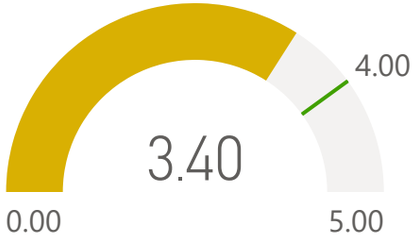
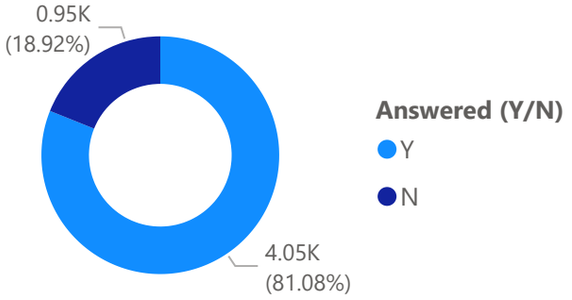
Phonenow: Call Center Trend Analysis

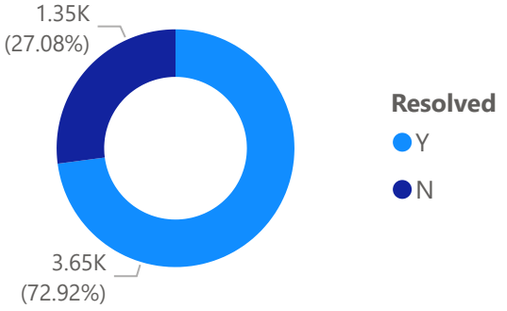
Average of Satisfaction rating, MAx_Rating and Target_value



Count of Call Id by Answered (Y/N)



Count of Call Id by Resolved



Average Speed of Answer

67.52

Average of Speed of answer in seconds

Agent

All

Topic

- [ ] Admin Support
- [ ] Contract related
- [ ] Payment related
- [ ] Streaming
- [ ] Technical Support

Date

1/1/2021 — 3/31/2021

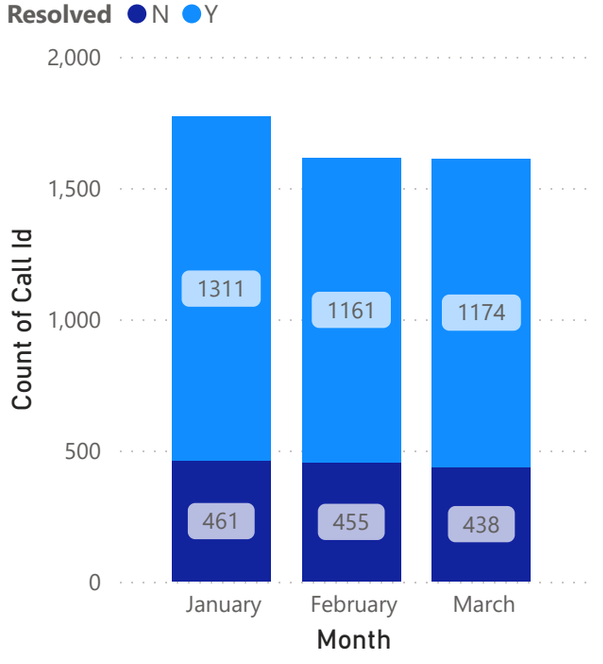
Topicwise Call Statistics

Topic	calls answered	Calls Resolved	Average of Satisfaction rating
Admin Support	795	723	3.43
Contract related	789	709	3.38
Payment related	818	729	3.40
Streaming	847	749	3.40
Technical Support	805	736	3.41
Total	**4054**	**3646**	**3.40**

Agent Statistics

Agent	calls answered	Calls Resolved	Average of Satisfaction rating	Average of Speed of answer in seconds
Joe	484	436	3.33	70.99
Martha	514	461	3.47	69.49
Greg	502	455	3.40	68.44
Dan	523	471	3.45	67.28
Jim	536	485	3.39	66.34
Diane	501	452	3.41	66.27
Stewart	477	424	3.40	66.18
Becky	517	462	3.37	65.33

Count of Call Id and Count of Resolved by Month and Resolved



Phonenow: Customer Churn Analysis

Total Customers

7043

Customers at Risk

1869

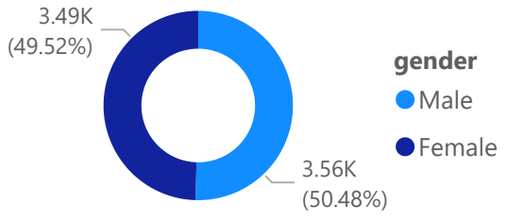
Customer Tenure (months)

