



# Call Center Trend Analysis

**Overview**

**Agent's Performance**

**Insights**

**Presented by Ganesh Chandra Panda**

5000

Total Calls

4054

Total Answered Call

946

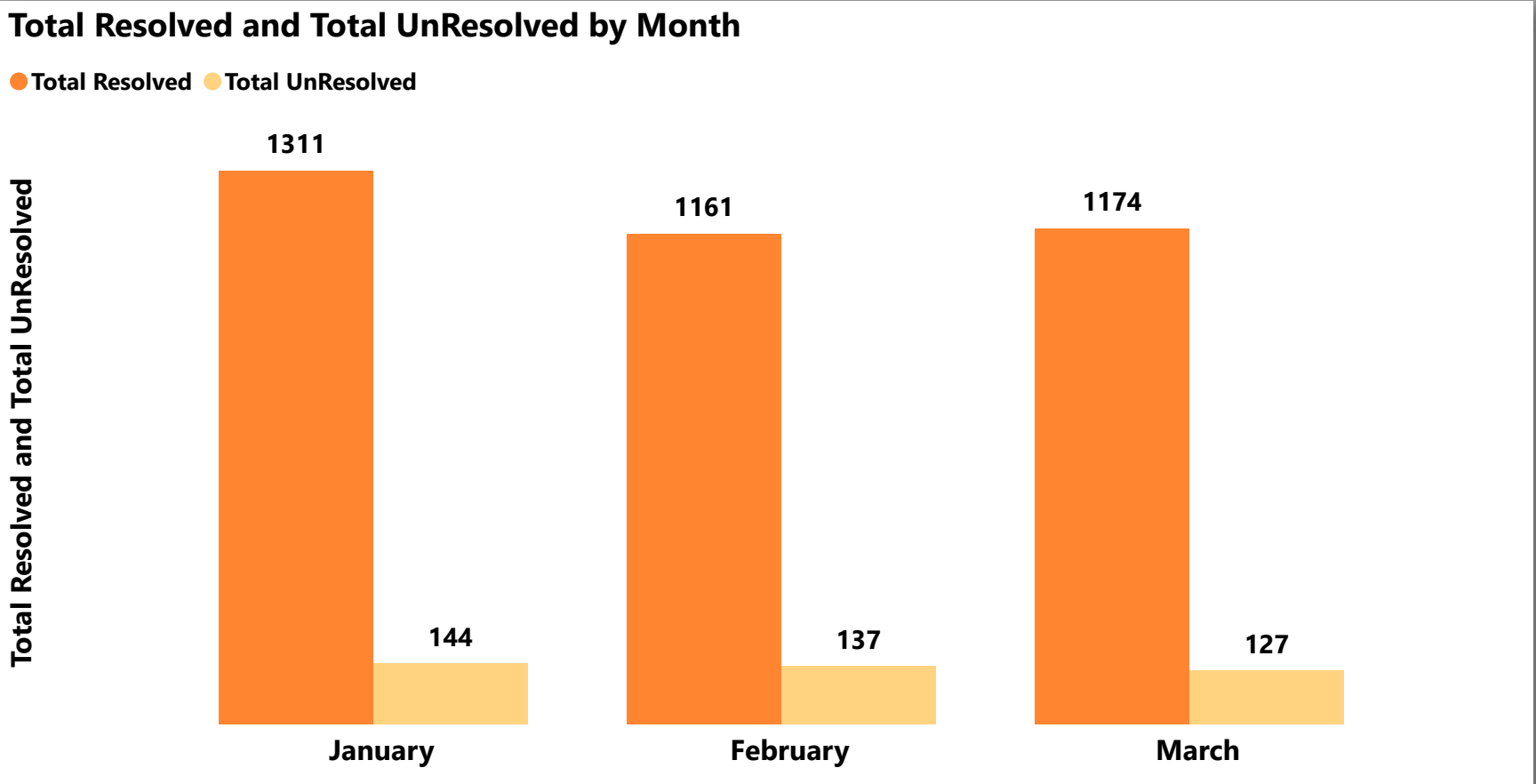
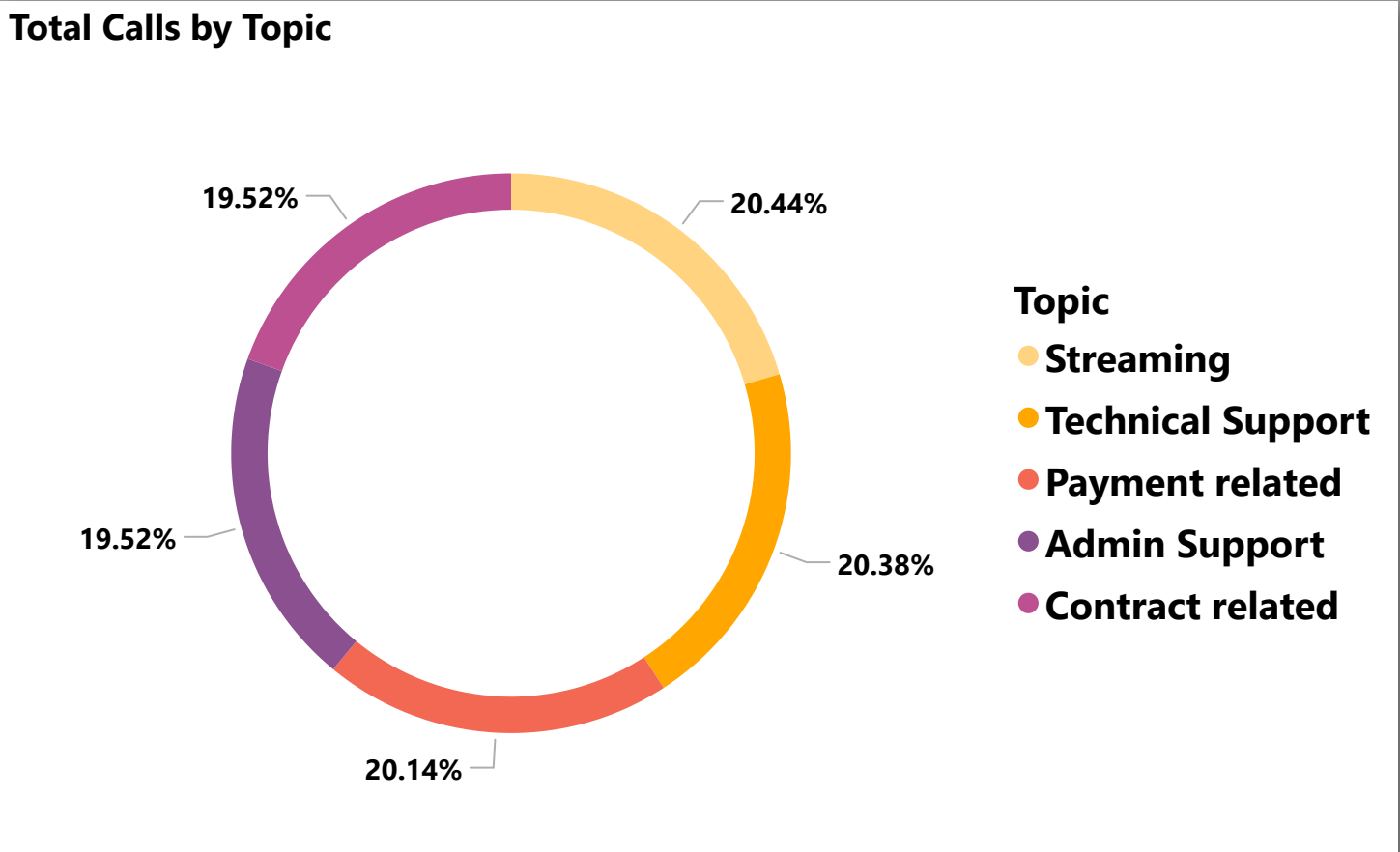
