



# CALL CENTRE TRENDS

Month

January

February

March

Satisfaction Rating

1

2

3

4

5

Answered

All

Count of Calls

5000

Count of Resolved

3646

Avg Rating

3.4

Avg speed Answers(s)

67.5

Calls Rejected

946

Resolved

All

Topic

- ☐ Admin Support
- ☐ Contract related
- ☐ Payment related
- ☐ Streaming
- ☐ Technical Support

Call ID

All

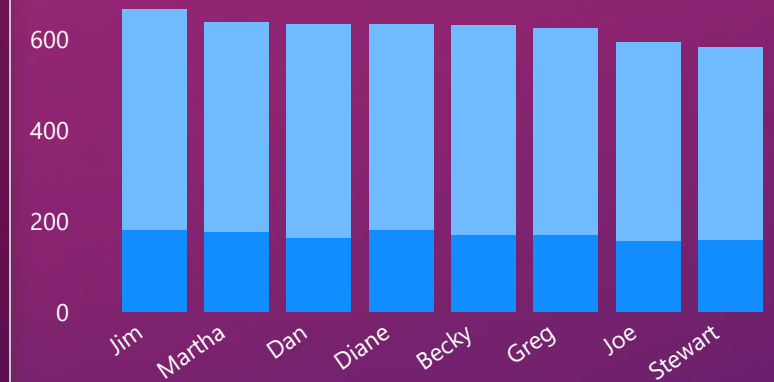
Agent

- ☐ Becky
- ☐ Dan
- ☐ Diane
- ☐ Greg
- ☐ Jim
- ☐ Joe
- ☐ Martha
- ☐ Stewart

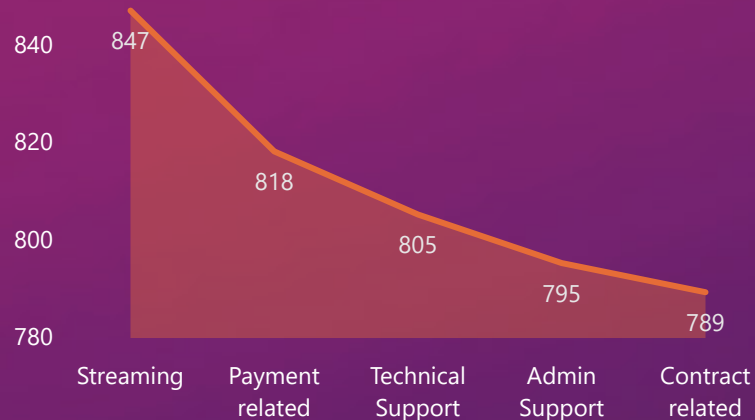
Average Performance Quadrant

Agent	Count of Call Id	Sum of Calls_Ans	Sum of RejectedCall	AvgRating	Average of Answer
Jim	666	536	130	3.39	66.34
Dan	633	523	110	3.45	67.28
Becky	631	517	114	3.37	65.33
Martha	638	514	124	3.47	69.49
Greg	624	502	122	3.40	68.44
Diane	633	501	132	3.41	66.27
Joe	593	484	109	3.33	70.99
Stewart	582	477	105	3.40	66.18

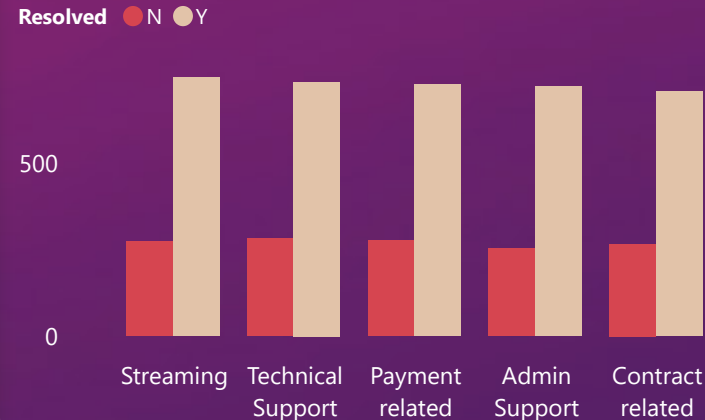
ResolvedCount by Agent



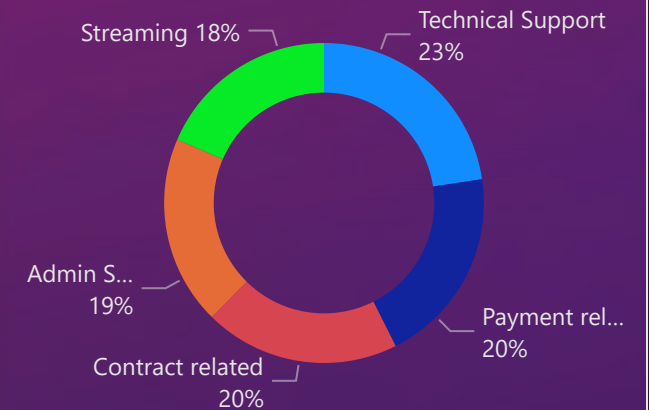
Count of Answered Calls by Topic



Count of Query Resolved by topic



Percentage of Rejected Call by Topic



## CALL CENTRE TRENDS

**Based on the analysis of the Call Centre Trends Report, several significant insights have emerged:**

- ➔ During the first quarter of 2021, Call centre received a total of 5,000 calls.
- ➔ Out of total 5,000 incoming calls, 4,054 calls were successfully answered by our team, while 946 calls were rejected before being answered.
- ➔ The average customer satisfaction rate is 3.4 on a scale of 1 to 5.
- ➔ The average speed of answer is 67.54 seconds.
- ➔ If we see the agent performance from the report we got to know that Martha got highest rating of 3.47 which was highest among other agent for the same time period.
- ➔ Jim received highest no of calls that is 666 out of which he answered 536 calls and rejected 130 calls.
- ➔ Highest calls answered is from Streaming that is 847, among all the topics.
- ➔ Maximum number of calls rejected is from Technical support topic i.e, 214 calls which 23% of entire rejected calls.
- ➔ Maximum count of query resolved is also from Streaming topic that is 749.