


An analysis of repeat call on three different market

Google fiber customer service

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How often does the customer service team receive repeat calls from customers?

- Reveal insights about repeat callers.
 - Explore trends in repeat calls.
 - Improve the overall customer experience.
-

Analyze the data in three distinct charts

01

Proportion of repeat call by week

- Help to undersatnd if certain weeks are more conducive to repeat call

02

Number of call by market

- See what market have more repeat call

03

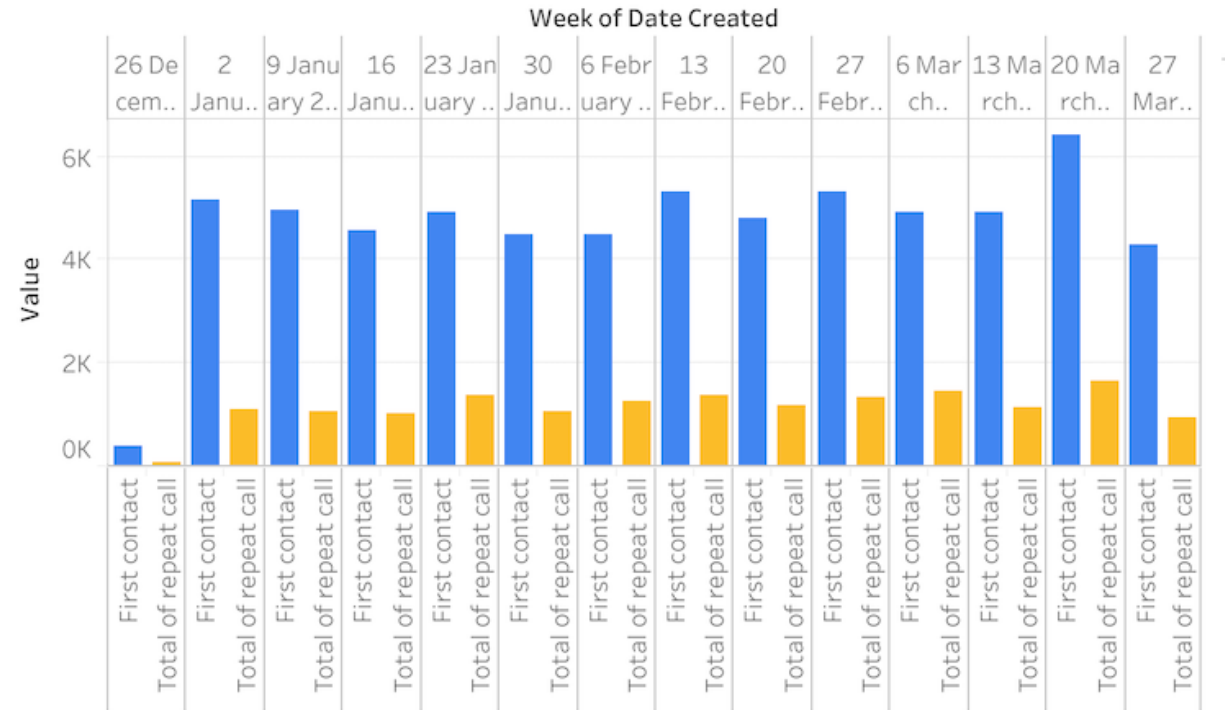
Number of repeat call by market and by type

- Help to understand what market and type of problem generate more repeat call

Proportion of repeat call by week

- The number of first call are stable except during the third week of March
- The number of repeat call are stable during the period

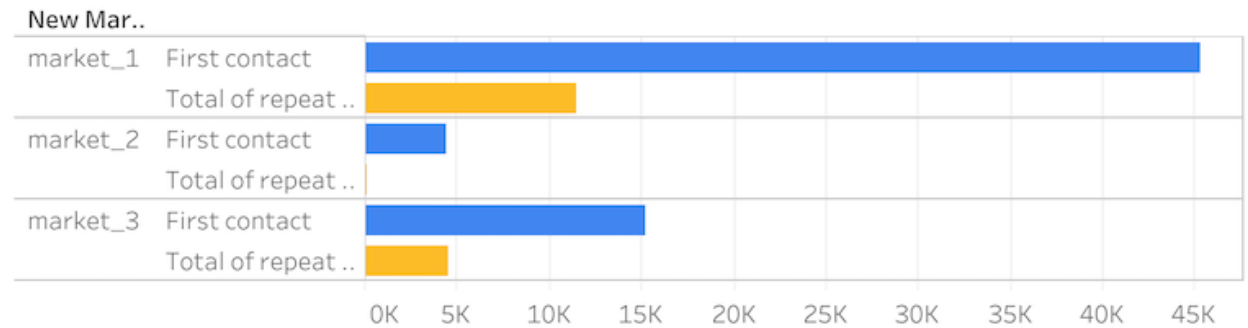
Proportion of repeat call by week



Number of call by market

- The market 1 have lot of repeat call (11,511)
- The market 2 have almost no repeat call (73)
- The market 3 have repeat call (4,503)

