

Call Centre Trends

February	January	March
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Becky	Dan	Diane	Greg	Jim	Joe	Martha	Stewart
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Total number of calls

633

Total number of answered calls

501

Total number of unanswered calls

132

Total number of cases resolved

452

Calls unresolved

181

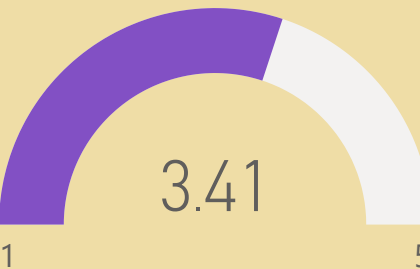
Average call time (sec)

218.95

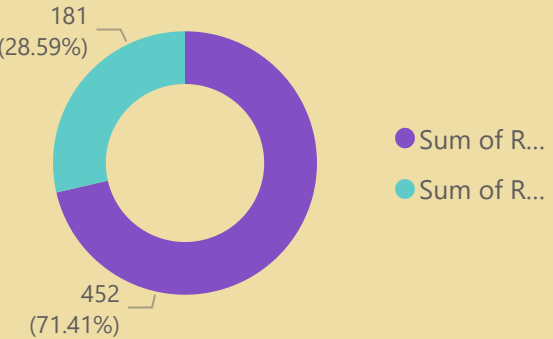
Average speed of answer in seconds

66.27

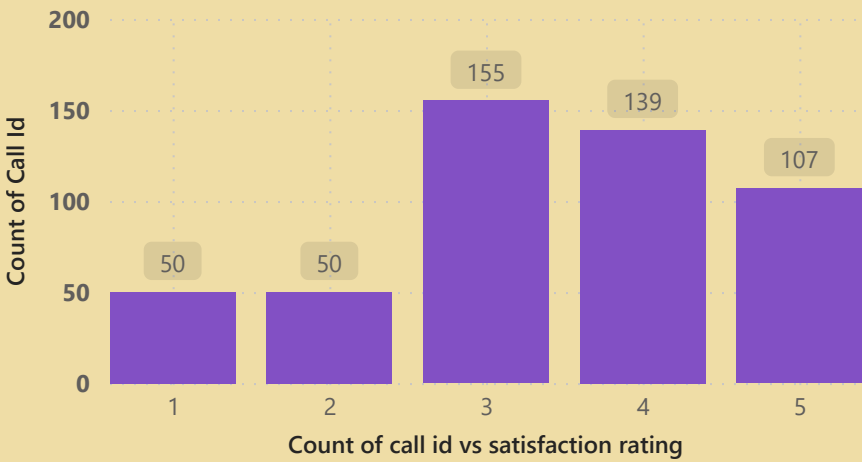
Average of Satisfaction rating, Min of Satisfaction rating and ...



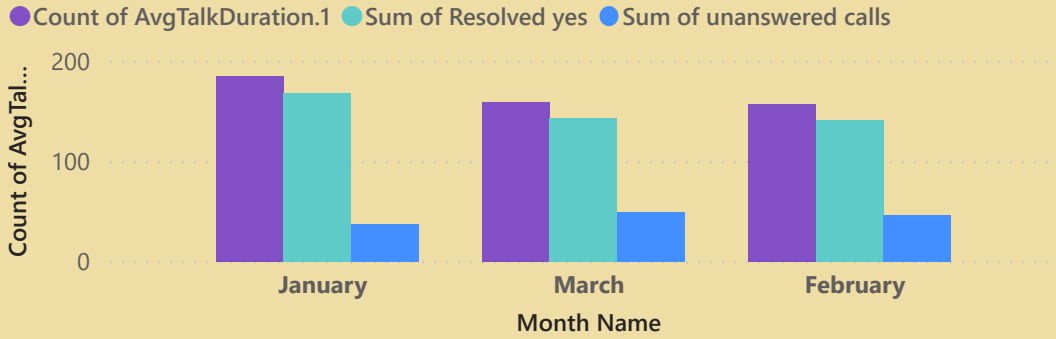
Sum of Resolved yes and Sum of Resolved NO



