**Call Centre Problems**

**Objective**

Call Centre in United States of America wants to know about the report for the month of October 2022. To analyse the customer queries.

**Sample** **Questions**

* Create a line chart showing calls of the month
* Which channels received most calls?
* Which state called the most? Create a map
* What were the reasons of the customers?
* What was the response time for the calls?
* What were the customers feedbacks?
* Highest calls from the call centres?

**Sample Insights**

* On 21st, 22nd, 23rd dates received the highest calls (75%)
* Most of the queries were answered by Calls and Chatbots (57%)
* (80%) of the customers called for the billing related queries
* California and Texas have the highest calls (58%)

**Final Conclusion**

Create more call centres in **California** and **Texas** to solve more queries of the customers via **Calls** and **Chatbots,** and the most asked question was for **Billing** related issues.