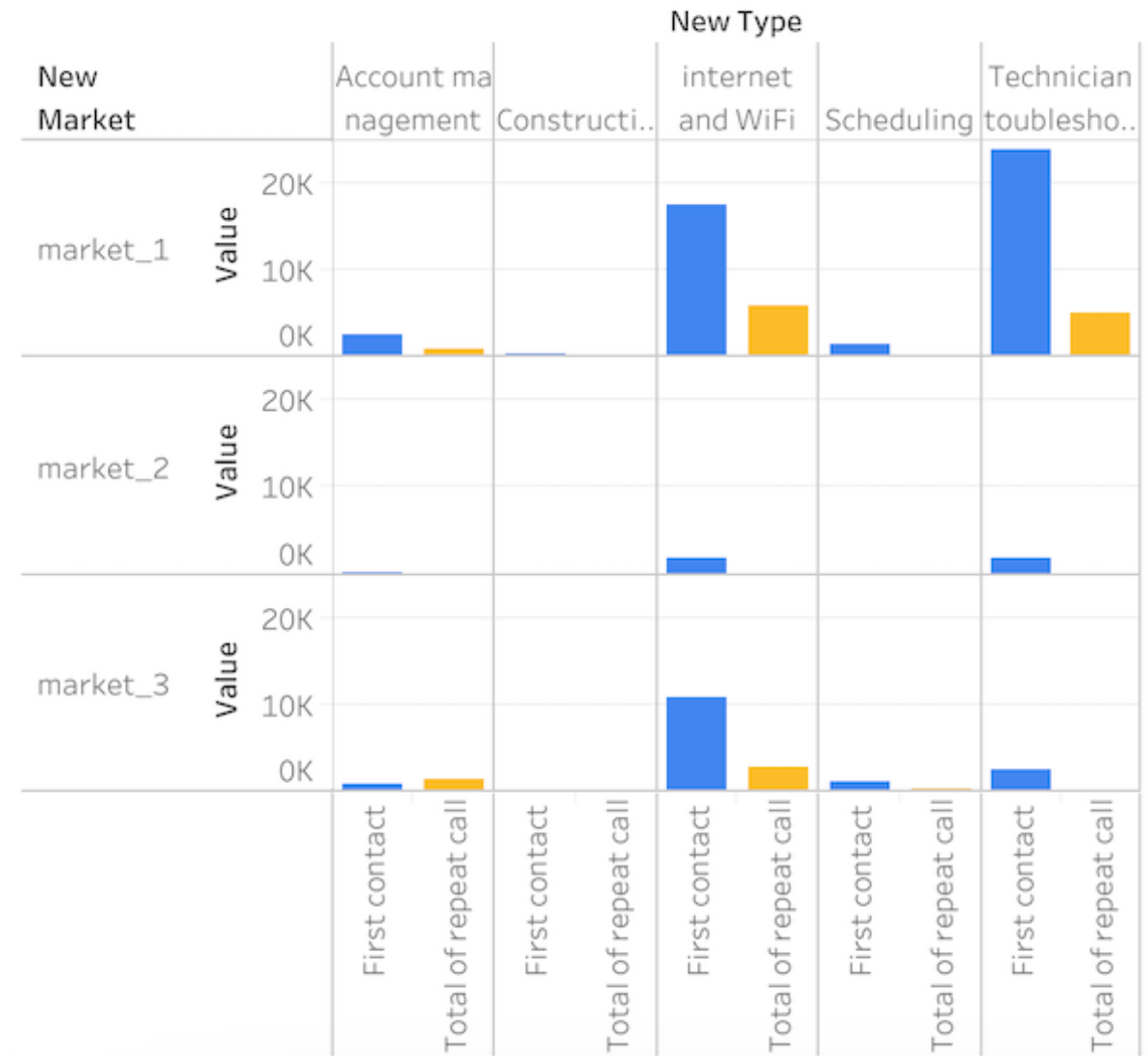
Number of call by market



Number of call by market and by type

- The problems types who generate the most repeat call is WiFi and internet and technician troubleshooting
- It's also the problems types who generate the most first call

Number of repeat call by market and type



Thank you !

