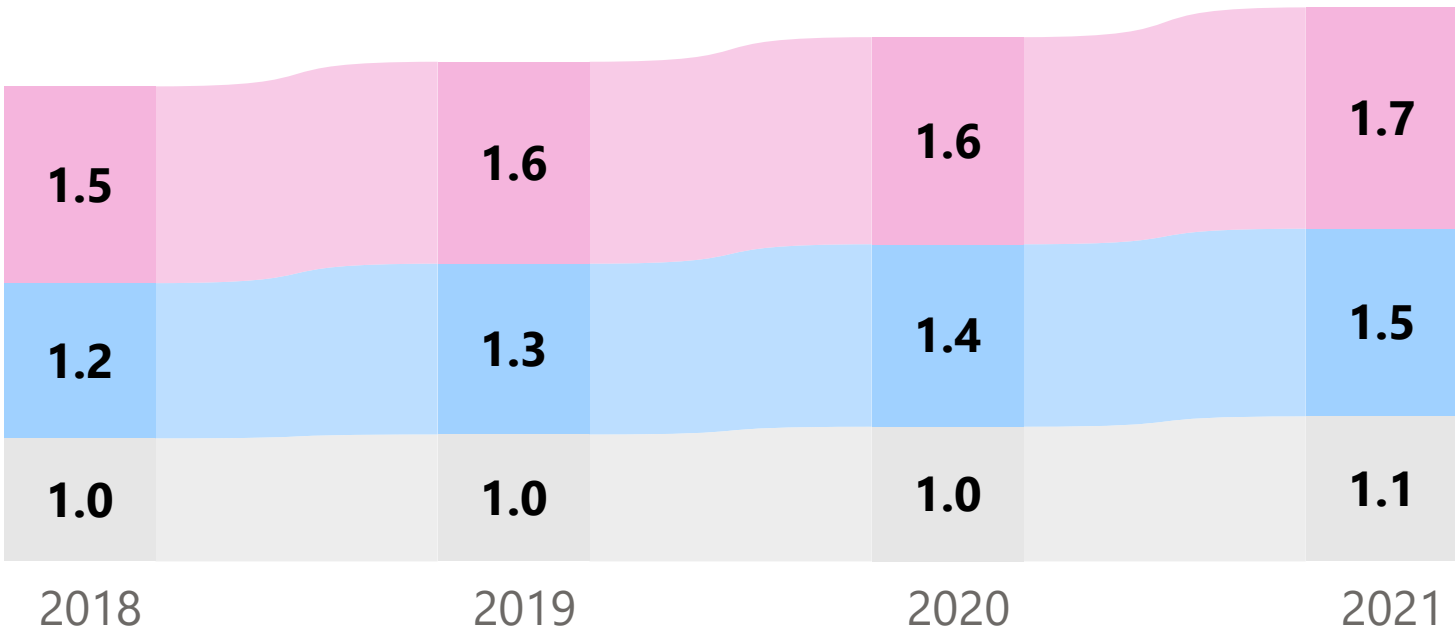
ServiceSpot - Call Charges Analysis

- ☐ Billing
- ☐ Sales
- ☐ Tech Support

Call Charges / min (\$)

