



CALL CENTER DASHBOARD



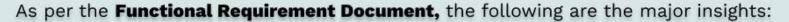


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MAJOR INSIGHTS



Total number of calls: 5000 calls.
Number of calls answered: 4054 calls.
Number of issues resolved: 3646 calls.
Average answer speed: 67.52 seconds.
Average call duration after answering: 182.4 seconds.
Overall customer satisfaction rating: 3.40.
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.
Count of calls by topic: Streaming - 20.44%, Technical Support - 20.38%, Payment-related - 20.14%, Admin Support - 19.52%, Contract Related - 19.52%.
Call distribution (Yes/No): Yes - 81.08%, No - 18.92%.
Employee with the most issues resolved: Jim Tops with 485 issues resolved.
Martha with a rating of 3.47.
Employee who has missed the most calls: Diane, who missed 132 calls.

Recommendations:

- 1. Recognize and **reward** 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.