PhoneNow Call center Trends

5000
Total Calls

67.52
Average speed of answer

4054
Total calls Answered

946
Total calls Unanswered

49.9%
overall customer satisfaction
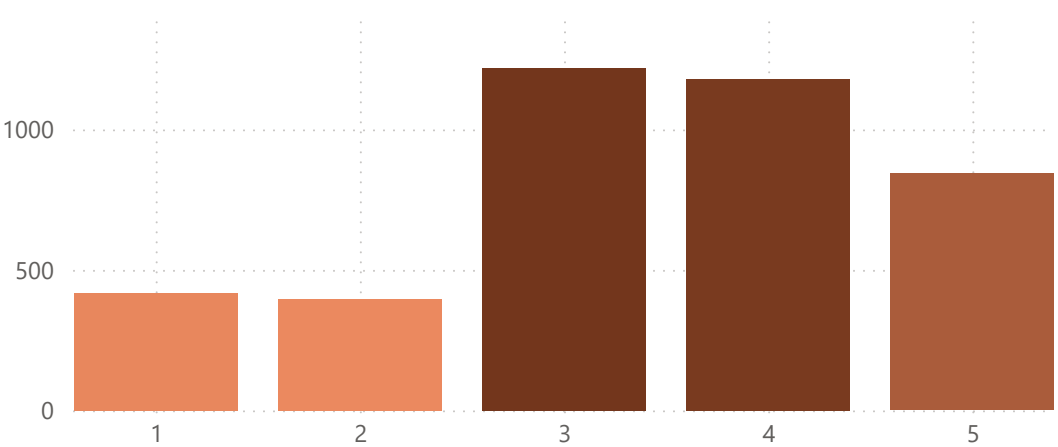
Agent
All ▾

Month
All ▾

Topic
All ▾

Call Center...   Call Center (Agent..   Key Insights
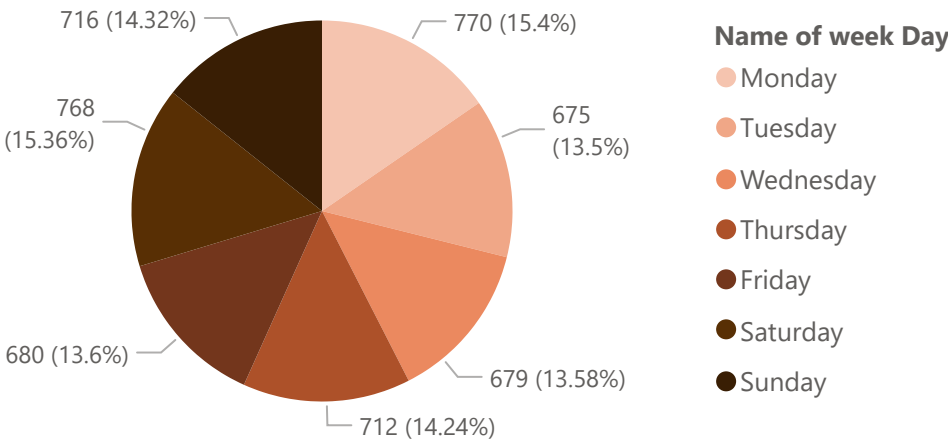
Total Calls by Satisfaction rating

Range 0.4K ▬▬ 1.22K

Rating	Value
1	~450
2	~420
3	~1220
4	~1180
5	~840

Number of Calls by Day

Total Calls by Week Day

716 (14.32%)   770 (15.4%)
768 (15.36%)   675 (13.5%)
680 (13.6%)
712 (14.24%)   679 (13.58%)
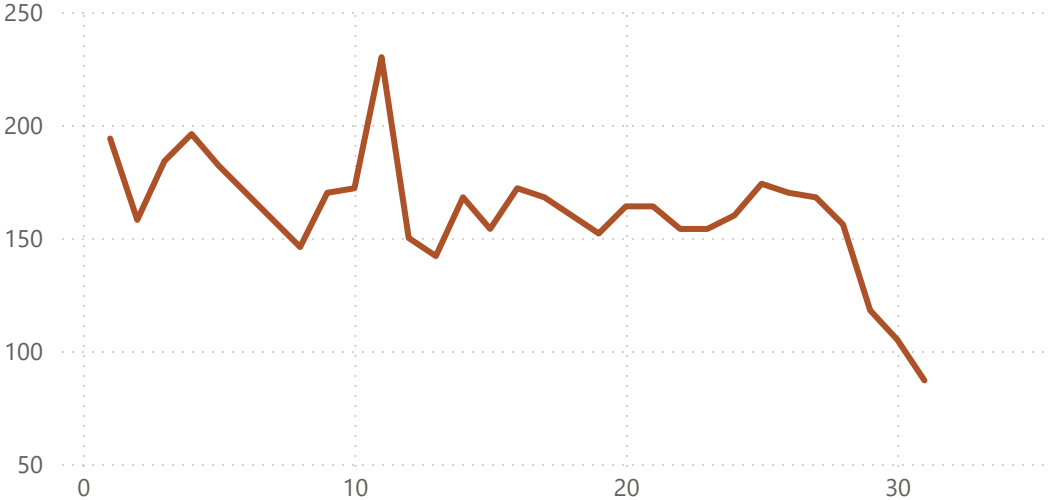
Name of week Day
- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday
- Sunday