0 72

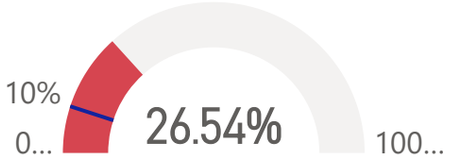
Streaming

All

Count of gender by gender



Churn Rate



Average Monthly Charge

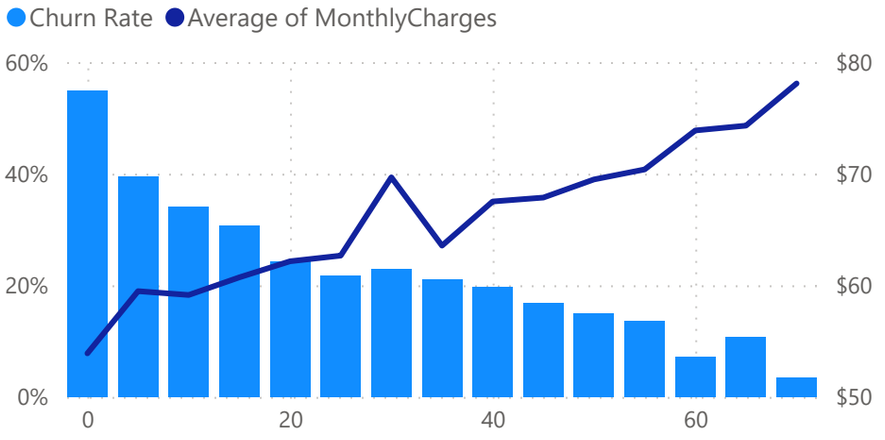
$64.76

Tickets Raised

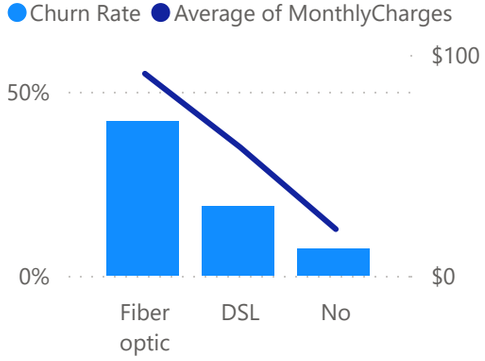
3632
Sum of numAdminTickets

2955
Sum of numTechTickets

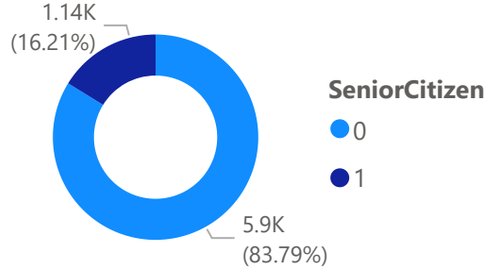
Churn Rate by Customer tenure



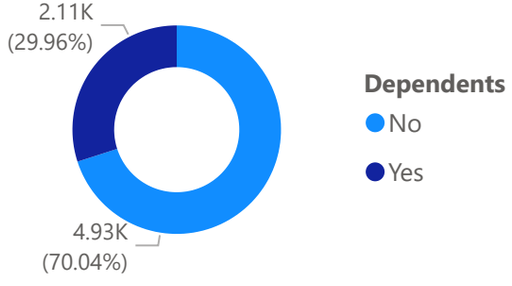
Churn Rate and Average of MonthlyCharges by InternetService



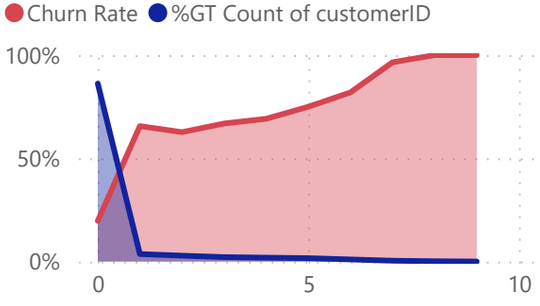
Count of SeniorCitizen by SeniorCitizen



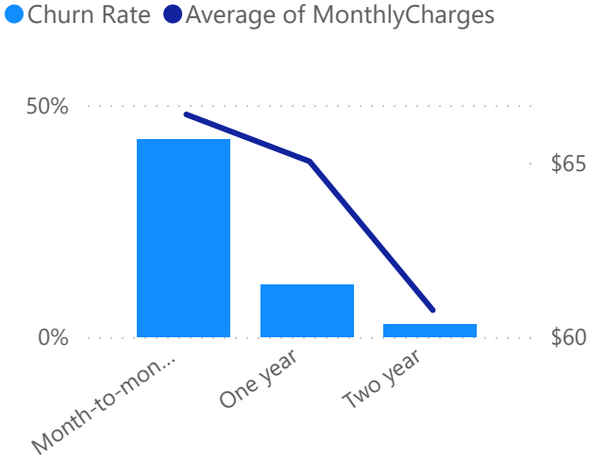
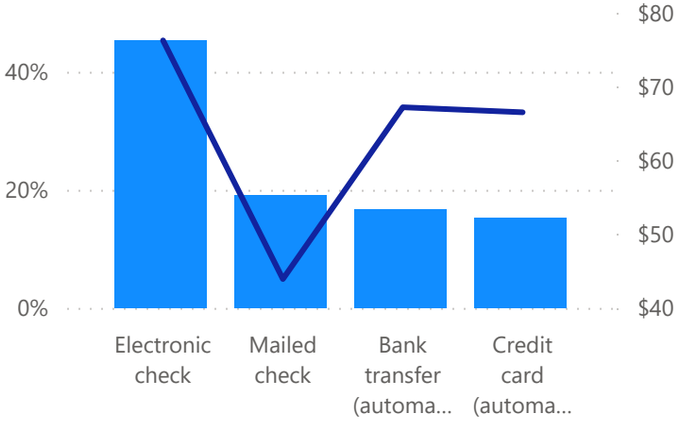
Count of Dependents by Dependents



Churn Rate and %GT Count of customerID by numTechTickets



Type of Contract and Churn Rate



Payment Method and Churn Rate