

Project-3: Call Center Performance Analysis

Project Workflow:

- Dataset sourced from Kaggle
- Data cleaned and preprocessed using Python
- SQL queries summarized data insights
- Final reporting and KPIs visualized in Power BI

Key Metrics:

Average Customer Rating	3.40
Average Answer Time	67.52 sec
Total Calls Received	5000
Answered Calls	4054 (~81%)
Resolution Rate	72.9%

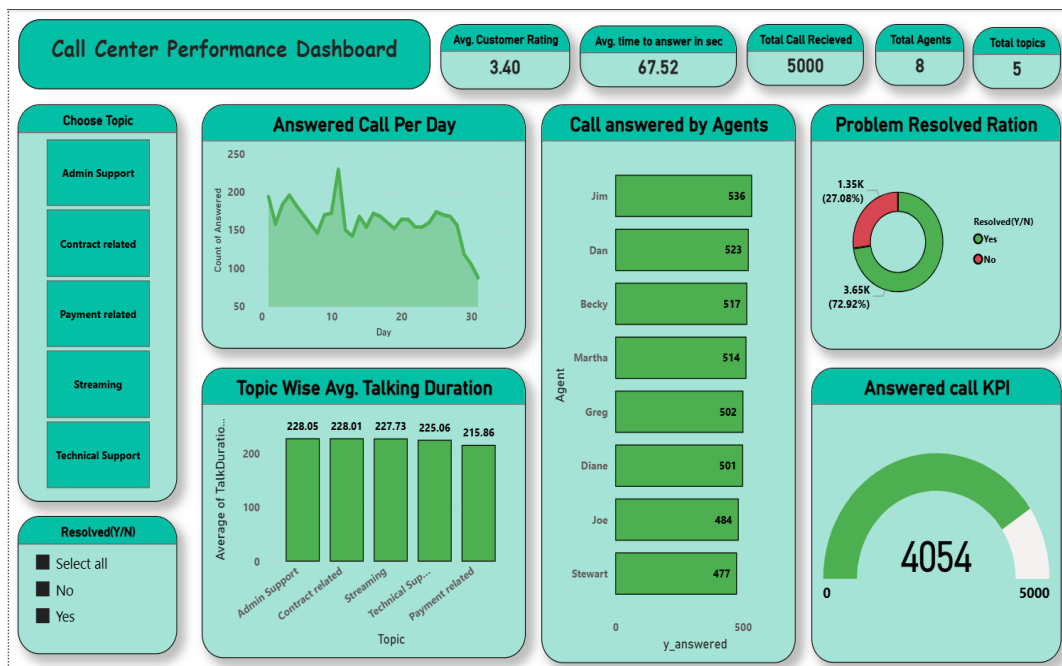
Agent Performance:

- Jim handled the most calls (536)
- Stewart managed the least (477)
- Balanced workload across 8 agents

Customer Experience Insights:

- Average rating (3.4) indicates moderate satisfaction
- Admin Support & Contract Related calls take longest
- Resolution rate at ~73% shows efficiency but scope to improve

Dashboard Snapshot:



Business Recommendations:

- Train agents for better first-call resolution
- Focus on Admin & Contract queries to reduce handling time
- Implement KPIs for efficiency tracking
- Continuous monitoring using Power BI dashboards

Project-3 Information

Prepared by: Chinmaya Agrawal

Email: chinmaya_2312res228@iitp.ac.in

Institute: Indian Institute of Technology Patna