



### **Call Center**

Measured agent performance, resolution rates, satisfaction scores, and service speed.



### **Churning**

Static report for checking the churning customer features. Supported to understand the customer churn risk.



### **Risk Analysis**

Used filters and visual models to show churn risk by service type, tenure, payment method, and contract. Supported retention planning through data-driven segmentation.



### **HR KPI**

This is a 2-page diversity & inclusion analytics dashboard to visualize key KPIs such as gender balance, hiring/promotion rates, and executive representation by department and age group.

Topic ▼

All ▼

Agent ▼

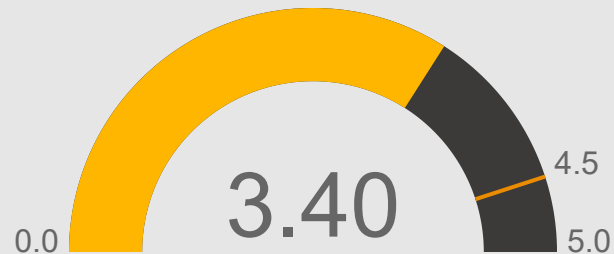
All ▼

Date ▼

2021/1/1 📅 2021/3/31 📅



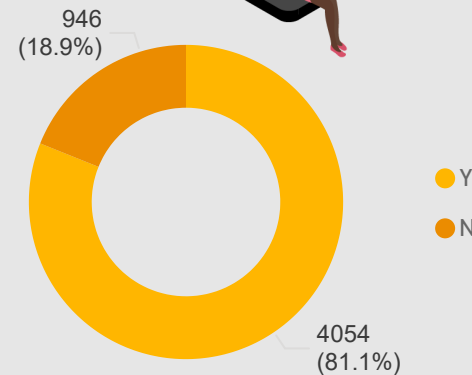
Avg of Satisfaction Rate



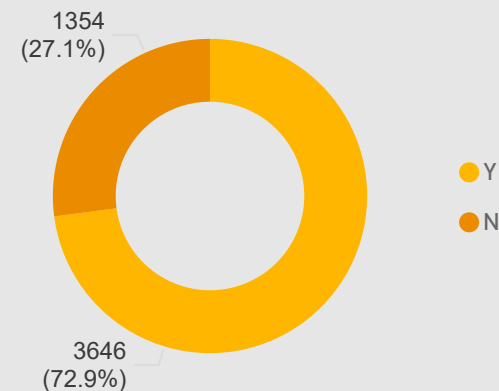
67.52

Avg of Answer Speed (sec)

Answered

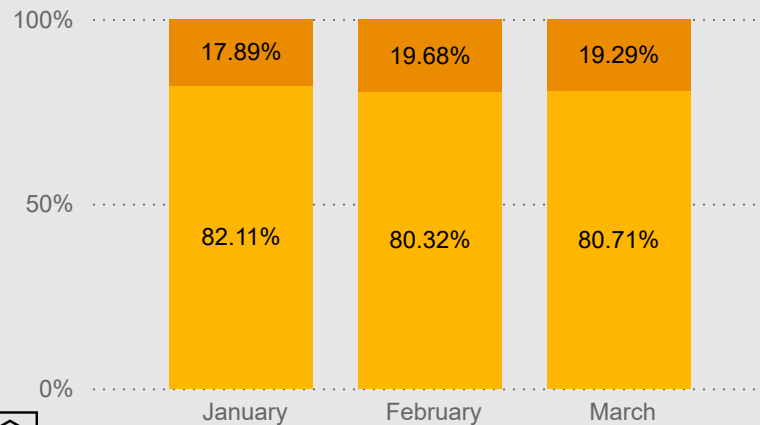


Resolved



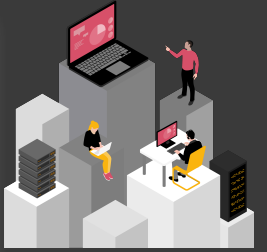
Num of Call by Month

Answered Y N



Agent Statistics

Agent	# of answered	# of resolved	Avg of Satisfaction rating	Avg of Speed of answer in seconds
Jim	536	485	3.39	66.34
Dan	523	471	3.45	67.28
Becky	517	462	3.37	65.33
Martha	514	461	3.47	69.49
Greg	502	455	3.40	68.44
Diane	501	452	3.41	66.27
Joe	484	436	3.33	70.99
Stewart	477	424	3.40	66.18
<b>Total</b>	<b>4054</b>	<b>3646</b>	<b>3.40</b>	<b>67.52</b>