by Call Type and Year

Call Type Billing Sales Tech Support



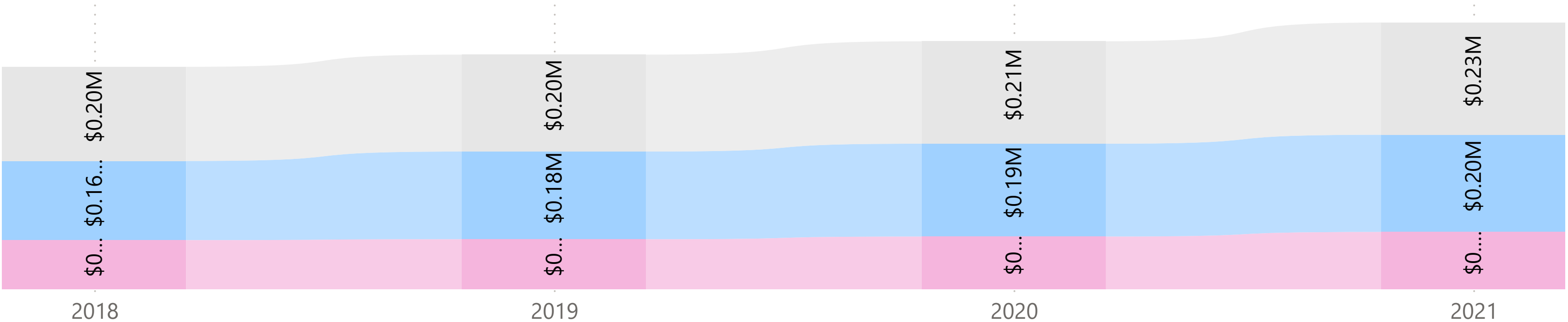
Call analysis by timeline

| Year | Total calls | Total Abandoned Calls | Total call duration | Total wait time | Total call charges (\$) |
|-------|-------------|-----------------------|---------------------|-----------------|-------------------------|
| 2018 | 33,057 | 1,945 | 285d 11h 34m 50s | 10d 11h 49m 16s | 463,264.99 |
| 2019 | 32,987 | 2,009 | 285d 11h 46m 52s | 10d 11h 47m 57s | 488,655.65 |
| 2020 | 32,931 | 1,986 | 285d 07h 05m 40s | 10d 07h 02m 20s | 516,421.01 |
| 2021 | 32,846 | 1,983 | 290d 07h 17m 58s | 14d 01h 31m 01s | 555,441.46 |
| Total | 131,821 | 7,923 | 1146d 13h 45m 20s | 45d 08h 10m 34s | 2,023,783.10 |

