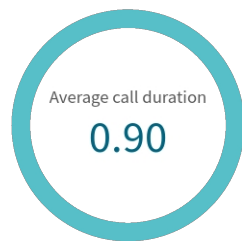
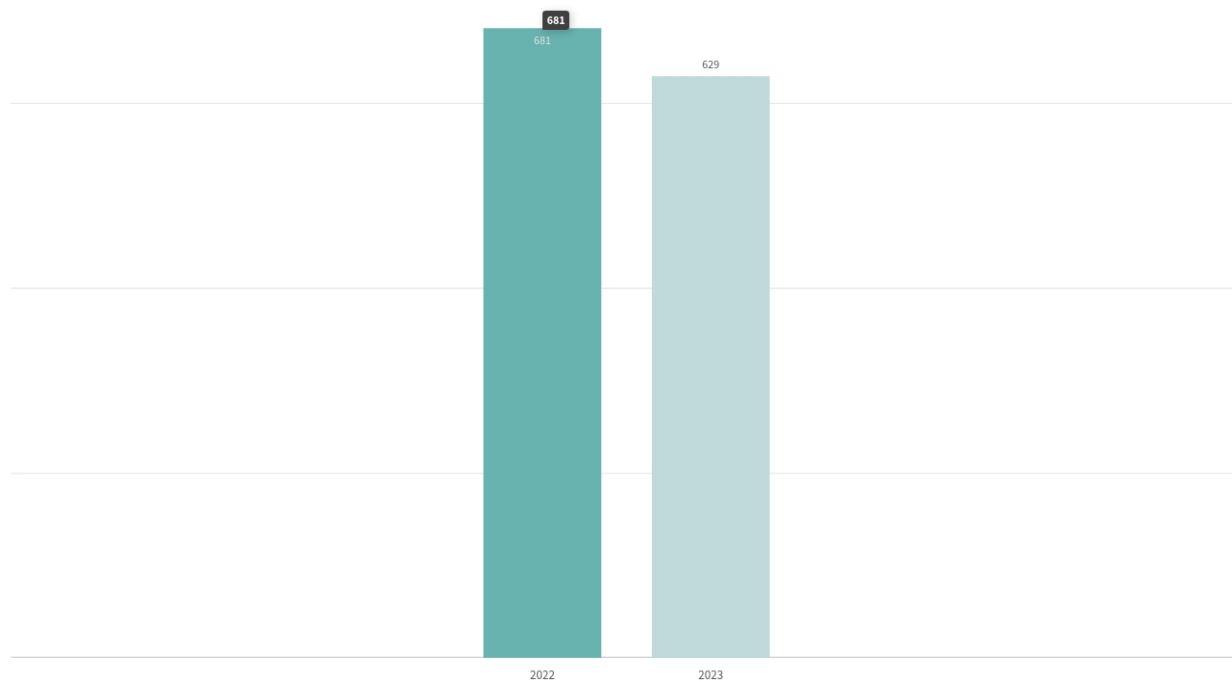