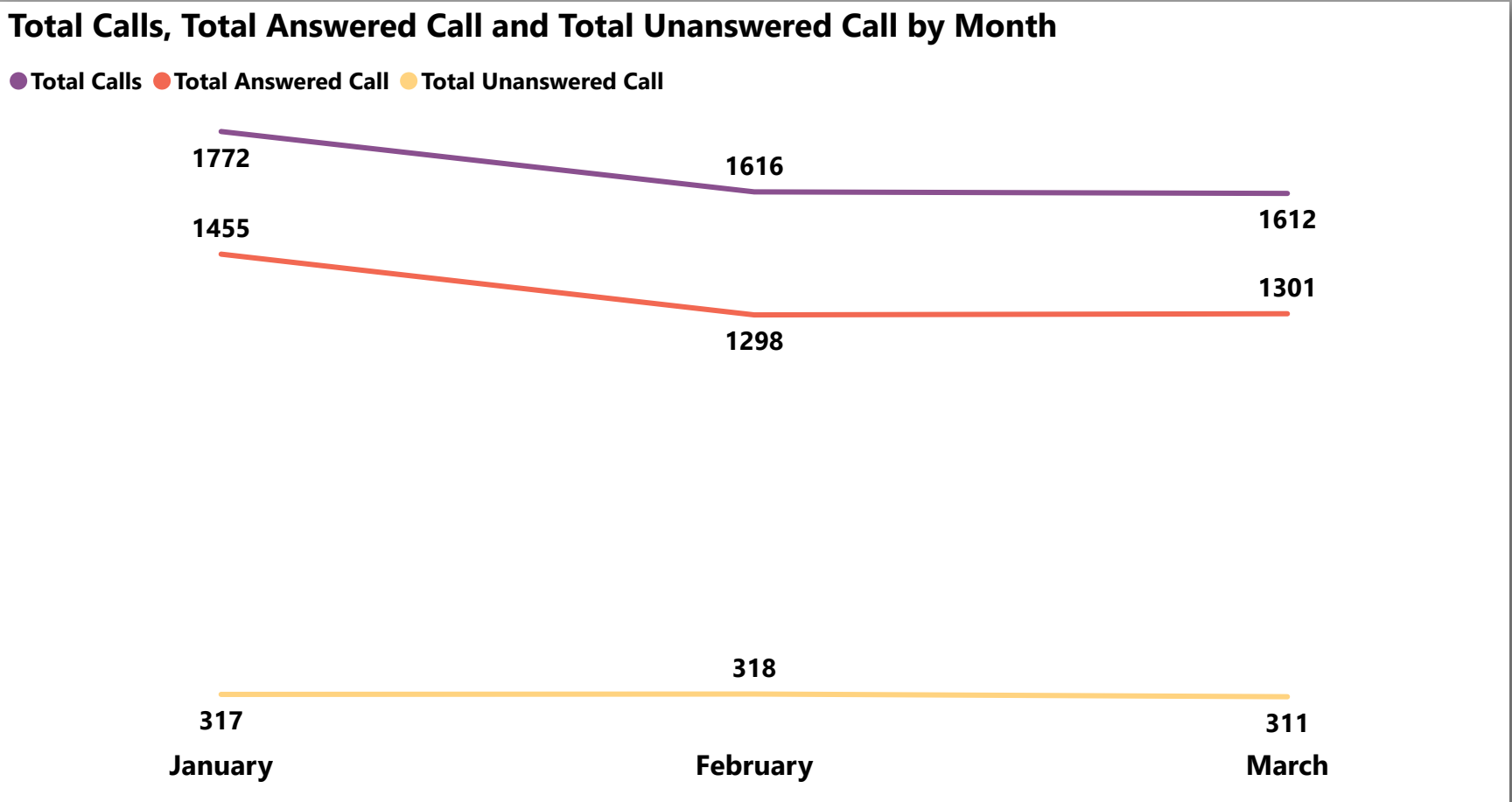
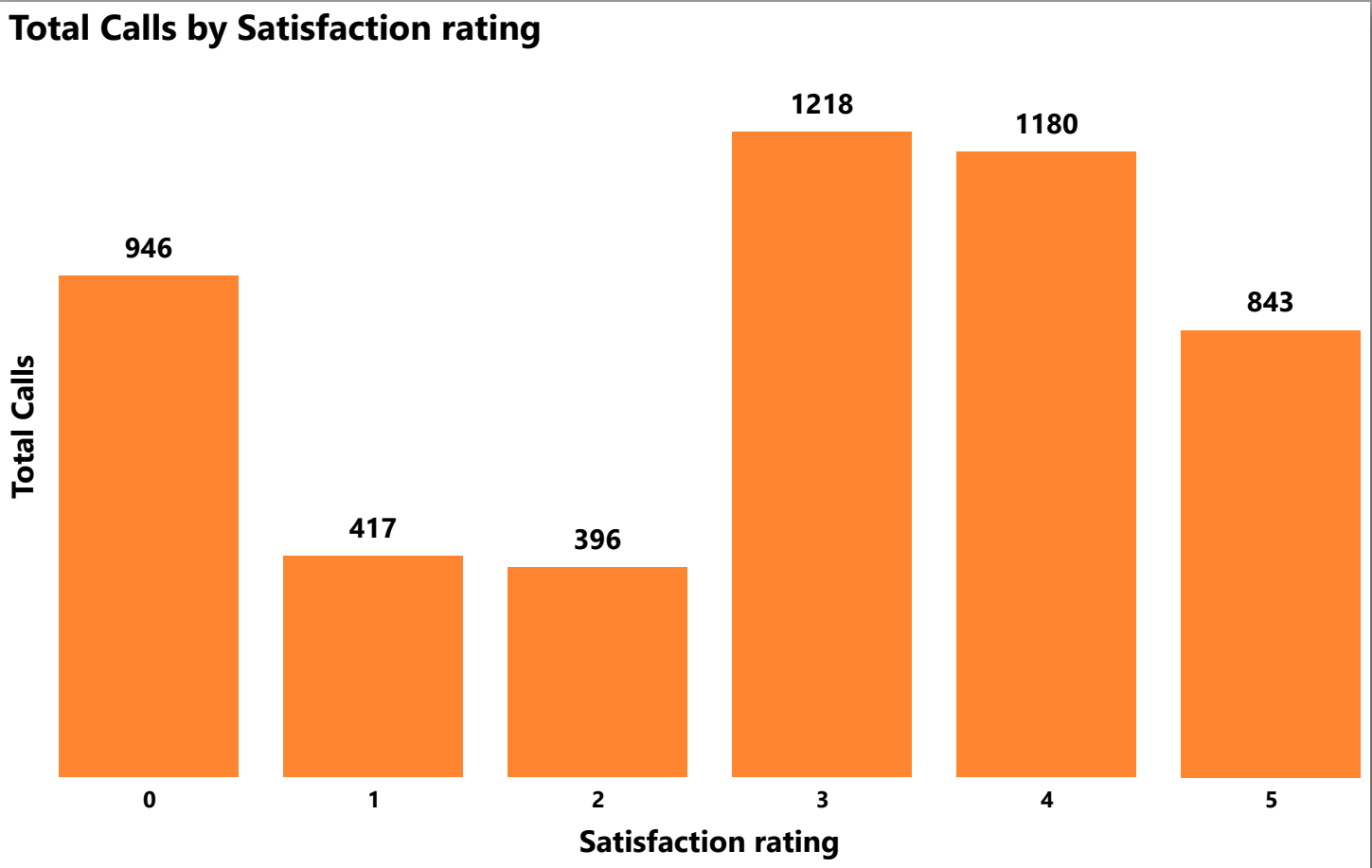
Total Unanswered Call