1869

Sum of Customers

2173

Num of Tech Tickets

885

Num of Admin Tickets

2.86M

Sum of Yearly Charges

139.13K

Sum of Monthly Charges

## Demographics

Female Male



25.47%

Senior-Citizen

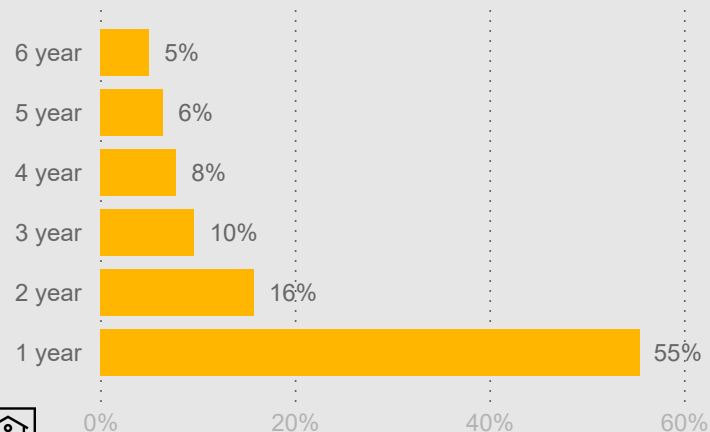
35.79%

Partner

17.44%

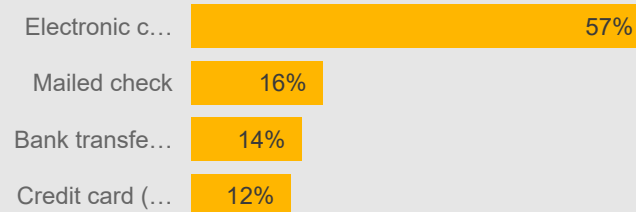
Dependents

## Subscription Time

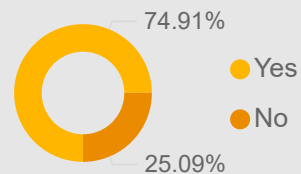


## Customer account information

### Subscription Time



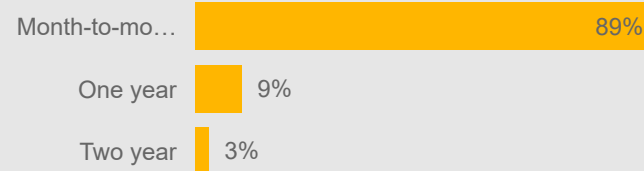
### Paperless Billing



### Average Charges

74.44  
Monthly Avg  
1,531.80  
Yearly Avg

### Type of Contract



## Services customers signed up for

90.90%

Phone Service

43.55%

Streaming TV

43.77%

Streaming Movies

29.16%

Device Protection

27.98%

Online Backup

16.59%

Tech Support

15.78%

Online Security

Multiple Lines?