# Call Center Analytics for Europe



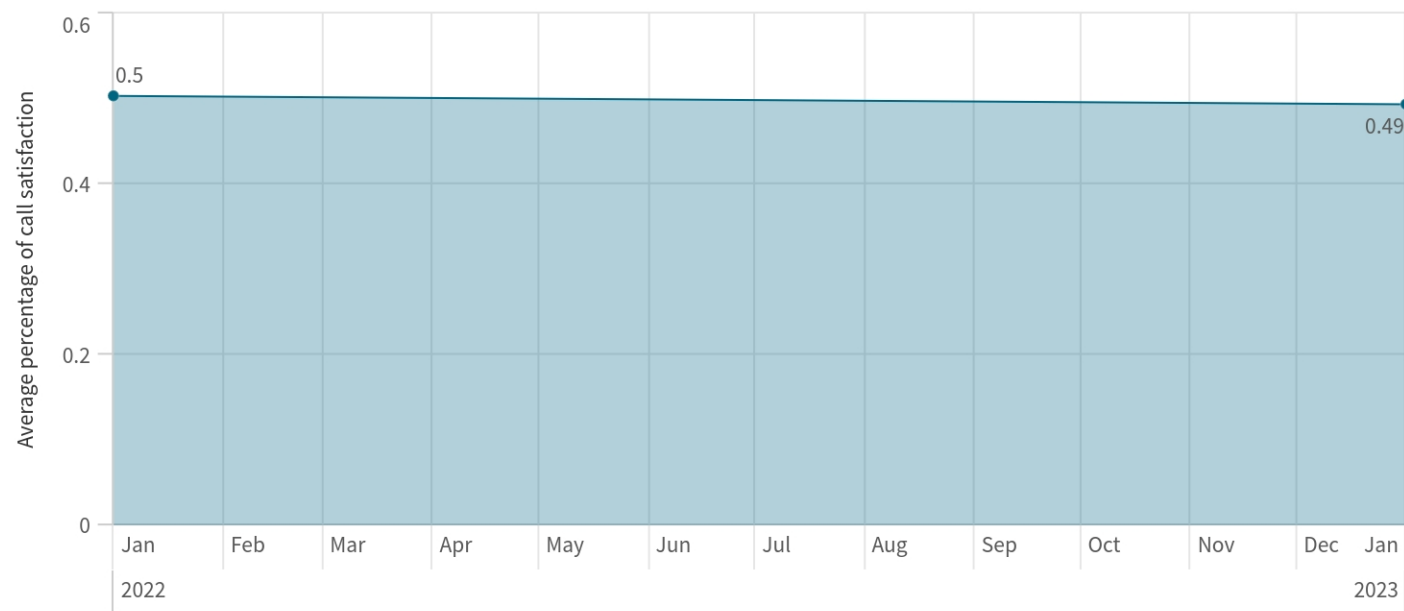
Trend over time for the number of calls



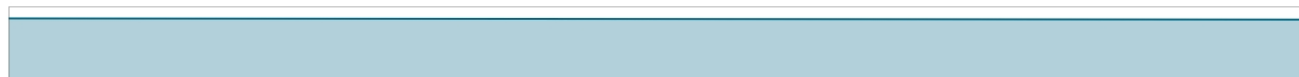
*In 2023, the number of calls in Europe has rapidly decreased to 629, marking a 7,63% reduction.*

***The average percentage of call satisfaction in Europe marked 2% reduction in 2023.***

**Trend over time for the average percentage of call satisfaction**



CallStarts.autoCalendar.Year



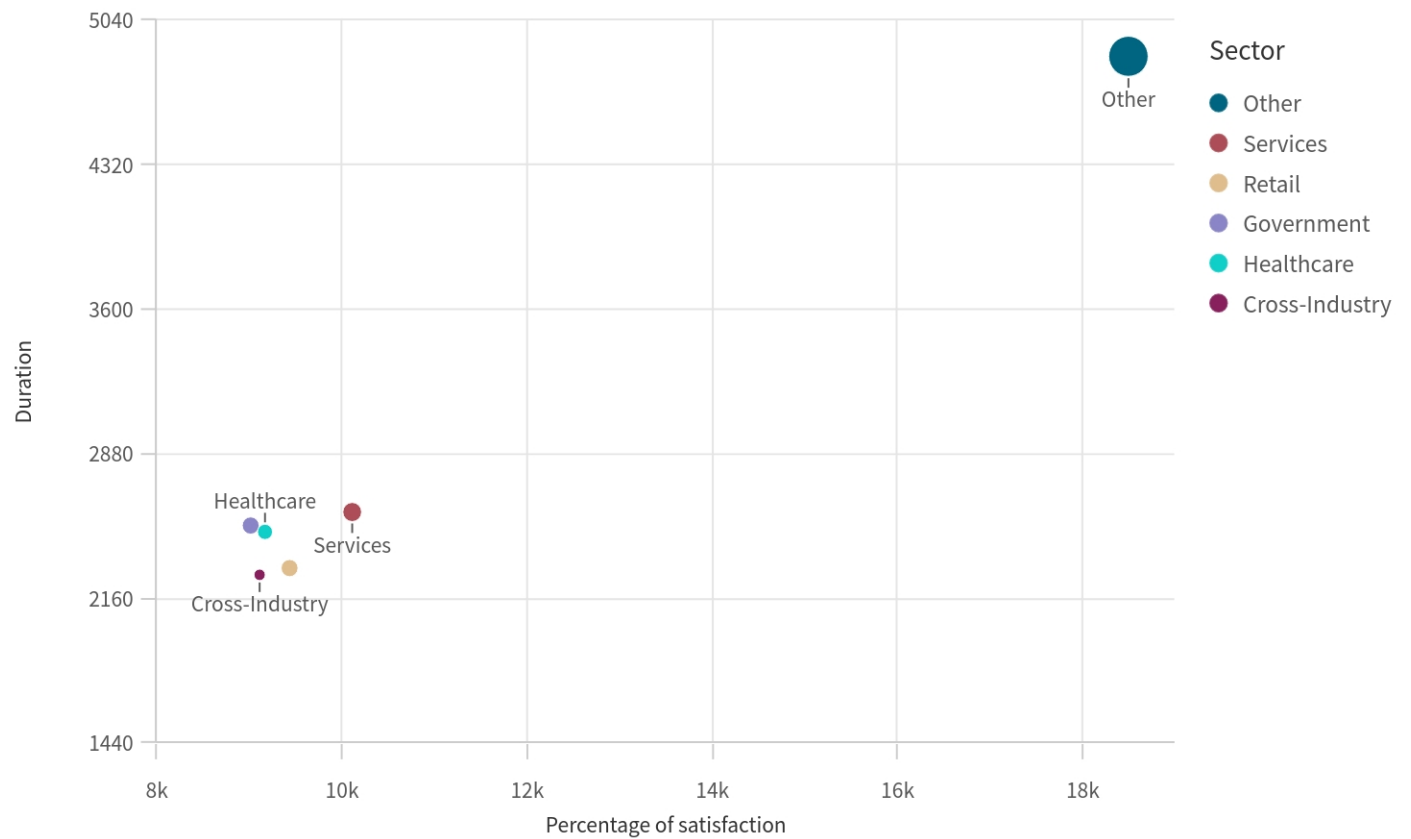
Number of calls, average call satisfaction and average call duration