54.75

Avg Speed of Answer

40.46%

Overall Satisfaction Rating



4054

Total Answered Call

946

Total Unanswered Call

3646

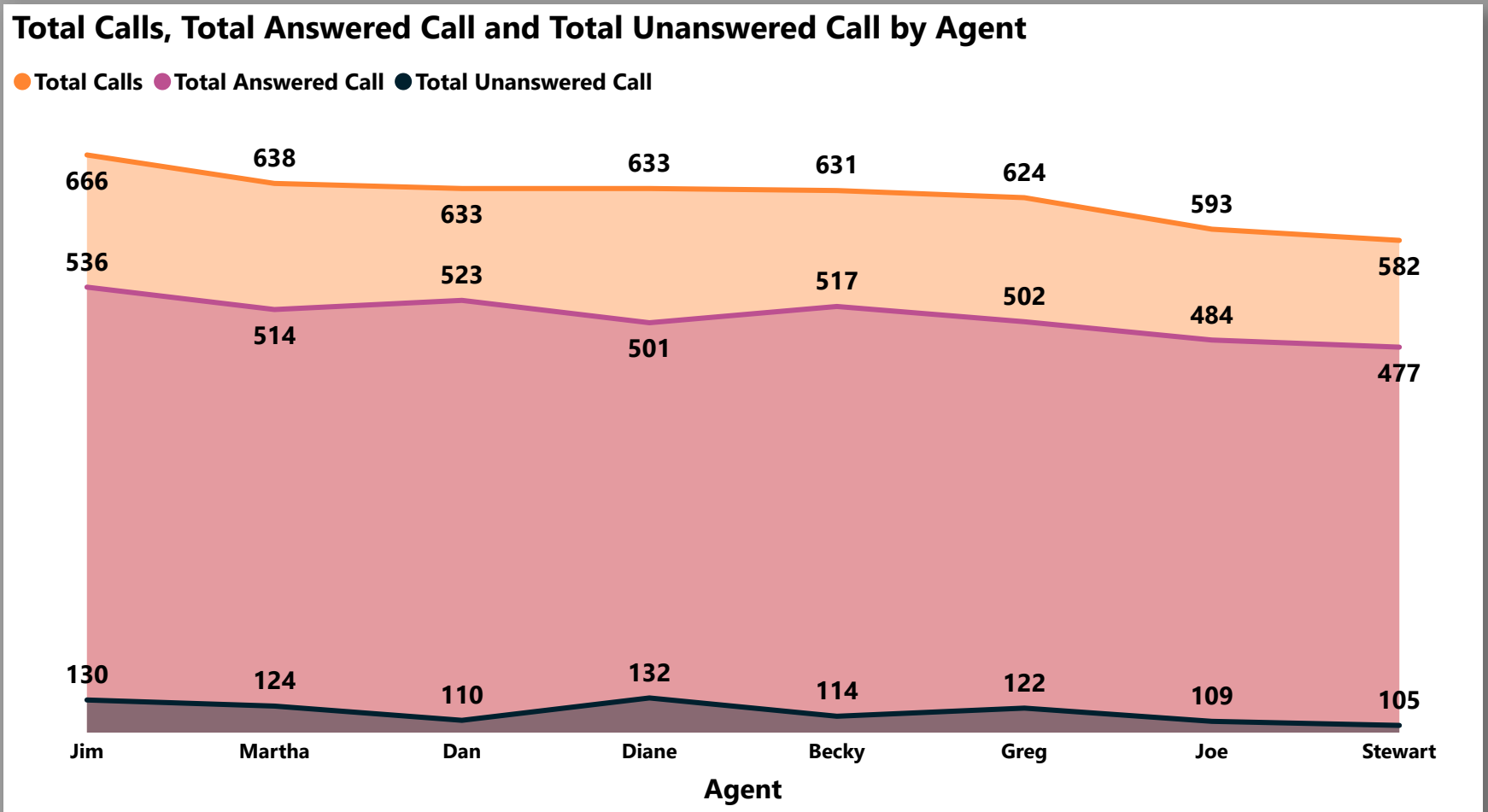
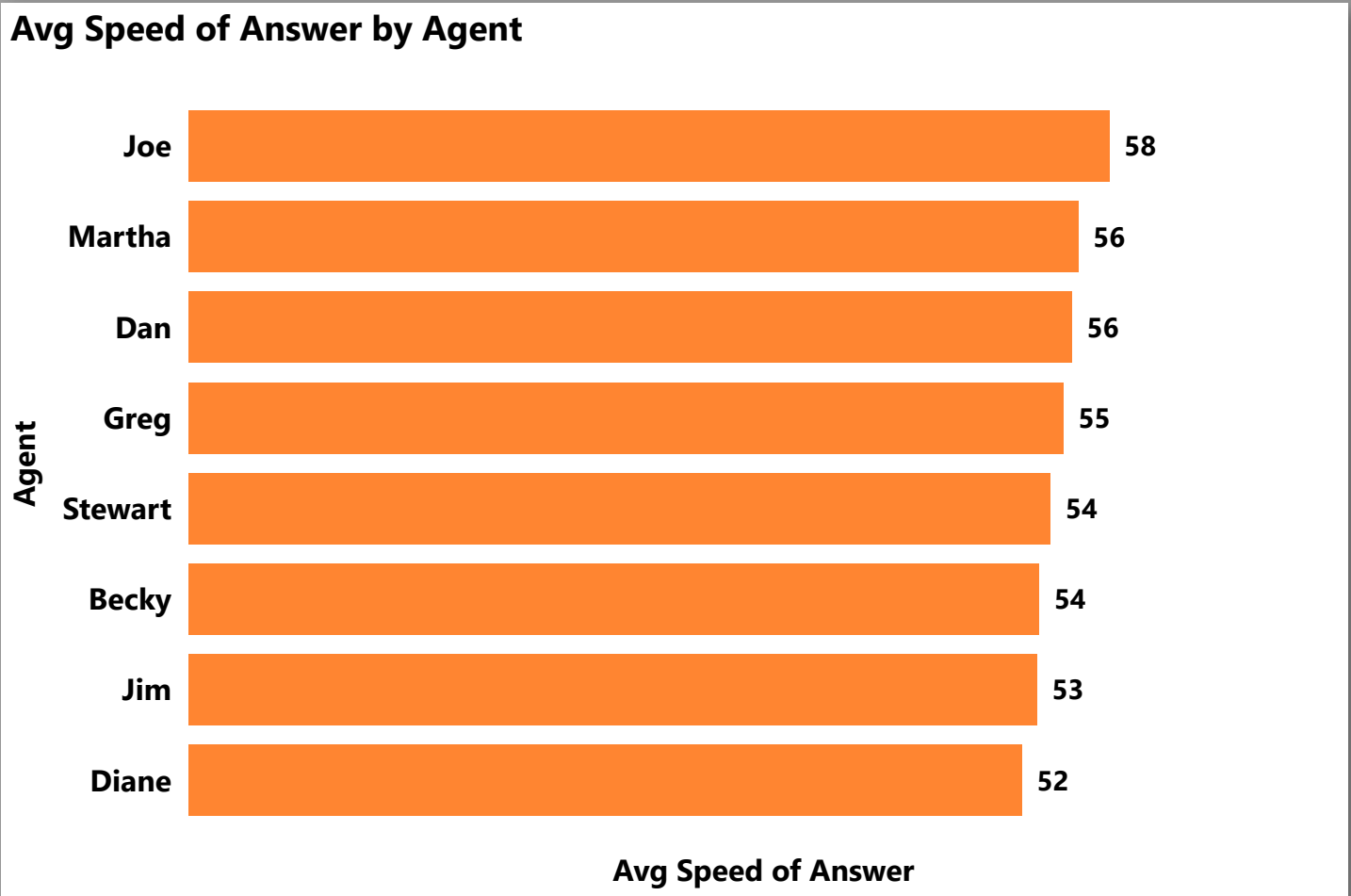
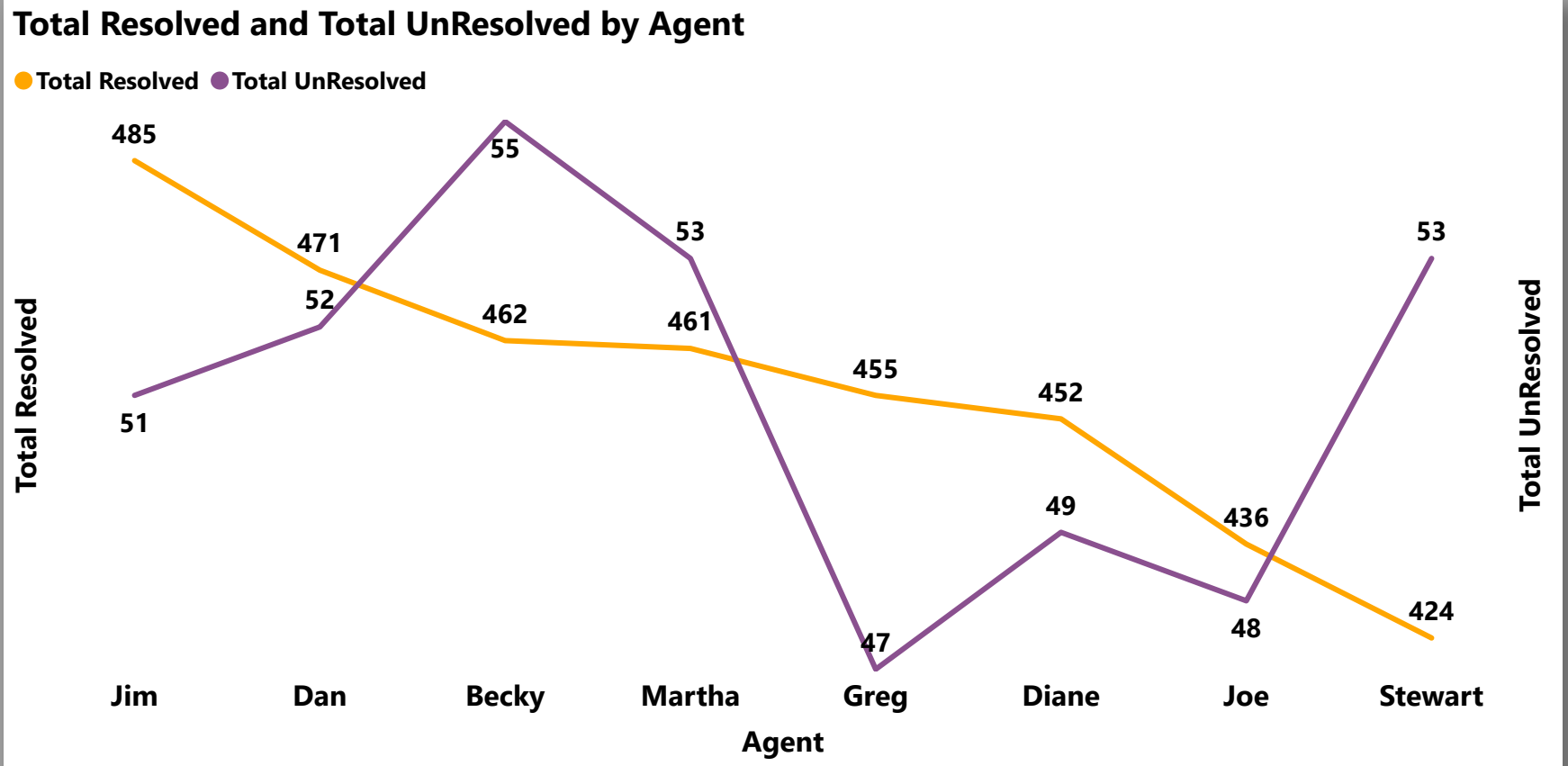
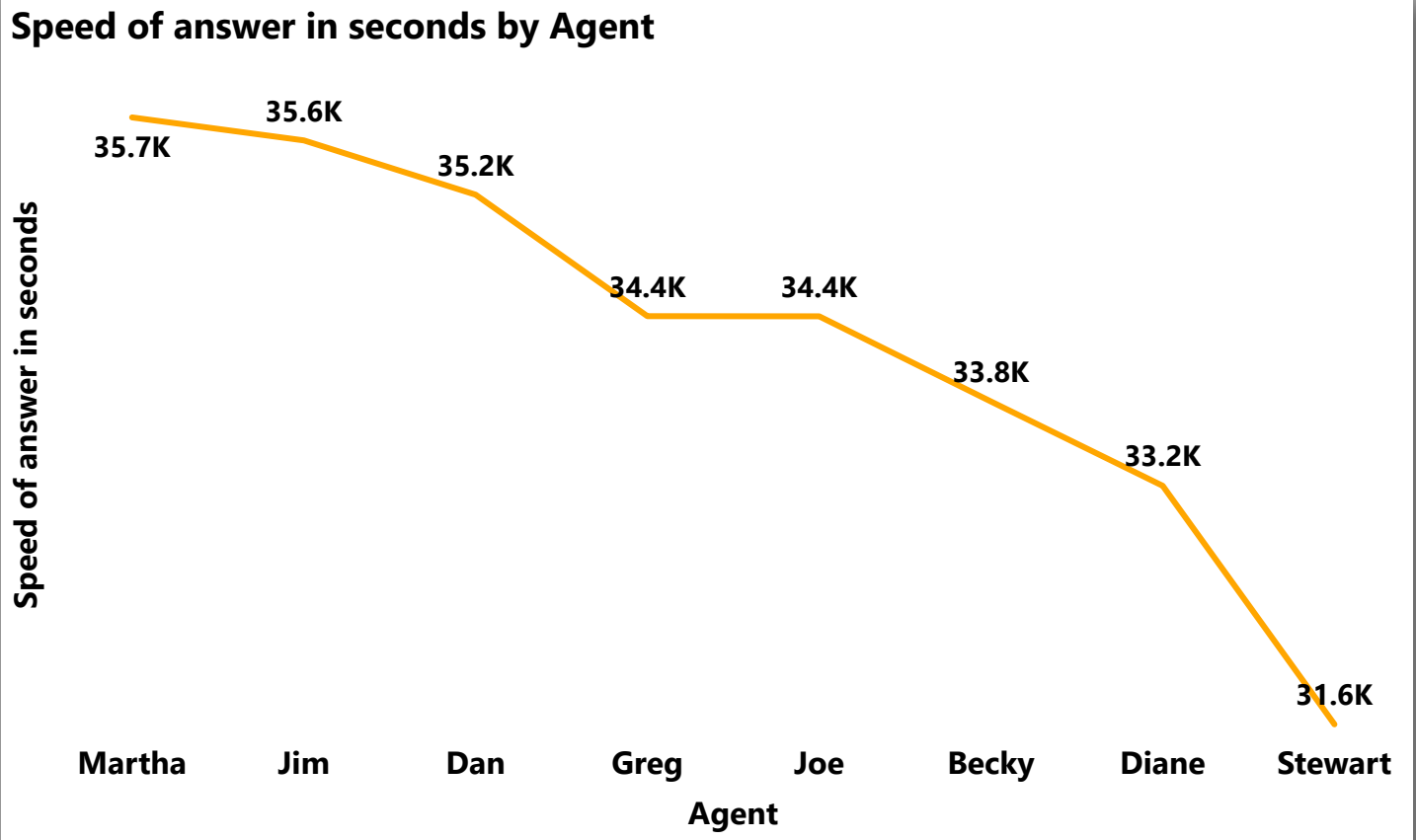
Total Resolved

408

Total UnResolved

54.75

Avg Speed of Answer



## Insights

### Overview Dashboard:

#### Call Topics Analysis

- .Streaming received the highest percentage of calls.
- .Admin Support and Contract Related topics recorded the lowest percentage of calls

#### Monthly Call Trends

- .January recorded the highest number of resolved and unresolved calls.
- .February had the lowest number of resolved calls, while March recorded the lowest number of unresolved calls.

### Agent Performance Dashboard:

#### Speed of Answer (Seconds):

- a. Martha has the highest speed of answer.
- b. Stewart has the lowest speed of answer.
- c. Joe records the highest average speed of answer.

#### Call Resolutions:

- a. Jim resolved the highest number of calls, while Stewart resolved the lowest.
- b. Becky has the highest number of unresolved calls, while Greg has the lowest.

#### Resolution Rates and Call Insights: