

Call Center Trend Analysis

Date

01-01-2021



31-03-2021



Number of Calls

5000

Calls answered

4054

Number of
Agents

8

Speed of answer
(in seconds)

67.52

Customer
Satisfaction

3.40

Agent

All

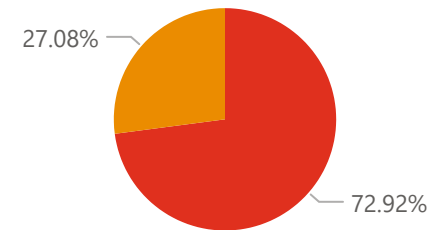


Top 5 Agent's performance quadrant

Agent	Count of Resolved	Average of Satisfaction rate	Average of Answer speed in secs
Martha	638	3.47	69.49
Dan	633	3.45	67.28
Diane	633	3.41	66.27
Greg	624	3.40	68.44
Stewart	582	3.40	66.18

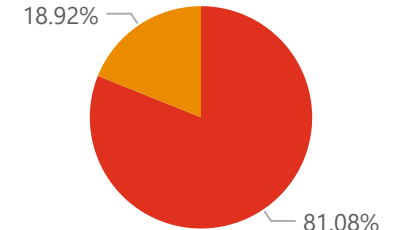
Issues resolved

● Y ● N

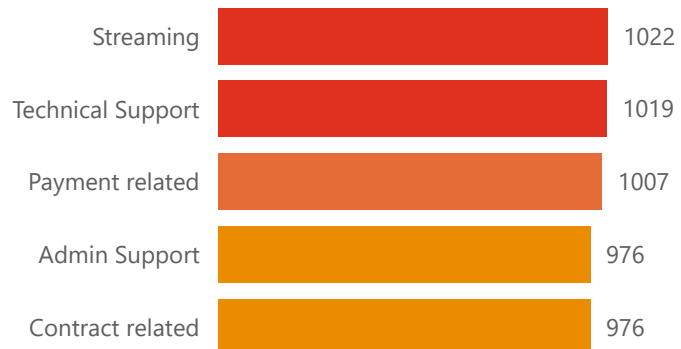


Calls answered

● Y ● N

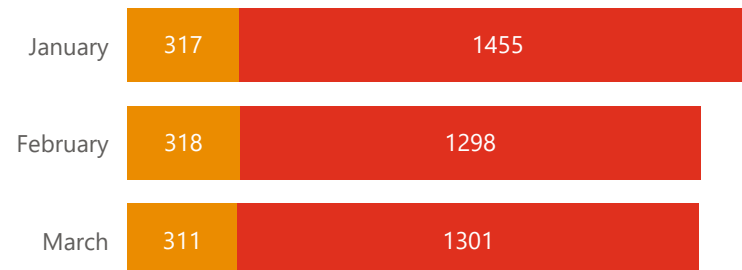


Calls based on Topic



Calls answered by Month

● N ● Y



Satisfaction rate by Month



Customer Churn Analysis

CustomerID

All

Services Insights

29.16%

Device protection

15.78%

Online Security

90.90%

Phone Service

43.77%

Streaming Movies

43.55%

Streaming TV

16.59%

Tech Support

Customers at risk

1869

Admin Tickets

885

Tech Tickets

2173