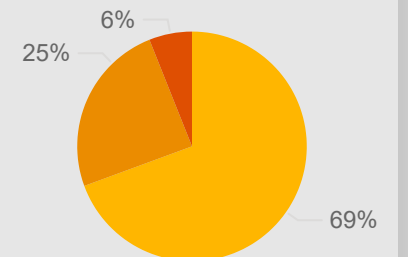
50.03%

Yes

49.97%

No

Fiber optic DSL No



# pwc Customer Risk Analysis

## Risk of churn

- ☐ No
- ☐ Yes

## Internet Service

- ☐ DSL
- ☐ Fiber optic
- ☐ No

## Months Subscribed

0 72

## Contract Type

- ☐ Month-to-month
- ☐ One year
- ☐ Two year

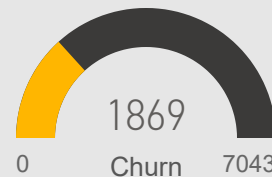


7043

Total Customer

26.5%

Churn Rate %



16.06M

Total Yearly Charges

2955

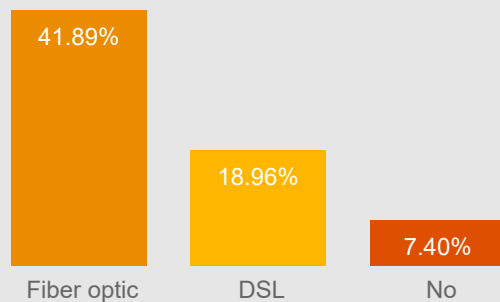
Tech Tickets

3632

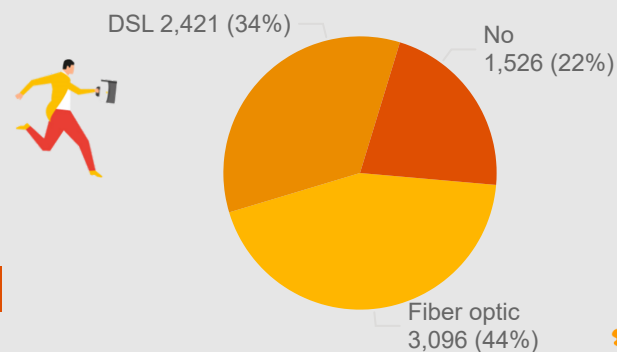
Admin Tickets



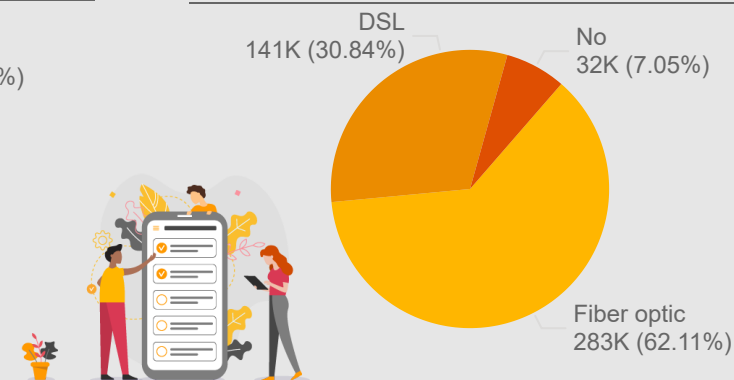
## Churn Rate by Internet Service



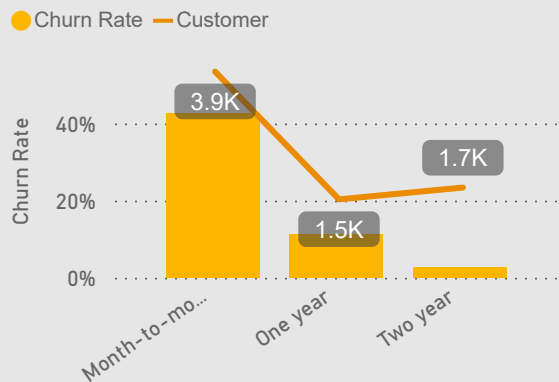
## Sum of Customers



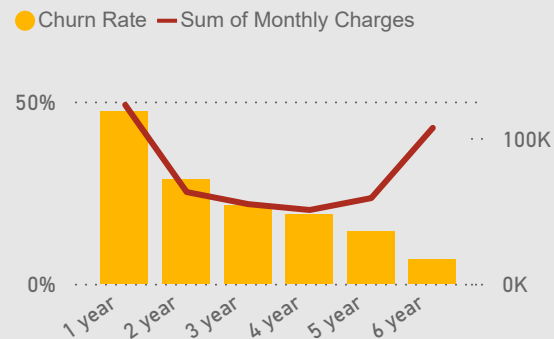
## Sum of Monthly Charges



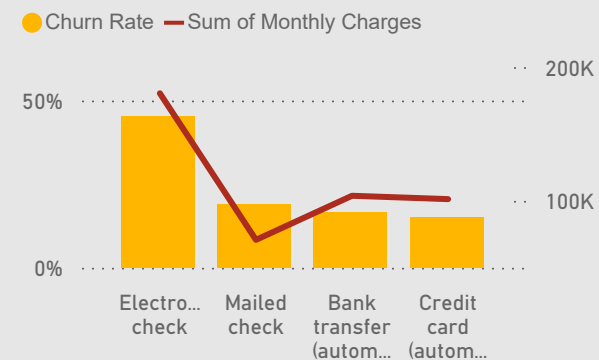
## Churn Rate by Type of Contract



## Churn Rate by Years of Contract

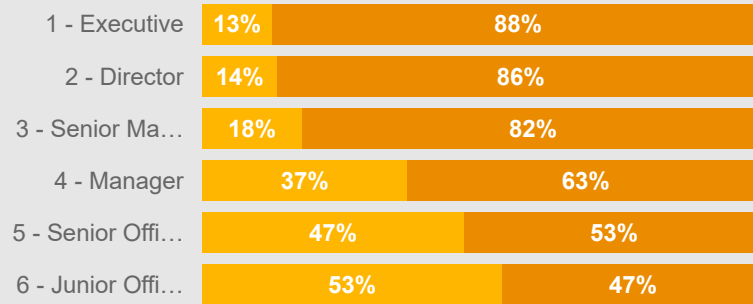


## Churn Rate by Payment Method



## KPI 1 - Hiring

Gender ● Female ● Male



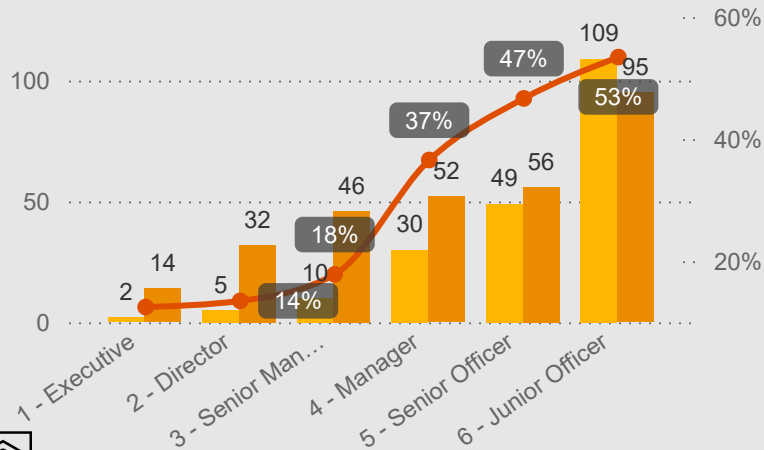
**41%**

% of hires women

**59%**

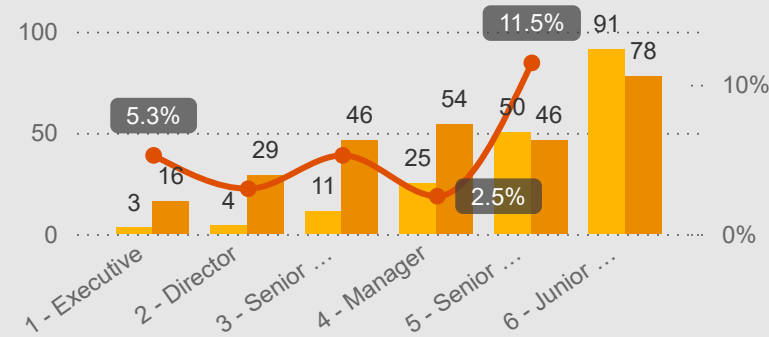
% of hires men

Gender ● Female ● Male ● % of hires women



## KPI 2 - Promotions (FY21)

Gender ● Female ● Male ● % Promotees who were women



**4%**

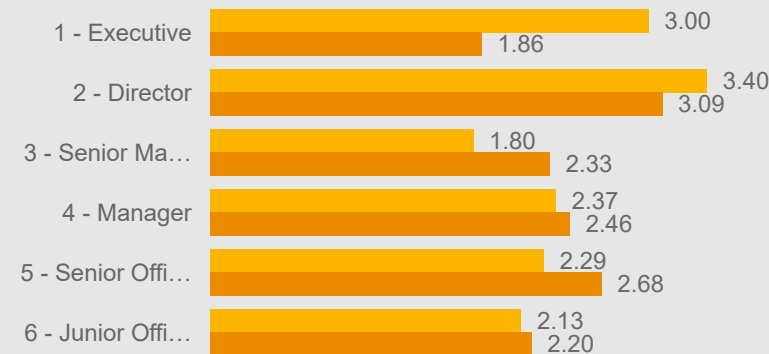
% of women promotees

**7%**

% of men promotees

## Age Time in Grade of Employees Promoted in FY21

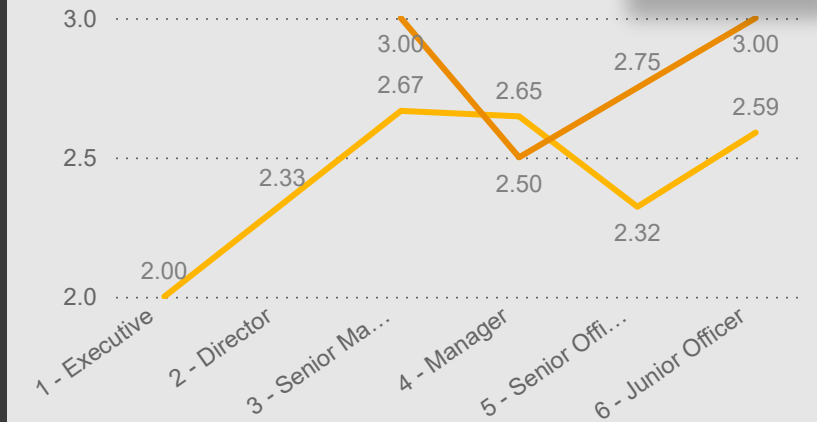
Gender ● Female ● Male



## KPI 3 - Turnover Rate (FY20 leavers)

### Avg Women Performance Rating (FY19)

Left this year (FY20)? ● No ● Yes

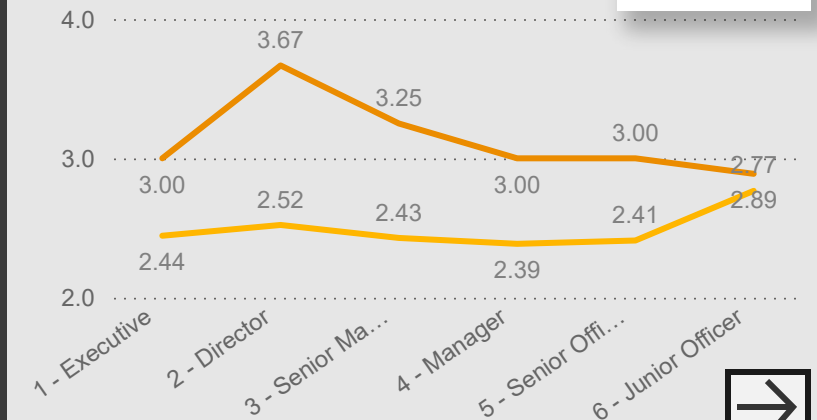


Female

**11.17%**

### Avg Men Performance Rating (FY19)

Left this year (FY20)? ● No ● Yes



Male

**9.32%**





# HR Dashboard for Diversity & Inclusion

Department

All

Job Level

All

Region Group

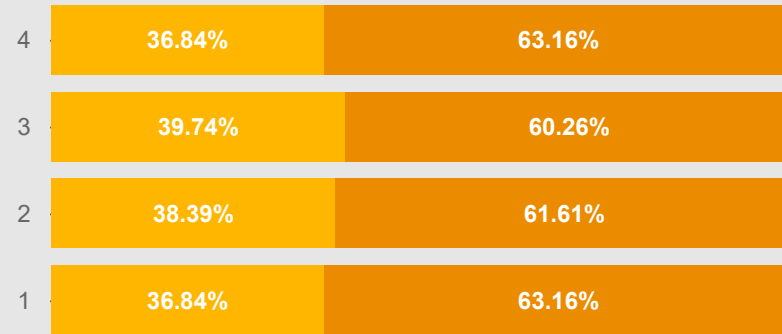
All

Age Group

All

## KPI 4 - Performance Rating

Gender ● Female ● Male



2.42

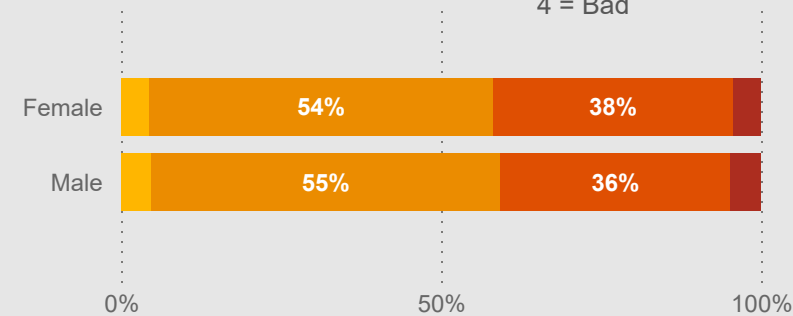
Avg Rating Women

2.41

Avg Rating Men

FY20 Perf. Rating ● 1 ● 2 ● 3 ● 4

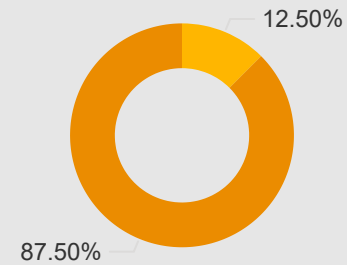
1 = Excellent  
2 = Great  
3 = Sufficient  
4 = Bad



## KPI 5 - Executive Gender Balance

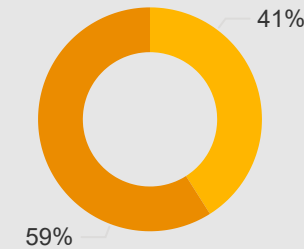
Executive Split (FY20)

Gender ● Female ● Male



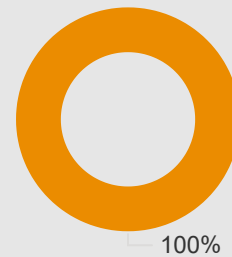
Executive Split (FY21)

Gender ● Female ● Male



Executive Hire (FY20)

Gender ● Male



Promotion to Executive (FY20)

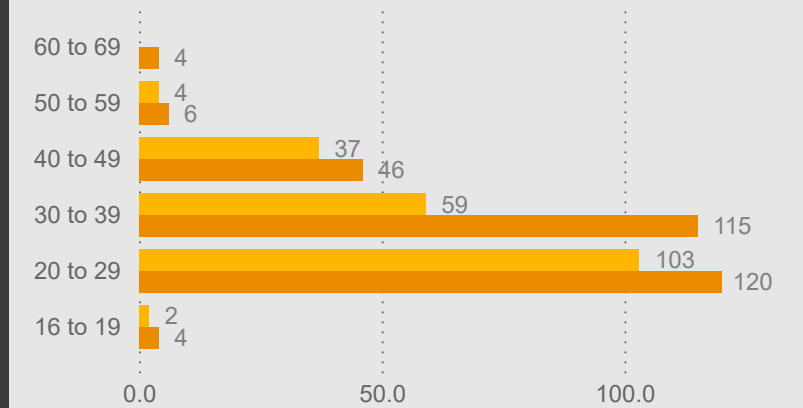
Gender ● Male



## KPI 6 - Age Group

Avg Women Performance Rating

Gender ● Female ● Male



Promotion % by Job Level & Age

Age ● 16 to 19 ● 20 to 29 ● 30 to 39 ● 40 to 49 ● 50 to 59 ● 60 to 69