Country	Q	City	Q	Number of calls	Average call satisfaction	Average call duration
Totals				1310	0.50	0.00904
Sweden		Stockholm		232	0.55	0.00942
United Kingdom		Manchester		247	0.52	0.00938
Portugal		Lisbon		223	0.50	0.00932
Germany		Berlin		206	0.45	0.00924
Italy		Rome		200	0.47	0.00844
Switzerland		Geneva		202	0.49	0.00828

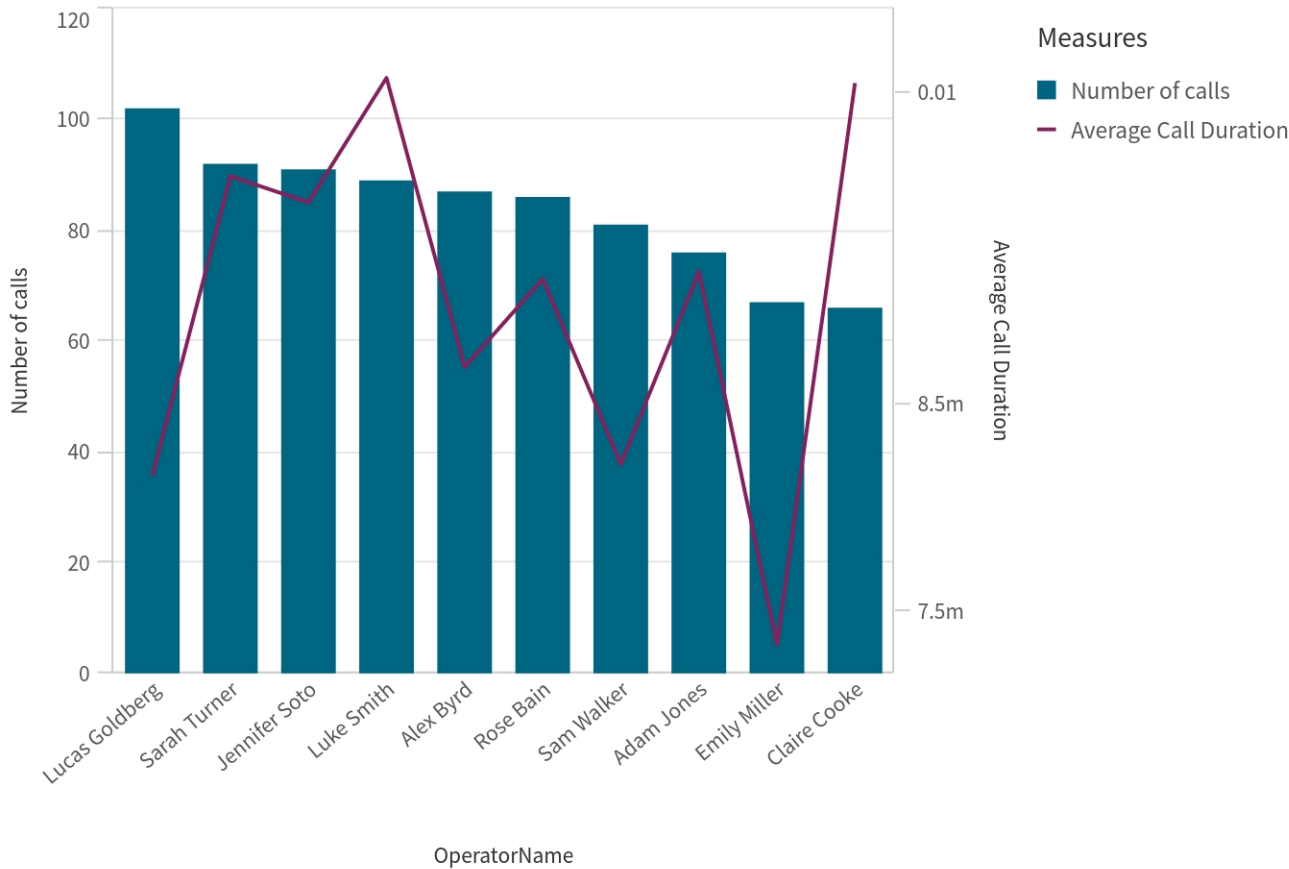
The United Kingdom and Sweden have the highest number of calls, average call satisfaction and average call duration.

*There is a high correlation between the percentage of satisfaction and the call duration especially when the customers' call belong to other sector.*

The correlation between the percentage of satisfaction and the call duration per sector



Top 10 operators, based on the number of calls



*It can be observed that in Europe, Lucas Goldberg is the one that has the highest number of calls. Regarding, the average call duration, Luke Smith and Claire Cooke have the highest values. However, Emily Miller marks the lowest average call duration.*

*In Europe is noticed that the number of calls is higher than in America.*

The distribution of calls in Europe vs America