Resolved and Unresolved calls by Satisfaction rating

Sum of Satisfaction rating ● resolved calls ● Unresolved calls

January   February   March

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Agent
All

Month
All

Topic
All

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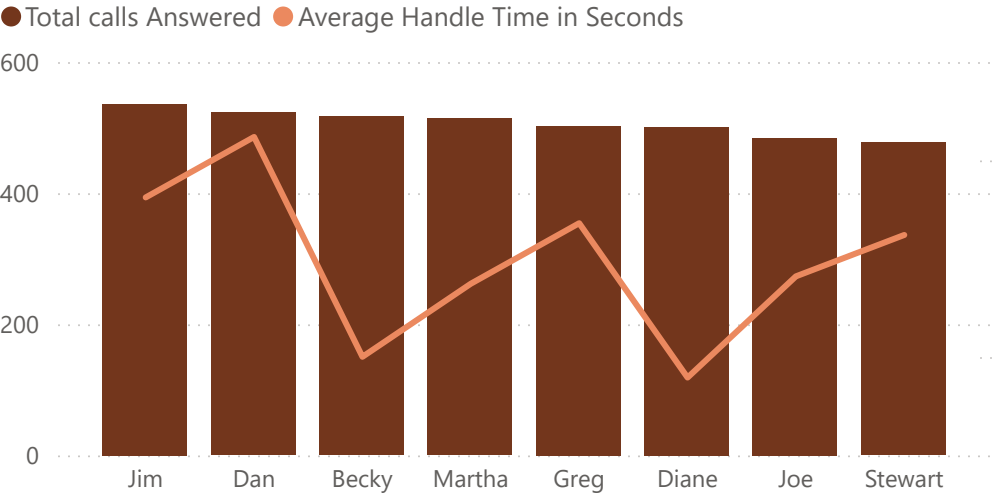
49.9%
overall customer satisfaction

Total calls Answered and Average Handle Time in Seconds by Agent

● Total calls Answered ● Average Handle Time in Seconds

Agents: Jim, Dan, Becky, Martha, Greg, Diane, Joe, Stewart

Calls Answered by Average Handle Time
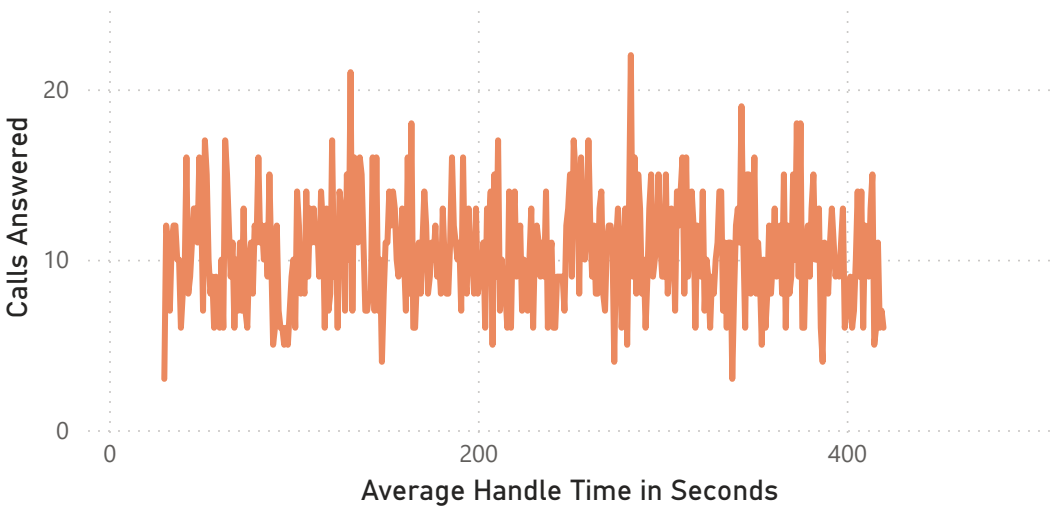
Average of Speed answered by agent in seconds

