



Agent

All



CALL CENTER DASHBOARD

Topic

All

Giriraju B

Data Analyst Intern



Total number of calls



5,000

No of calls answered



4,054

No of Issue resolved



3,646

Average answer speed(secs)



67.52

Average answer call
duration(secs)

182.4

Overall customer certification

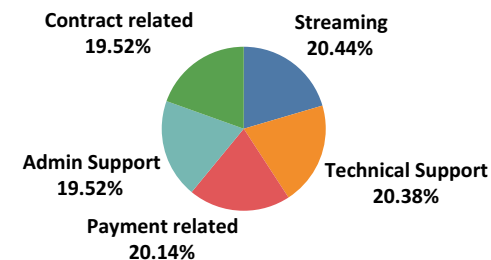


3.40

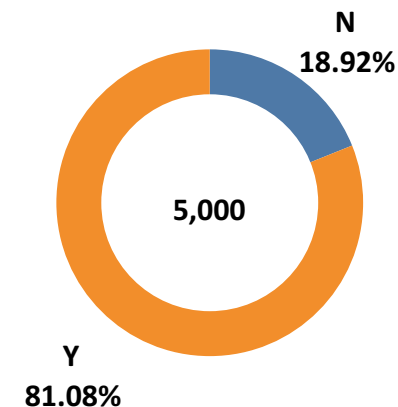
Count of Call by Agent

Jim 666	Diane 633	Joe 593
Martha 638	Becky 631	Stewart 582
Dan 633	Greg 624	

Count of calls by Topic



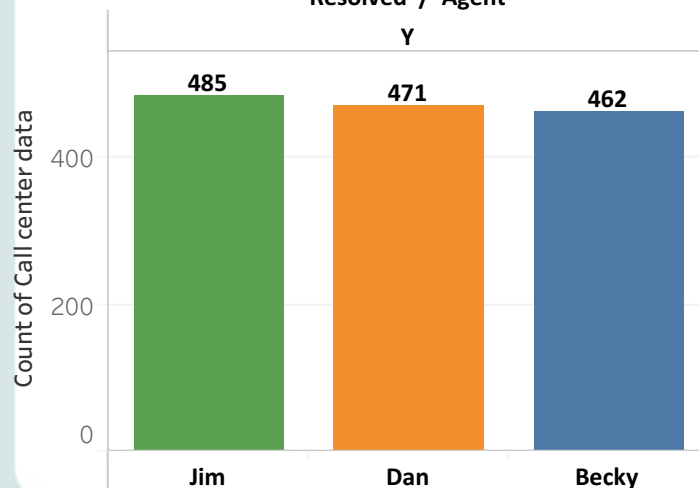
Call distribution (Y/N)



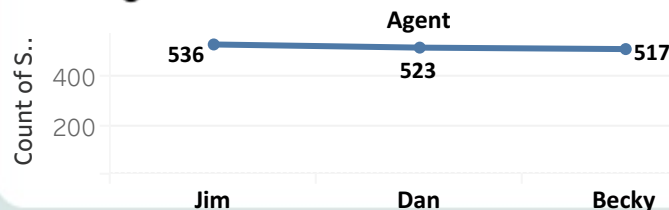
Most issue resolved employee

Resolved / Agent

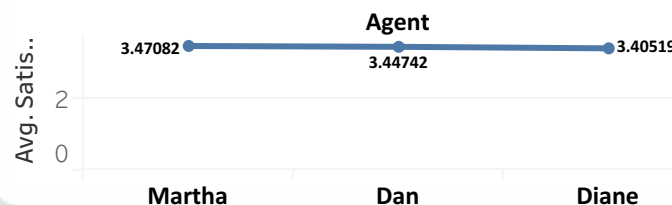
Y



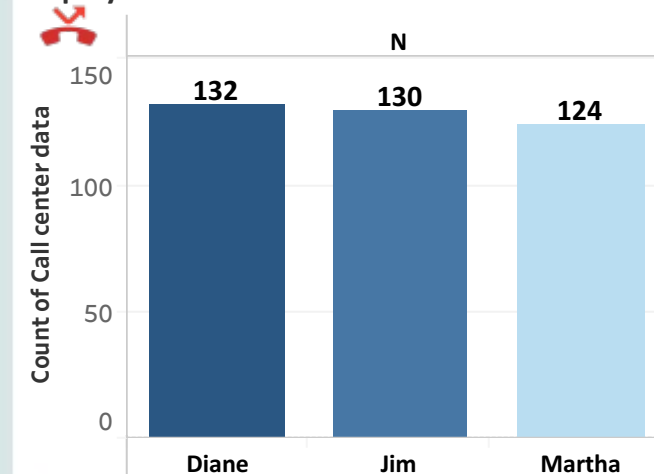
Most Rated Employee(Count)



Most Rated Employee(Average)



Employee who has missed more number of calls





MAJOR INSIGHTS

As per the **Functional Requirement Document**, the following are the major insights:

1. Total number of calls: **5000** calls.
2. Number of calls answered: **4054** calls.
3. Number of issues resolved: **3646** calls.
4. Average answer speed: **67.52** seconds.
5. Average call duration after answering: **182.4** seconds.
6. Overall customer satisfaction rating: **3.40**.
7. Count of calls by agent: **Jim - 666** calls, **Martha - 638** calls, **Dan - 633** calls, **Diane - 633** calls, **Becky - 631** calls, **Greg - 624** calls, **Joe - 593** calls, and **Stewart - 582** calls.
8. Count of calls by topic: **Streaming - 20.44%**, **Technical Support - 20.38%**, **Payment-related - 20.14%**, **Admin Support - 19.52%**, **Contract Related - 19.52%**.
9. Call distribution (Yes/No): **Yes - 81.08%**, **No - 18.92%**.
10. Employee with the most issues resolved: **Jim** Tops with **485** issues resolved.
11. Most rated employee: By count, it is **Jim** with **536** ratings, and by average, it is **Martha** with a rating of **3.47**.
12. Employee who has missed the most calls: **Diane**, who missed **132** calls.

Recommendations:

1. Recognize and **reward** 🎁 **Jim** Tops for resolving the highest number of issues, contributing positively to customer satisfaction.
2. **Investigate** 🕵️ the reasons for Diane missing the most calls (132 calls) and implement **strategies** ✂️ to **reduce** missed calls.
3. **Recognize** 🏆 **Martha** for her **high average rating** and consider sharing her best practices with the team to enhance overall customer satisfaction.
4. Consider focusing 🔍 on the "**Admin Support**" and "**Contract Related**" topics, which have slightly **lower** percentages compared to other topics.
5. Assess the reasons behind the **18.92% of calls** that were not answered 🛑, and explore ways to improve it.