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Call Data Analysis

Topic

Admin Support Contract related Payment related Streaming Technical Support

This is based on 3 months available data

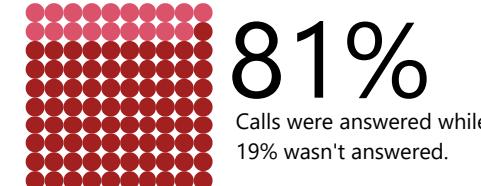
4054
Answered calls

946
Unanswered calls

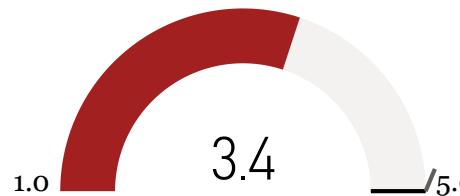
67.5
Average Speed of answer

Months

All



Average Satisfactory rating

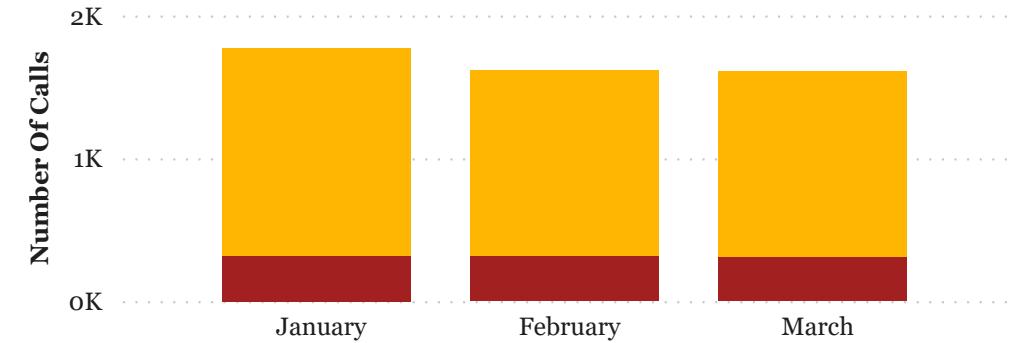


Key Findings:

- Unanswered calls needs some attention. (*why are calls unanswered?*)
- Unresolved subjects from all departments needs attention (Eg. *Training on unresolved subjects from callers*) Especially the "Technical Support" department.

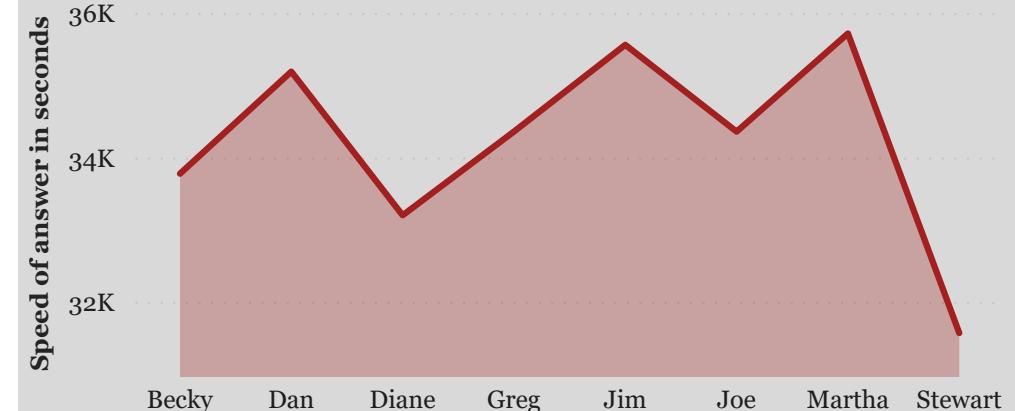
Calls Per Month

Answered N Y



| Agent | Answered calls | Calls Resolved | Avg of Satisfaction rating | Avg of Speed of Answer |
|--------------|----------------|----------------|----------------------------|------------------------|
| Joe | 484 | 436 | 3.3 | 71.0 |
| Martha | 514 | 461 | 3.5 | 69.5 |
| Greg | 502 | 455 | 3.4 | 68.4 |
| Dan | 523 | 471 | 3.4 | 67.3 |
| Jim | 536 | 485 | 3.4 | 66.3 |
| Diane | 501 | 452 | 3.4 | 66.3 |
| Stewart | 477 | 424 | 3.4 | 66.2 |
| Becky | 517 | 462 | 3.4 | 65.3 |
| Total | 4054 | 3646 | 3.4 | 67.5 |

Agent Call Response



Jim seems to be an overall performer on all topics with outstanding customer satisfactory rating, though less active with Technical support topics which takes a lot of talking time. I'd advice technical subjects be looked into for overall performance improvement. That been said, "Joe's" overall performance is a little bit worrisome with (Less calls, Low satisfactory rating with more talking time).