Project-1 Call Centre Resource Utilization Analytics

Team of lead of the call centre, has got the below mentioned attribute of their teams performance, he/she need to answer the below mentioned queries to management in addition this the he/she need to make the group of charts to form a dashboard for top manage on performance of his/her department

|  |  |
| --- | --- |
| **Attribute** | Description |
| **Call Id** | auto number |
| **Date** | Date of Call |
| **Agent** | Agent Name |
| **Department** | Department Name |
| **Answered (Y/N)** | Call Answered or Not |
| **Resolved** | Issue Resolved or Not |
| **Speed of Answer** | waiting time, before answering the call |
| **AvgTalkDuration** | avg talk time of a call |
| **Satisfaction rating** | satisfaction feedback rating |

Task

1. Import the data in environment from link

http://www.gddatalabs.com/Tests/Call\_Centre.xlsx

2. Make a function to accept the week number and share the below mentioned values of respective week number.

|  |
| --- |
| Total Calls |
| Calls Answered |
| Avg Speed of Answer |
| Abandon Rate |
| ~~Avg Call/Min~~ |
| Satisfaction Overall |
| Calls of Less than 180 Seconds |
| % Calls of Less than 180 Seconds |
| Satisfaction less than equal to 3 |

3. Make a function to accept agent name and get the below mentioned values of respective agent

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Total Calls | Calls Answered | Avg Speed of Answer | Call Resolution % | Call Resolved |

4. Make a function to accept agent name and get the day (weekday) wise below mentioned values.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Total Calls | Calls Answered | Avg Speed of Answer | Call Resolution % | Call Resolved |

5. Make a function to accept the department name and get below mentioned values

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Total Calls | Calls Answered | Avg Speed of Answer | Call Resolution % | Call Resolved |

6. Make a function to accept the department name and get below mentioned values

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Total Call | Call Answered | Abandoned Calls % | SLA Limit (only 20% Abandoned Called Permitted) | SLA Breached (Yes/No) |  |

7. Make a below mentioned charts and values Week No. wise