Range 65.33 70.99

Becky, Stewart, Diane, Jim, Dan, Greg, Martha, Joe

Resolved and Unresolved calls by Agent

● resolved calls ● Unresolved calls
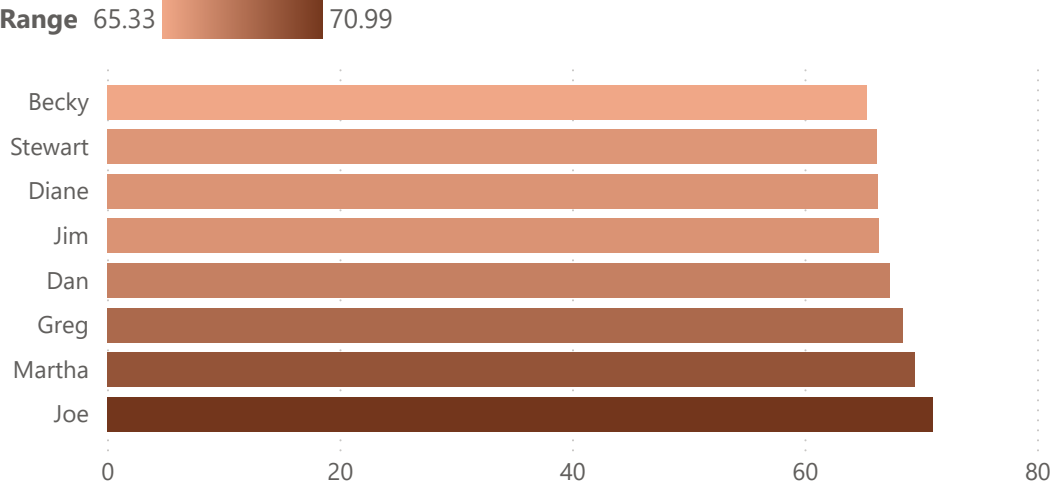
Jim, Dan, Becky, Martha, Greg, Diane, Joe, Stewart
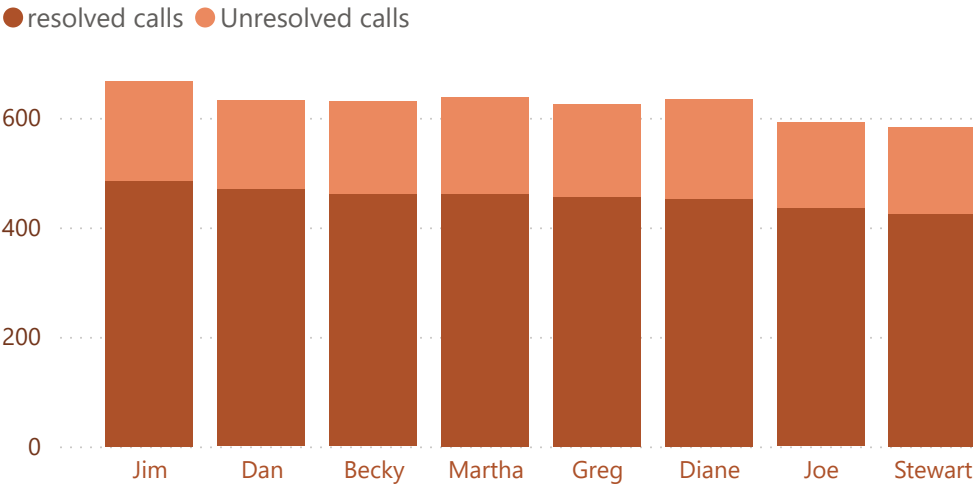
PhoneNow Call center Trends

Data Visualization Insights

The data reveals valuable trends and areas for improvement in the call center's performance.

Key Findings:

1. Satisfaction ratings primarily cluster around 3 and 4.
2. Average satisfaction rating decreased over three months, with January highest and March lowest.
3. Issue resolution rates peaked in January, dipped in February, and rebounded in March.
4. Most calls arrive in the morning.
5. Agent performance varies:
- Joe: Fastest average speed of answer.
- Jim: Highest call resolution rate, despite slower answer speed.
- Becky: Lowest speed of answer, but higher call resolution rate.
- Martha: Highest speed of answer.

Other Key Performance Indicators (KPIs):

1. Five-Star Rating: 843 calls (17% of total).
2. Average Rating: 3.40.
3. Total Calls: 5,000.
4. Average Speed of Answer: 67.52 seconds.

Insights and Recommendations:

1. Positive response rate: Most agents have more answered than unanswered calls.
2. Decreasing call volume: January to March.
3. Balanced demand: Even distribution of calls by topic.
4. Room for improvement: Some agents (Joe, Stewart) have significant unresolved calls.
5. Inverse relationship: Call volumes and customer satisfaction.