Total Call Charges Over the Years

Call Charges (\$) by Year and Call Type

Call Type Billing Sales Tech Support



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

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

Number of Calls Abandoned by Call Type

Sales

1,224

Billing

2,732

Tech Support

3,967

131,821

Total calls

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

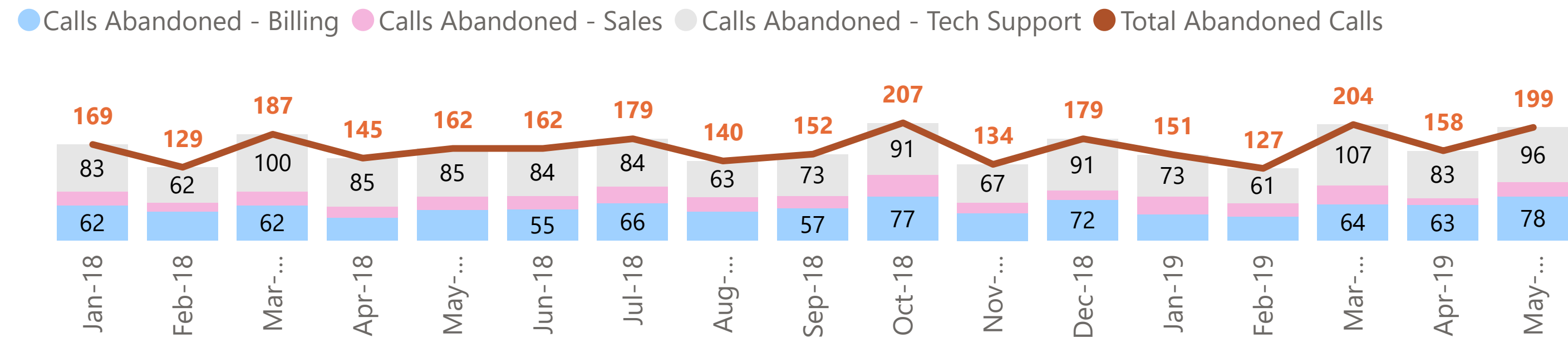
Tech Support

00m 30s

05m 11s

00m 00s

Abandoned calls by Month and Year



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

Insights

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

ServiceSpot - Calls Analysis by Region

EmployeeName

All

EmployeeeID

All

CallTypeLabel

☐ Billing

☐ Sales

☐ Tech Support

Region

☐ Midwest

☐ Northeast

☐ South

☐ West

Site

☐ Aurora, CO

☐ Jacksonville, FL

☐ Spokane, WA

Year

☐ 2018

☐ 2019

☐ 2020

☐ 2021

131,821

Total calls

7,923

Total Abandoned Calls

6.01%

Abandoned calls

YoY% by Call Type

| | | | |
|--------------|--------|--------|--------|
| | 2019 | 2020 | 2021 |
| Billing | -0.74% | -0.59% | -0.21% |
| Sales | -1.31% | 1.70% | -0.22% |
| Tech Support | 0.50% | -0.49% | -0.30% |

| Year | 2018 | | 2019 | | 2020 |
|--------|-------------|--------------------|-------------|--------------------|-------------|
| Region | Total calls | Total call charges | Total calls | Total call charges | Total calls |
| West | 21281 | \$297,928.858 | 21150 | \$314,553.076 | 20982 |
| South | 11776 | \$165,336.131 | 11837 | \$174,102.570 | 11949 |
| Total | 33057 | \$463,264.989 | 32987 | \$488,655.646 | 32931 |

Count of Calls by Region per year

| | |
|-------------|-------------|
| 2018, South | 2019, South |
| 11776 | 11837 |
| 2020, South | 2021, South |
| 11949 | 11919 |
| 2018, West | 2019, West |
| 21281 | 21150 |
| 2020, West | 2021, West |
| 20982 | 20927 |

Count of Call Type by Region

ServiceSpot - Call Analysis by employee

Click here to see details by employee

EmployeeName

All

EmployeeeID

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 | Employee ID | ManagerName | Total calls | Total call duration (dd:hh:mm:ss) | Average Call duration | Total wait time (dd:hh:mm:ss) | Average Wait time | Total call charges (\$) |
|------------------|-------------|------------------|-------------|-----------------------------------|-----------------------|-------------------------------|-------------------|-------------------------|
| Noella Valentin | C319958 | Nova Harshberger | 2,181 | 19d 03h 56m 14s | 12m 39s | 00d 18h 37m 30s | 00m 31s | 33,782.33 |
| Janeth Roesler | C206355 | Miyoko Degraw | 2,069 | 18d 18h 25m 30s | 13m 04s | 00d 16h 25m 38s | 00m 29s | 33,642.17 |
| Chantell Tibbits | V828034 | Jamar Prael | 2,200 | 19d 01h 37m 30s | 12m 29s | 00d 19h 45m 10s | 00m 32s | 33,636.28 |
| Jon Baptista | P203824 | Jamar Prael | 2,139 | 18d 21h 55m 10s | 12m 44s | 00d 18h 45m 39s | 00m 32s | 33,538.41 |
| Sheila Garcia | Q921541 | Elsie Taplin | 2,134 | 18d 20h 20m 59s | 12m 43s | 00d 17h 52m 40s | 00m 30s | 33,270.76 |
| Blythe Welles | I543040 | Agripina Snively | 2,130 | 18d 14h 07m 44s | 12m 33s | 00d 17h 41m 50s | 00m 30s | 33,033.15 |
| Total | | | 131,821 | 1146d 13h 45m 20s | 12m 32s | 45d 08h 10m 34s | 00m 30s | 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 |



Employee

Beulah Aubert (U194381)

Year

All

☐ Billing

☐ Sales

☐ Tech Support

Beulah Aubert (U194381)

Jacksonville, FL

Midwest

Total Calls

2,095

Total Abandoned Calls

143

Total Call Charges (\$)

32,727

00m 00s

Min wait period

05m 09s

Max wait period

00d 00h 00m 00s

Min call duration

00d 00h 25m 11s

Max call duration

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