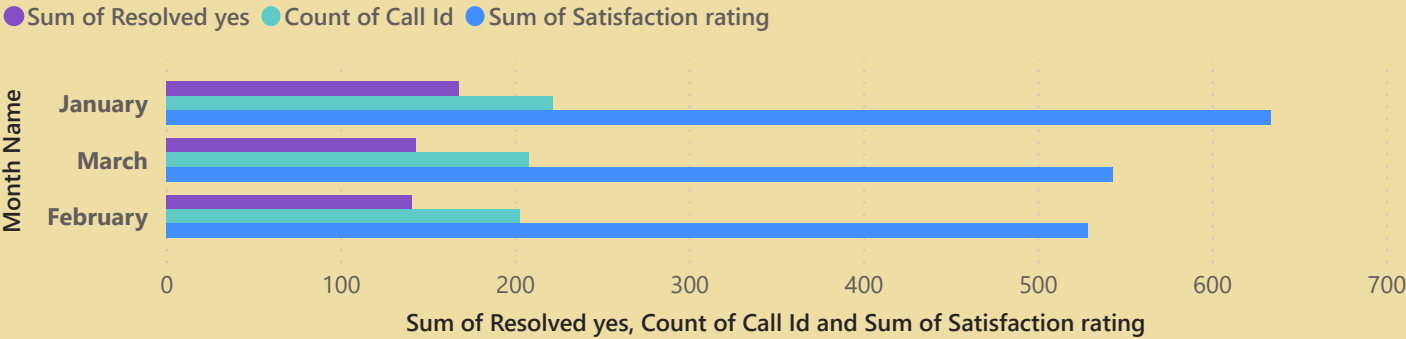
Count of Call Id by Satisfaction rating



Count of AvgTalkDuration.1, Sum of Resolved yes and Sum of unanswered calls by Month Name



Sum of Resolved yes, Count of Call Id and Sum of Satisfaction rating by Month Name



Trends in Churn

total number of
customers

7043

total number of
customers left

1869

total Yearly charges

16M

total Monthly
charges

456K

Admin tickets

3632

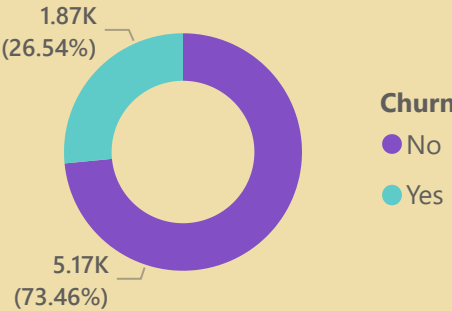
Tech tickets

2955

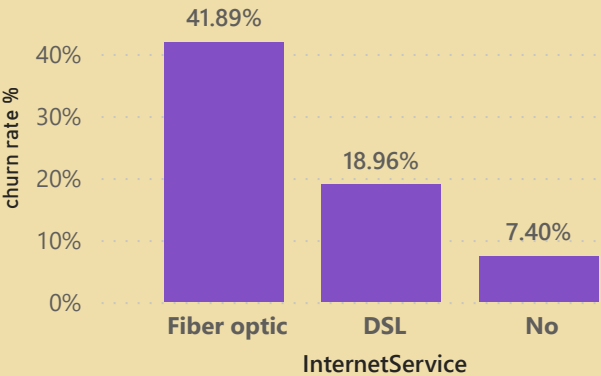
Churn rate percentage

26.54%

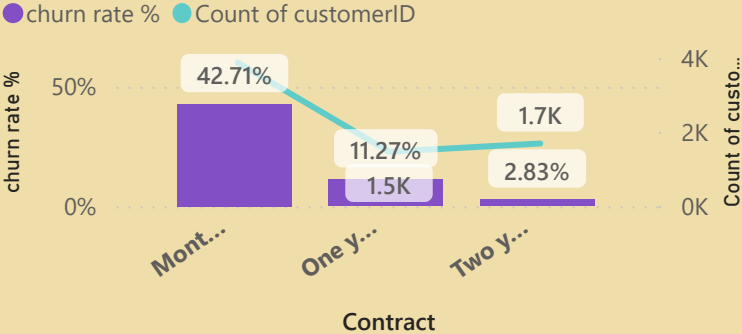
Count of customerID by
Churn



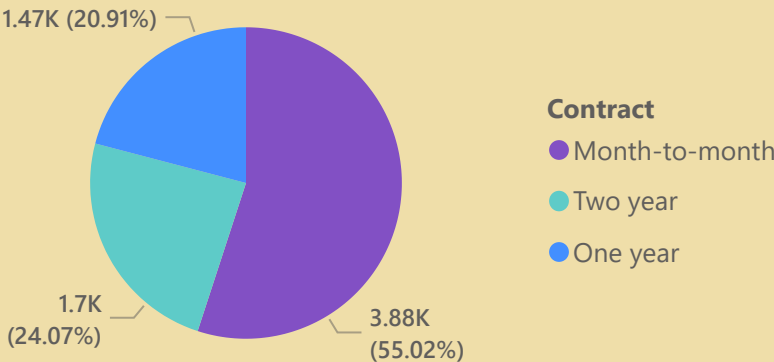
churn rate % by InternetService



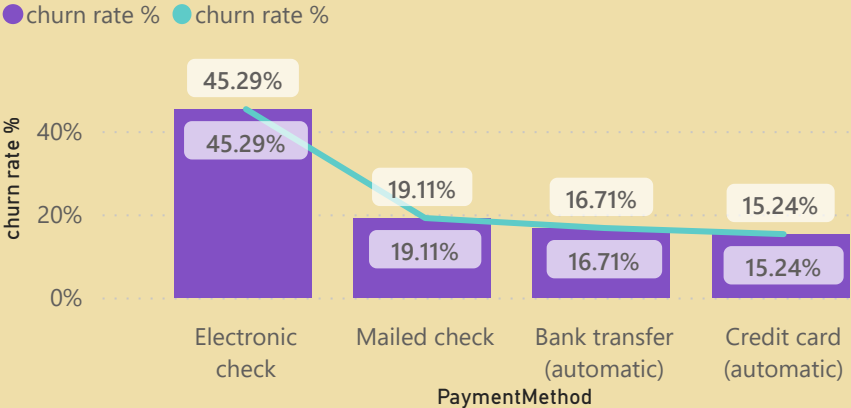
churn rate % and Count of customerID by
Contract



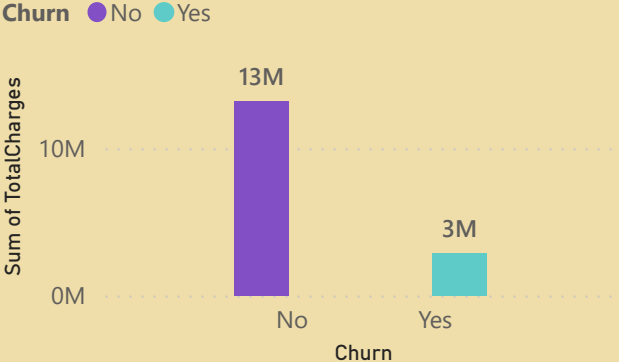
Count of Churn by Contract



churn rate % and churn rate % by PaymentMethod



Sum of TotalCharges by Churn and
Churn



Diversity and inclusions

Department

All

Job Level

All

Age group

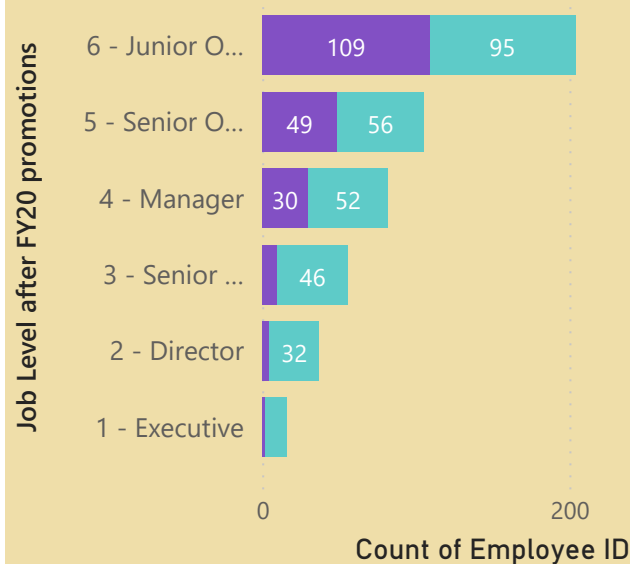
All

Region group

All

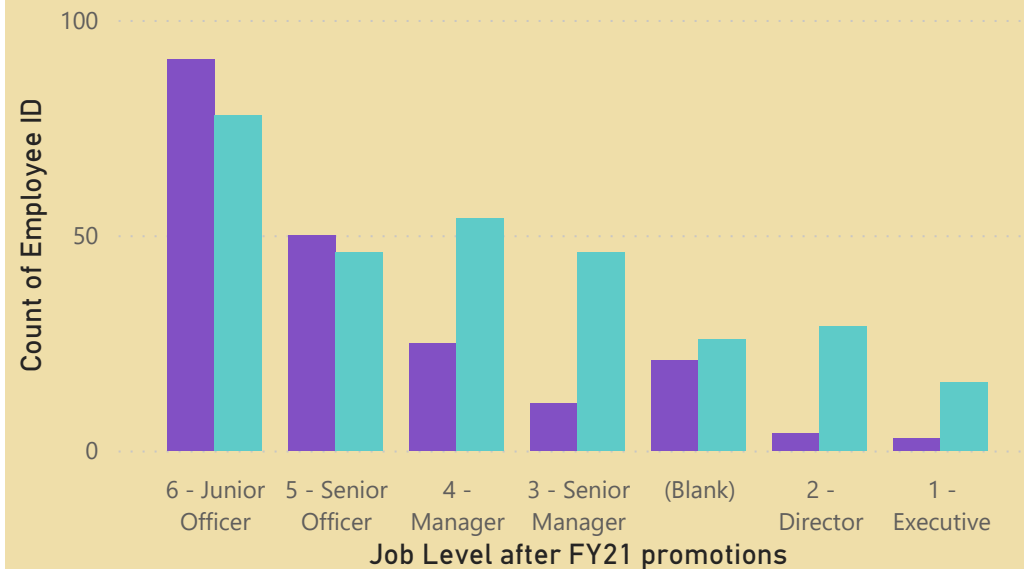
Job level after FY20 promotion vs Gender

