**TASK 6 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 distributed, and explore ways to improve call distribution.