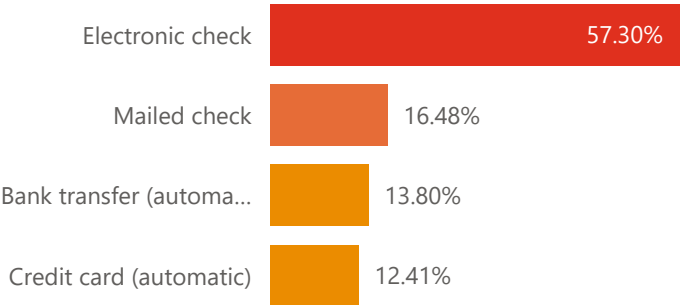
Monthly Charges

139.13K

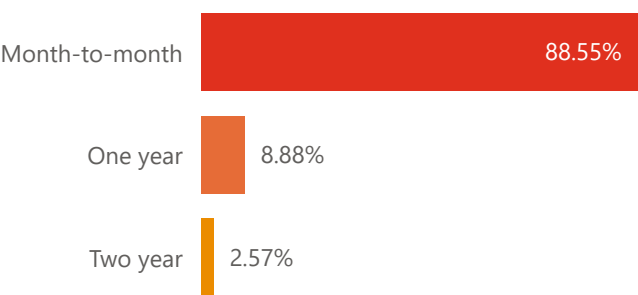
Yearly Charges

2.86M

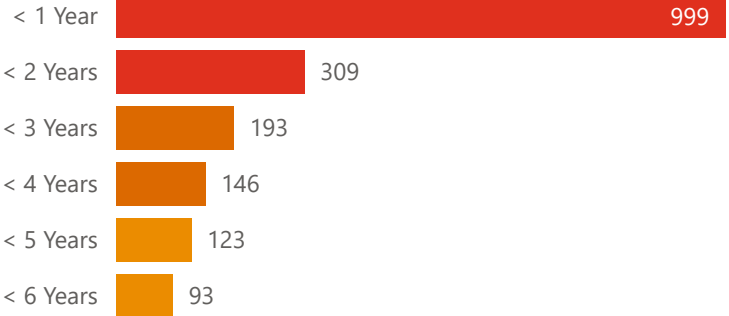
Payment Method



Types of Contract



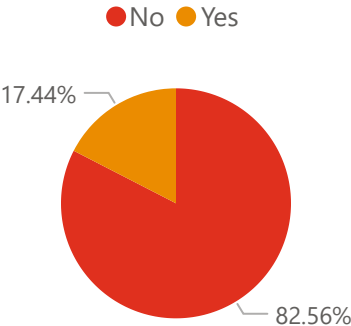
Subscription Time



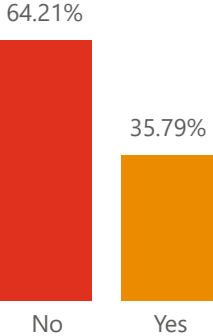
Gender



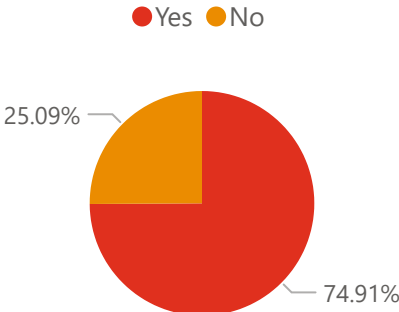
Dependents



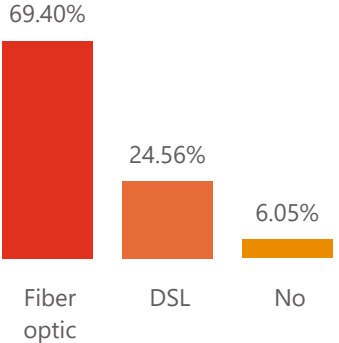
Partner



Paperless Billing



Internet Service



Customer Risk Analysis

CustomerID

All

Risk of Churn

No

Yes

Total Customers

7043

Churn Rate

26.54%

Admin Tickets

3632

Tech Tickets

2955

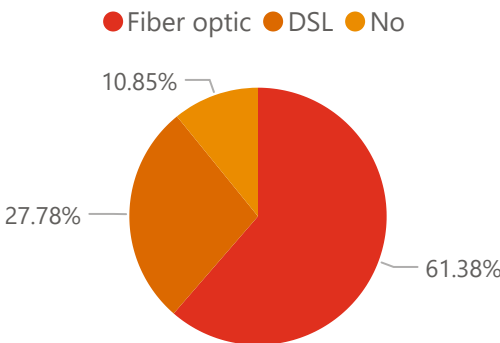
Yearly Charges

16.06M

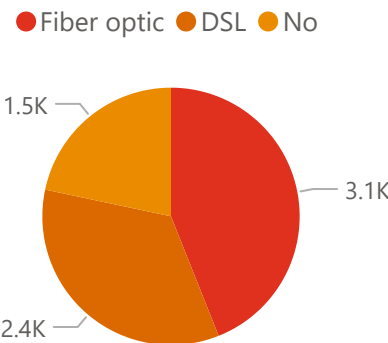
Months subscribed

All

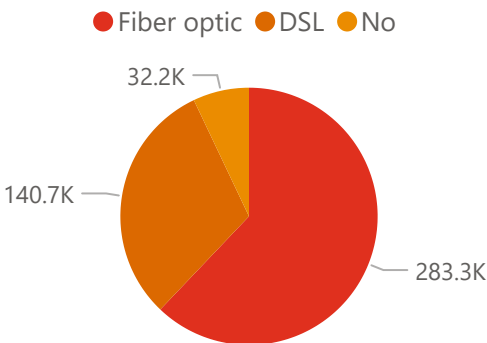
Churn by Internet Service



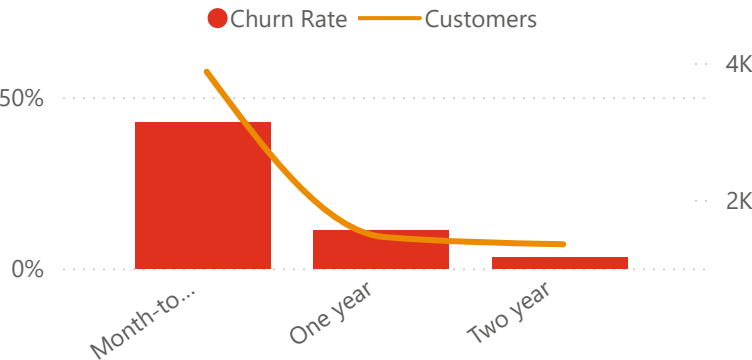
Number of customers by Internet Service



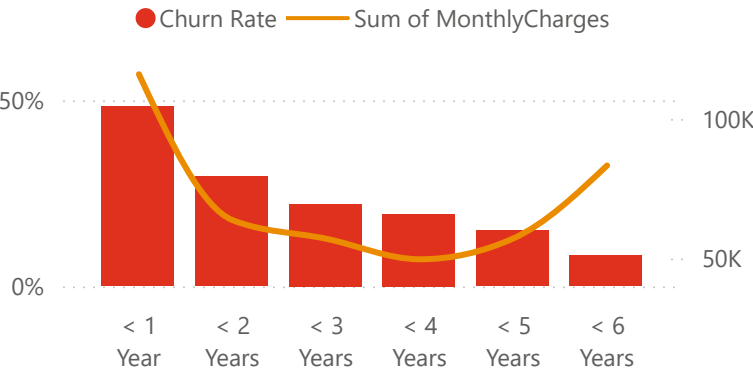
Monthly charges by Internet Service



Churn by Tenure



Churn by Tenure



Churn by Tenure