Gender ● Female ● Male



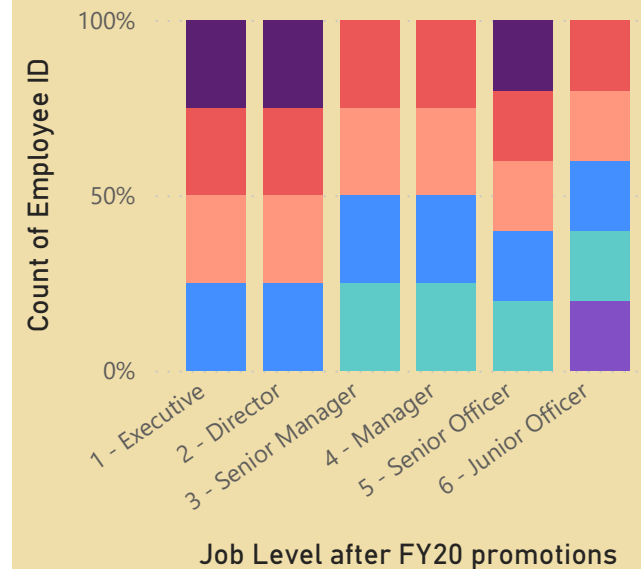
Count of Employee ID by Job Level after FY21 promotions and Gender

Gender ● Female ● Male

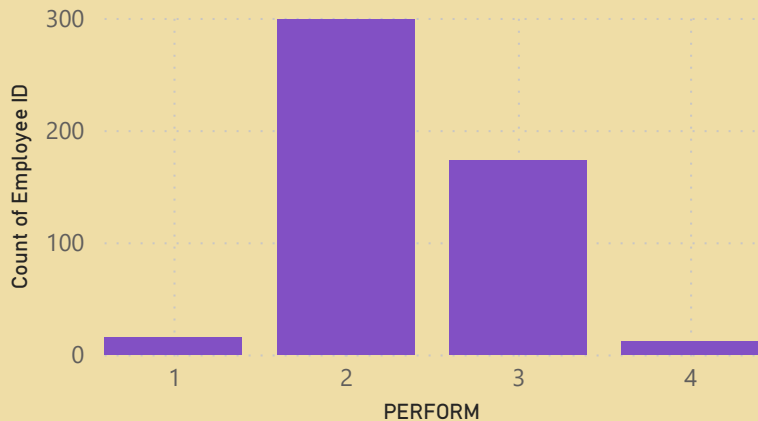


Count of Employee ID by Job Level after FY20 promotions and Age group

Age group ● 16 to 19 ● 20 to 29 ● 30 to 39

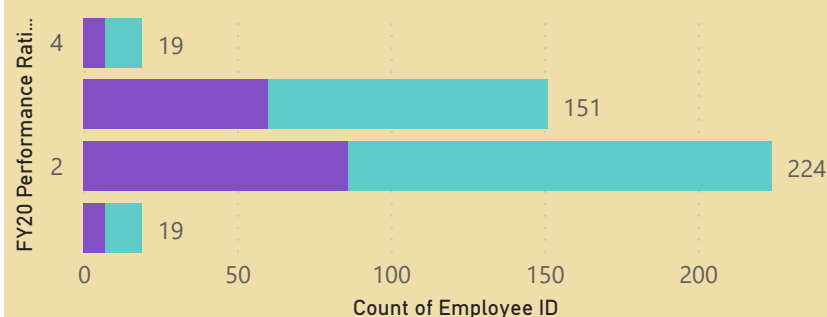


Count of Employee ID by performance



Count of Employee ID by FY20 Performance Rating and Gender

Gender ● Female ● Male



Count of Employee ID by GENDER

GENDER

● Male

● Female

