



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.